Use of Library Information Resources and Services by the Central Library Users of Maharshi Dayanand University, Rohtak (Haryana): A Study

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Abstract

The present study investigated the use of Library Information resources and services by the Social Science user of MaharshiDayanad University, Rohtak (Haryana). A total 100 questionnaires were distributed randomly among the users and out of these 86 questionnaires duly field up by respondents were found valid for analysis. It was found that maximum of the users with 38(44.18%) visit the library daily and 23(26.74%) of the respondents use library information resources and services for preparing the competitive exam. It was also found that 28 (32.55%) use textbooks and 26(30.23%) of the respondents use Library circulation services. Out of the 86, 21(24.41%) of the respondents have faced problems as lack of time in using the library.

Keywords: Information Resources; Information Service; Library Users.

Introduction

Today's library is powerhouse where information is stored, generated and transferred to fulfill the users need. For the optimum use of this library its users should also have knowledge to access its resources to their full benefit making every search effective. But still the information searching strategies shows that the user's searching behavior as being subject specific and most users pick what they perceive as important word in an assigned topic and they use it to search for the needed information [1].

Libraries and information centers are undergoing major changes in this recent era. The rapid development of information technology and broadcasting, the phenomenal growth of the world wide web and computerized of library information resources and services are new demand from the users. However, these are the basic need of the library users to access information created, organized and stored for study, research and entertainment [2]. The library is the place, which collects and make available both knowledge and documentation. The evolution of libraries forms part of the mainstream social history and understanding. This process is essential to an understanding of twentieth-century mass culture. Academic libraries become mandatory to combine the provision of both conventional and modern resources/services so as to meet today's information demands of the researchers.

Literature Review

Hussain and Kumar [3] examined the utilization of information resources and services of the Master School of Management Library, Meerut, (U.P.) India. A well structure questionnaire was used for collecting opinions of the library users about usage of information resources and services. The study analyzed the various aspects of library collections uses within the available resources, frequency and purposes of visit, utilization of library services, and assesses the behavior of library staff. Saikia and Gohain [4] investigated that use of library resources, user's satisfaction on library resources & services and information seeking behaviors of the students and research scholars of Tezpur University. The study revealed that 79.5%(159) library users responded where 32.07% (51) respondents visited Central library,

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Tezpur University every day for borrowing library books. It is found that 82.39 % users borrowed text books, 79.87% consulted journals and 75.47% read Newspapers to meet their information needs.Tyagi [5]in their work entitled 'Use of Information Resources and Services at Delhi Public Library (DPL): A Survey'. The study demonstrated and elaborated that various aspect of use of information resources and services, physical facilities available and collection of DPL. It highlighted that problem faced by the users and satisfaction level of users with central library collection. Aghajani et al. [6] carried out a survey on Library resources and services use for study by students of medical Sciences in Semnan University of Medical Sciences and Health Services, 2006-07. This study was an attempt to evaluate student use of information resources and library services in SemnanUnivarsity of Medical Sciences and Health Services. Shrestha [1] conducted a study on 'A Study on Students Use of Library Resources and Self-Efficacy'. The result found that students are most in the need of intervention as they often come to college unprepared. The guidance in the use of library resources and services is necessary to help students meet some of the information requirements. It is also found that library books, e-journals and Internet are the most popular source of information for the course work and research.

Objectives of the Study

A major objective of the present study is to examine the Use of library information resources and services by the Social Science discipline library users in MaharshiDayanand University Central library in Haryana. The specific objectives of the paper are:

- To study the user's ability and their think;
- To study the user approach to the library/public library;
- To elicit opinions about services offered by the library;
- To know the usefulness of information resources and services of the library;
- To identify the purpose of information resources and services, nature and type of information required by the students.

Scope and Methodology

The scope of the present Study confined to the Use of Library Information Resources and Services by Researchers and Post Graduate Student of SocialSciencediscipline at MaharshiDayanand University, Rohtak. In this study, questionnaire method was adopted for the collection of quantitative data from participant. The population of the study 100 consist of Researchers and Post Graduate Student of SocialSciencediscipline from MaharshiDayanand University, Rohtak. The population was very large therefore random sample of 100 respondents from Social Science discipline was selected. After the repeated request the investigator was able to get 90 questionnaires and out of these 86 questionnaires duly field up by respondents were found valid for analysis. Data were proceed and analyzed using MS Excel and presented with the help of the tables and graphs. Detailed breakup of the sample as given below.

Category	Questionnaire Distributed		Questionnaire Received				Questionnaire Valid for Analysis			
	RS	PG	RS	%	PG	%	RS	%	PG	%
Social Science	40	60	35	87	55	91	34	97	52	95

Analysis and Finding of the Study

Table 1: Category wise distribution

Categories of user	Questionnaire distribution	Valid for analysis
Research Scholars	40	34 (97%)
PG Students	60	52 (95%)
Total	100	86 (86%)

Out of 100 and out of these 86 questionnaires duly field up by respondents were found valid for analysis. Although the response of all categories of users was quite good, the highest response was received with 34 (97%) from the Research Scholars followed by the PG students with 52 (95%) questionnaires.

Table 2 reveals that out of 86 respondents, males constitute 62.79%, while the remaining are females (37.20%). In the categories wise 22(25.58%) of the Researchers and 32(37.20%) of PG students were male respondents, whereas 12(13.95%) of the Researchers and 20(23.25%) of PG students were female students. It shows that male representatives are greater than female representatives.

Respondents were asked about the frequency of library use. The questionnaire providing five different frequency and response in Table 3. It clearly indicates that out of 86 respondents maximum of the users with 38(44.18%) visit the library daily, 19(22.09%) users visit library at least once a week. Less 20% of the users visit the library at least once/a fortnight and rarely.

Table 2: Gender-wise distribution

Gender	Respondents		
	Researchers	PG	Total
Male	22 (25.58%)	32 (37.20%)	54 (62.79%)
Female	12 (13.95%)	20 (23.25%)	32 (37.20%)
Total	34 (39.53%)	52 (60.47%)	86 (100%)

Table 3: Frequency of library use

Frequency	Respondents		
	Researchers	PG	Total
Daily	22(25.58%)	16 (18.60%)	38 (44.18%)
At least once a week	06 (06.97%)	13 (15.11%)	19 (22.09%)
At least once a fortnight	03(03.48%)	05 (05.81%)	08 (09.30%)
At least once a month	02 (02.32%)	12 (13.95%)	14 (16.27%)
Rarely	01 (01.16%)	06 (06.97%)	07 (08.13%)
Total	34 (39.53%)	52 (60.47%)	86 (100%)

Table 4: Purpose of use the library resources and services

Purpose	Respondents		
	Researchers	PG	Total
For finding Books	02 (02.32%)	12 (13.95%)	14 (16.27%)
For newspaper reading	03 (03.48%)	02 (02.32%)	05 (05.81%)
For preparing class notes	00	08 (09.30%)	08 (09.30%)
For preparing competitive exam	02 (02.32%)	21 (24.41%)	23 (26.74%)
For doing research work	13 (15.11%)	00	13 (15.11%)
For writing research paper	10 (11.62%)	00	12 (13.95%)
For Internet searching	04 (04.65%)	09 (10.46%)	13 (15.11%)
Total	34 (39.53%)	52 (60.47%)	86 (100%)

Table 4 denotes that most of the respondents 23(26.74%) use library information resources and services for preparing competitive exam, 14(16.27%) respondents use for findings books and 13(15.11%) use for doing research work or Internet searching. Only 05(05.81%) of library users use for newspaper reading.

It was reveal from the above table that most of the respondents with 28(32.55%) use text books, 13(15.11%) use newspapers and e-journals. 10(11.62%) of the respondents use periodicals, reference books and e-books were used at the least by users.

Table 5: Use of Library Resources

Information resources	Respondents		
	Researchers	PG	Total
Text Books	01 (01.16%)	27 (31.39%)	28 (32.55%)
Reference Books	03 (03.48%)	04 (04.65%)	07 (08.13%)
Newspapers	02 (02.32%)	11 (12.79%)	13 (15.11%)
Periodicals	07 (08.13%)	03 (03.48%)	10 (11.62%)
E-Books	02 (02.32%)	04 (04.65%)	06 (06.97%)
E-Journals	11 (12.79%)	02 (02.32%)	13 (15.11%)
Databases	08 (09.30%)	01 (01.16%)	09 (10.46%)
Total	34 (39.53%)	52 (60.47)	86 (100%)

A question was asked to know about the library services used by the users. Table 6 clearly indicates that most of the respondents with 26(30.23%) use Library circulation service, 22(25.58%) Online Public Access Catalogue (OPAC), 16(18.60%) reprographic service, 11(12.97%) Internet and 10(11.62%) classification.

Overall of the response about library resources and

services is positive. The above (Table 7) shows that 22(25.58%) of researchers and 18(46.51%) of PG students gave very good response about the resources and services in the library. It was also found that 08(09.30%) of Researchers and 24(27.90%) of PG students said library resources and services are good. Only 06(06.97%) asked library resources and services are poor.

Table 6: Use of Library Services

Library services	Researchers	PG	Total
Circulation	10 (11.62%)	16 (18.60%)	26 (30.23%)
OPAC	09 (10.46%)	13 (15.11%)	22 (25.58%)
Classification	03 (03.48%)	07 (08.13%)	10 (11.62%)
Reprography	06 (06.97%)	10 (11.62%)	16 (18.60%)
Internet	05 (05.81%)	06 (06.97%)	11 (12.97%)
Newspaper Clipping	00	00	00
Current Awareness Service(CAS)	01 (01.16%)	00	01 (01.16%)
Total	34 (39.53%)	52 (60.47)	86 (100%)

Table 7: User response about Library Resources and Services

Responses	Respondents		
	Researchers	PG	Total
VERY GOOD	22 (25.58%)	18 (20.93%)	40 (46.51%)
GOOD	08 (09.30%)	24 (27.90%)	32 (37.20%)
SATISFACTRY	02 (02.32%)	06 (06.97%)	08 (09.30%)
POOR	02 (02.32%)	04 (04.65%)	06 (06.97%)
Total	34 (39.53%)	52 (60.47%)	86

Table 8: Problems faced to using the Library Resources and Services

Problems faced	Respondents		
	Researchers	PG	Total
Do not how to use the library resources and services	00	17 (19.76%)	17 (19.76%)
Lack of awareness	00	06 (06.97%)	06 (06.97%)
Library staff are unwilling for service	08 (09.30%)	09 (10.46%)	17 (19.76%)
Lack of time in using the library	10 (11.62%)	11 (12.79%)	21 (24.41%)
Technical problems	08 (09.30%)	05 (05.81%)	13 (15.11%)
Any other	06 (06.97%)	04 (04.65%)	10 (11.62%)
Total	32 (39.53%)	52 (60.47%)	86 (100%)

The above Table 8 related with the problems faced by respondents. It was found that 21(24.41%) of the respondents were faced problems as lack of time in using the library, followed by 17(19.76%) users said who do not know how to use the library resources/services and library staffs are unwilling for service. Only 06(06.97%) respondents asked lack aware to the library resources and services of the library.

Finding of the Study

The major findings of the study are:

• 38(44.18%) visit the library daily and less than 20% of the users visit the library at least once/a fortnight and rarely;

• Most of the respondents 23(26.74%) use library information resources and services for preparing competitive exams;

• Almost the respondents use text books and e-journals;

• 22(25.58%) of researchers and 18(46.51%) of PG students gave very good response about the resources and services in the library;

• 21(24.41%) of the respondents were faced problems as lack of time in using the library.

Conclusion

MaharshiDayanand University central library

invest lots of rupees every year on the collection development in order to meet the need of users. In order to make the most of the use of library resources, every library should build up their collection keeping in mind the need of users and should design library with changing information environment. This study revealed that nearly half of the total respondents visit library regularly and borrowing books is the main purpose of visiting library, followed by reading print journals & access to e-journals, reference sources and to read Newspaper. Overall response of the respondents about library resources and services is positive. A University library has a very vital role to play to meet multidimensional demands of users.

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