



## Utilization of Information Sources and Services by Science Students: A Case Study at Karnatak University, Dharwad, India

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Available online at: [www.isca.in](http://www.isca.in), [www.isca.me](http://www.isca.me)

Received 4<sup>th</sup> January 2016, revised 16<sup>th</sup> January 2016, accepted 15<sup>th</sup> February 2016

### Abstract

*The present study aims to study the usage of information sources and services by the science students and their satisfaction level. The study reveals that among the other science departments, 24(25%) of students from Zoology. The data reveals that most of the users use the library for Internet Browsing (16.27%), to read books (15.59%), and to access Online/Electronic resources (12.57%). It is found that there is a marked preference for reference books 64(66.7), and newspapers (22.9%) which are used frequently. It can be observed that majority of respondents 57(59.4%) use reference services, whereas 36(37.5%) respondents making use of E-mail and web services. Majority of respondents facing problem in locating the needed material 53(55.2%), old damaged multiplied books and journals 42(43.8%) etc.*

**Keywords:** Karnatak University, Information Sources and Services, Electronic Resources, Internet.

### Introduction

The role of library is changing from generation to generation. Library is the back bone for any educational institutions and it is providing access to its resources. Library resources are helpful to fulfill the need of the education institutional faculties, students etc. The University libraries main aim is to support the educational activities by providing access to its resources and services. It has valuable information sources it may be traditional or electronic resources. An academic library being a service institution always attempts to meet the informational and educational needs of the community by providing good collection and services. Maximum use of library resources and services by its users is the main motivating factor of the academic library for its development. Karnatak University Library has a very vital role to play to meet multidimensional demands for information and knowledge of students, research scholars, and teachers. The present study has made an attempt to assess the utilization of library resources and services and satisfaction level of the students about library resources and services at Karnatak University during the academic year 2014-15.

**Literature Review:** Rahiman and Tamizhchelvan<sup>1</sup> studied the information need, use of information channels, information seeking behavior, sufficiency of the library resources and the levels of satisfaction on library services of the students of engineering colleges affiliated to Anna University. Alias and Amen<sup>2</sup> studied online information sources among science faculties of developing countries, trends and practices of science faculties to meet their information need. Sahail and Upadhyay<sup>3</sup> studied the use of library resources by the students of University

of Kalyani. Authors found that guidance in the use of library resources and services was necessary to help students to meet their information needs. Ranganathan and Babu<sup>4</sup> studied the awareness and use of library resources and services at Osmania University, Hyderabad. Author studied that the adequacy of library resources, opinion on e-resources or print sources, reasons for using e-resources, satisfaction on sources of information provision. Saikia and Gohain<sup>5</sup> revealed that students and research scholars are highly satisfied with the collection of online journals and use these online journals both for academic and research purpose. ICT application in library services is also providing opportunities to users to access and utilize both library online resources and services effectively.

**Objectives:** The specific objectives of the study are: i. To know the users frequency and purpose of visiting the library. ii. To find out type of information sources and services frequently used by the users. iii. To know the satisfaction level of users with the library sources and services. iv. To find out the problems faced by users while accessing the library sources and services.

### Methodology

To achieve the objectives of the study, survey method of research was adopted. A structured questionnaire was designed and used for collecting data from Science students from Electronics, Physics, Chemistry, Biochemistry, Zoology departments of the Karnatak University, Dharwad. 100 questionnaires were personally distributed among the users of the library on random basis, out of which 96 users responded to the questionnaire which constitute 96% response.

### Analysis and Interpretation of Data

The information given by Science PG students is systematically analyzed and presented in the successive paragraphs.

**Table-1**  
**Distribution of Respondents by Department wise**

Department	Frequency	Percent
Electronics	16	17
Physics	17	18
Chemistry	23	24
Biochemistry	16	17
Zoology	24	25
Total	96	100

Table-1 depicts the no. of students from the different science departments of Karnatak University. Among the total 24(25%) students from Zoology, followed by 23(24%) students from Chemistry, 17(18%) of them are from Physics. Equal number 16 (17%) of students from both Bio-Chemistry and Electronics. Biochemistry and Electronics departments constitute 16 (17%) respondents each.

**Table-2**  
**Gender-wise distribution of respondents**

Gender	Frequency	Percentage
Male	33	34.4%
Female	63	65.6%
Total	96	100%

Table-2 indicates gender wise distribution of respondents. Of the 96 respondents surveyed, 63 (65.6%) are female and about 33 (34.4%) respondents are male. It shows the dominance of female students under study.

**Table-3**  
**Social Background of respondents**

Social Background	Frequency	Percentage
Urban	46	47.9%
Rural	50	52.1%
Total	96	100%

Table-3 shows that majority of respondents from rural background 50(52.1%), whereas 46(47.9%) of respondents from urban background.

**Table-4**  
**Purpose of Using Library by Sample Departments**

Variables	Chi-square value	Significance
Getting Book Issue/Return	7.38 <sup>a</sup>	0.17 NS
To Read books	15.59 <sup>a</sup>	0.004 **
To Write Assignment	1.64 <sup>a</sup>	0.80 NS
To Read Newspapers/magazines	7.22 <sup>a</sup>	0.12 NS
To Refer Journals	8.62 <sup>a</sup>	0.07 NS
For Research Purpose	7.11 <sup>a</sup>	0.13 NS
To use Online/Electronic resources	12.57 <sup>a</sup>	0.014**
To Take Photocopies (Xerox)	10.32 <sup>a</sup>	0.035*
To Consult Reference Sources	5.39 <sup>a</sup>	0.249 NS
For Internet Browsing	16.27 <sup>a</sup>	0.003**

Note: Chi-square values are in percentage; \*\* is 0.01 level of Significance and \*0.05 level of significant; NS is not significant

It is noted from the Table-4 that, most of the users use the library to read books (15.59%), to access Online/Electronic resources (12.57%), and for Internet browsing (16.27%), less number of students using the library to read newspapers (7.22 %), to refer Journals (8.62 %), for research (5.39 %), and to consult reference sources.

**Table-5**  
**Use of Information Sources Provided by Library**

Variables	Frequently	Occasionally	Do Not Use
General Books	24.0 (23)	57.3(55)	18.8(18)
Reference Books	66.7 (64)	25.0(24)	8.3(8)
Periodical/ Journals	7.3 (7)	30.2(29)	62.5(60)
Books on Competitive Exams	20.8 (20)	38.5(37)	40.6(39)
Electronic Journals	9.4 (9)	19.8(19)	70.8(68)
CD ROM Database	3.1 (3)	15.6(15)	81.3(78)
Project Reports	13.5 (13)	28.1(27)	58.3(56)
News Papers	22.9 (22)	28.1(27)	49.0(47)

Note: Values in brackets are No. of respondents and values out of brackets are percentage of respondents

The respondents were asked to indicate the frequency of use of information sources available in their library. Table-5 shows that there is a marked preference for reference books 64(66.7) which is used frequently, followed by this Newspapers (22.9%).

It is also observed that general books (57.3), competitive exams books (38.5 %), periodicals (30.2%) are consulted occasionally.

**Table-6**  
**Utilization of Services Provided through Library**

Services	Yes	No
User Orientation Programme	30.2(29)	69.8(67)
Current Awareness Services	26.0(25)	74.0(71)
Reference Services	59.4(57)	40.6(39)
New Arrival Display	31.3(30)	68.8(66)
Reprographic Services	7.3(7)	92.7(89)
Inter Library Loan	3.1(3)	96.9(93)
Digital Library	29.2(28)	70.8(68)
OPEC	16.7(16)	83.3(80)
E-Resources	25.0(24)	75.0(72)
E- Mail and Web Services	37.5(36)	62.5(60)

Note: Values in brackets are No. of respondents and values out of brackets are percentage of respondents

The basic objective of any library is to provide effective services to its users. Table-6 list out the different services provided by the Karnatak University library. It is found that majority of respondents 57(59.4%) use reference services, whereas 36(37.5%) respondents making use of E-mail and web services, 24(25.0%) of respondents used for accessing e-resources and 29(30.2 %) of respondent used for User Orientation Program followed by this 29(31.3%) respondents find out New arrivals in the library.

It is indicated from the Table 7 that, among the different services offered by the library, reference service 31(32.3) is very frequently used service as compared to other library services followed by this New arrival display 14(14.6%), and e-mail service 13(13.5%)used frequently. The library services in general used quite often and occasionally is almost same for the User Orientation Programme (30.2%), reprographic services (15.6%), and digital library (21.9%). However, more than half of the respondents of the study indicated that they never use current awareness service, interlibrary loan, OPAC, E-mail and web services, reprographic services.

**Table-7**  
**Frequency of Utilization of Services Provided by Library**

Services	Frequently	Occasionally	Do Not Use
User Orientation Programme	10.4 (10)	30.2 (29)	59.4 (57)
Current Awareness Services	13.5 (13)	17.7 (17)	68.8 (66)
Reference Services	32.3 (31)	22.9 (22)	44.8 (43)
New Arrival Display	14.6 (14)	22.9 (22)	62.5 (60)
Reprographic Services	2.1 (2)	15.6 (15)	82.3 (79)
Inter Library Loan	3.1 (3)	10.4 (10)	86.5 (83)
Digital Library	10.4 (10)	21.9 (21)	67.7 (65)
OPEC	6.3 (6)	11.5 (11)	82.3 (79)
E-Resources	8.3 (8)	16.7 (16)	75.0 (72)
E- Mail and Web Services	13.5 (13)	24.0 (23)	62.5 (60)

Note: Values in brackets are No. of respondents and values out of brackets are percentage of respondents

**Table-8**  
**Problem Faced by Respondents while Using Library Resources and Services**

Problems	Yes	No
Lack of ICT Skills	12.5 (12)	87.5 (84)
Inadequate of Recent Publications and Current Core Journals	22.9 (22)	77.1 (74)
Difficulties in Locating the Needed Materials	55.2 (53)	44.8 (43)
Insufficient Space, Materials and Equipment	18.8 (18)	79.2 (76)
Incompetent and Unqualified Staff	8.3 (8)	89.6 (86)
Old, Damaged, Mutilated Books and Journals	43.8 (42)	55.2 (53)
Lack of Awareness about Library Services	30.2 (29)	69.8 (67)
Improper Guidance about use of Library Resources and Services	28.1 (27)	71.9 (69)
Improper Arrangements of Books	29.2 (28)	70.8 (68)

Note: Values in brackets are No. of respondents and values out of brackets are percentage of respondents

Table-8 shows that the problem faced by the users while using the library sources and services. It is found that the majority of respondents facing problem in locating the needed material 53(55.2%), old damaged multiplied books and journals 42(43.8%), lack of awareness about library services 29(30.2%) and improper arrangement of books 28 (29.2%). Only few number of students facing problem with 8(8.3%) incompetent and unqualified staff.

(65.6%) respondent are female. iii. It is observed that majority of respondents are from rural background 50(52.1%). iv. The data reveals that most of the users use the library for Internet Browsing (16.27%), to read books (15.59%), and to access Online/Electronic resources (12.57%). v. From the study it is found that there is a marked preference for reference books 64(66.7), and newspapers (22.9%) which are used frequently. vi. It can be observed that majority of respondents 57(59.4%) use reference services, whereas 36(37.5%) respondents making use of E- mail and web services. vii. Majority of respondents 31(32.3) use reference service frequently. viii. Majority of respondents facing problem in locating the needed material 53(55.2%), old damaged multiplied books and journals 42(43.8%)etc. ix. Majority of respondents 59 (61.5%) agree that they need training to utilize the library services. x. Maximum number of users 13(81.3%) from the Electronic department are satisfied by library services provided to them.

**Table-9**

**Need for Training in the Usage of Library Sources and Services**

Need for Training	Respondents	Percentage
Yes	59	61.5 %
No	37	38.5 %
<b>Total</b>	<b>96</b>	<b>(100%)</b>

Table-9 shows that the need and importance of training to proper utilization of library sources and services. It is observed from the above table that majority of respondents 59 (61.5%) agree that they need training to utilize the library services and less number of students 37(38.5%) responded that they do not need any training.

**Conclusion**

The libraries main aim is to fulfill the needs of users by providing its resources and services. Now-a-days there are different types of sources and services such as electronic sources, databases etc., are provided by the libraries. The Karnatak University Library also fulfilling the needs of their students and it has very valuable collections. The satisfaction level of students is high which is revealed by the study. The study also attempted to observe the frequency of use of its resources and services. There are so many information sources which users are not aware about these sources and services. Therefore, proper orientation programme to the users should be provided in order make awareness and to get familiarize about the library resources and services. Library should help them to access its sources and services to meet their academic needs.

Table-10 depicts department wise satisfaction level. Maximum number of users 13(81.3%) from the Electronic department are satisfied by library services provided to them, followed by this 17 (73.9%) of users from Chemistry, 12(50.0%) of users from Zoology, 7 (41.2%) of users from Physics are satisfied with library services.

**Findings of the Study**

i. The study reveals that among the other science departments, 24(25%) of students from Zoology. ii. The data reveals that 63

**Table-10**  
**Level of Satisfaction by Respondents with Library Resources and Services**

Department	Highly dissatisfied	Dissatisfied	Satisfied	Moderately satisfied	Highly satisfied	Total
Electronics	6.3 (1)	0	81.3 (13)	12.5 (2)	0	100 (16)
Physics	0	0	41.2 (7)	35.3 (6)	23.5 (4)	100 (17)
Chemistry	0	4.3 (1)	73.9 (17)	17.4 (4)	4.3 (1)	100 (23)
Biochemistry	0	6.3 (1)	31.3 (5)	62.5 (10)	0	100 (16)
Zoology	4.2 (1)	4.2 (1)	50.0 (12)	41.7 (10)	0	100 (24)
<b>Total</b>	<b>2.1 (2)</b>	<b>3.1 (3)</b>	<b>56.3 (54)</b>	<b>33.3 (32)</b>	<b>5.2 (5)</b>	<b>100 (96)</b>

Note: Values in brackets are No. of respondents and values out of brackets are percentage of respondents

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