

USE OF LIBRARY RESOURCES BY THE USERS OF DOON UNIVERSITY, DEHRADUN: A SURVEY

Ashish Kumar
S.K. Pandey

Dr. Ashish Kumar
Assistant Librarian (SS),
Doon University, Dehradun
E-Mail: ashish3k@gmail.com
Corresponding Author

Dr. S.K. Pandey
Librarian,
Central University Jharkhand,
Ranchi
E-Mail: skpanday1974@gmail.com

The paper focuses on the awareness, use, and satisfaction level of the students, research scholars, and faculty members with the availability of library resources of Doon University, Dehradun. The paper also intends to study the differences between the students, research scholars, and faculty members in the awareness, use, and satisfaction with library resources. Further, the paper aims to highlight the problem faced by the users in the proper utilization of library resources. For this survey, a structured questionnaire was circulated among 387 users from different departments of the University. The Solvin's Formula was used to calculate the sample size, and a stratified accidental random sampling method was used for the selection of the respondents.

Keywords: Library resources, Library satisfaction, Library survey, University libraries, User satisfaction.

INTRODUCTION

University libraries are considered as the heart of the University; without a library, one cannot imagine a university. The primary purpose of university libraries is to support teaching, learning, and research activities of the institution and help to achieve its mission and goal. It is the primary objective of a University library to develop its resources in quality, depth, diversity, and currency to support the institution's curriculum. Libraries serve their users through its resources; textbooks, reference books, dictionaries, encyclopedias, journals, theses, conference proceedings, bibliographies, directories. In the age of ICT, libraries also started developing new sources and subscribing to new and advanced services like Ask a Librarian, Reference Librarian, Website/Library page of the website, Institutional Repository, Digital Library, WebOPAC, to help in the overall development of its users.

Library materials acquired needs to be used adequately to justify a huge amount of money invested in such resources. Dunlap (1976)

reiterated that “we cannot continue to justify the huge expenditure each year to buy collections which are only minimally used.” Library resources should be utilized judiciously. The assessment of the use of library resources is a process through which a library can find out the use of its resources; it also helps us understand the reasons behind the underutilized resources. Through the assessment, librarians can change their strategies of collection development, offer new service, and update old facilities.

Nicholas (1996) felt that the traditional measures of library evaluation, such as the number of books and serials on the shelves or titles bought per year, etc. were no longer valid. He argued that the yardstick had to be changed since the success or effectiveness of a library can be measured only through user’s satisfaction.

CENTRAL LIBRARY, DOON UNIVERSITY: A BRIEF PROFILE

The Central Library was set up in 2009 to support the teaching-learning process in the University. Since then, the library has been consistently making efforts to develop a substantial collection of learning resources and to provide access to knowledge through its services. To support the teaching and the research process, the library has a fair collection of documents (books (19406), print journals (39), bound volume of journals (484), Research and Technical Reports (19), Theses/dissertations (431), maps/chart/diagrams (17), newspapers and magazines (51). It is also subscribing electronic-based journals and has access to more than 5000 e-journals through INFLIBNET consortia.

The library is using commercial Library Management Software (LMS), and a majority of the library work is automated. It has also developed its Institutional Repository on DSpace and offering Reference Service, OPAC, CAS, Circulation Service, Bibliographic service, Inter-Library Loan, Indexing, Online database service, and Newspaper clipping to its users. The library has spent a total of Rs.1,21,20,773/- in the six years’ period (2011-12 to 2016-17), with an average of Rs. 20,20,129/- per year.

REVIEW OF LITERATURE

The primary and foremost purpose of any academic libraries is to satisfy the need of its users, and to do this; it spends a good amount of money on acquiring information sources. But are the users aware of the acquired resources? To what extent they use these resources? And more importantly, are they satisfied with the available resources and the services offered to utilize those? There are various studies that have been conducted by the researchers, students, and librarians to know the awareness, usage, satisfaction, and problem(s), if any, faced by the users in proper utilization of the library resources. The study of Bhat and Ganaie (2016) examined the extent of the use of library resources in Covenant University, Nigeria. Four Hundred registered library users were selected by using the stratified random sampling technique. The findings revealed that 88% of the students sampled visited the library to read for examination while most faculties visited the library to read journals, electronic or print. Students used OPAC more than faculty. Geetha

et al. (2016) have undertaken a study to identify how the sources and services of libraries are being utilized by the students of two engineering college libraries in Shivamogga city. The study sample consisted of 194 students from two colleges. The findings of the study revealed the difficulties in locating the needed materials by the students and lack of latest collection for both college libraries, and are the major causes amongst the other problems. Lewis and Mallaiah (2014) studied the use of information resources by the students, faculty members, and research scholars in the engineering college libraries of Dakshina Kannada and Udupi Districts. The data was collected through questionnaire. The responses were gathered using Likert's 5 Point scale. The analysis showed that the respondents do experience the inadequacy of information resources in their college libraries. The results showed that there were significant differences in the satisfaction level of information resources among the respondents of various categories.

Madhusudhan (2010) in his study, focuses on the use of e-resources by research scholars of Kurukshetra University, Kurukshetra (India) a stratified accidental random sample method was used for selection of respondents and interaction. For the frequency of visits, none of the respondents has reported using e-resources once a month. Ninety percent of research scholars use e-journals, 78 % learned to use through guidance from their teachers/friends/colleagues, 94 % of the respondents use e-resources for research work (thesis/dissertation/project work), and it is revealed that for majority of the respondents, the most common problem is slow internet access

speed (62 %). It is inferred that 88 % of the respondents feel that in comparison to conventional documents, e-resources are time-saving. Ugah (2008) examined the relationship of availability and accessibility of information sources with the use of library services in the university library. Nearly three quarters, however (122, 72.6%), stated that information sources were not readily available in their various disciplines. More than 80 percent agreed that their use of library services depends on the availability of information sources, a majority (86, 51.2%) having the view that information sources are not easily available. The findings confirm that information sources are not easily accessible and that there is a significant relationship between the accessibility and the use of library services.

Nkamnebe et al. (2014) evaluated the use of library resources and services by students of Paul University, Awka in Anambra State, Nigeria. The study adopted a descriptive survey research method and employed a structured questionnaire and observations as instruments for data collection. Findings revealed that students fairly use the library for their studies. They use the library most during examination periods. Furthermore, the study revealed that users are satisfied with the services and facilities provided by the library. Pushpalatha and Mallaiah (2009) surveyed data collected from 138 users for the Department of Chemistry, Mangalore University revealed that majority of the users visit the library to borrow books, to refer periodicals and browse UGC-INFONET journals, OPAC and the assistance of the library staff are the primary

means to locate information. The library resources in chemistry are current and useful, but the periodical, both primary and secondary, are inadequate. Khan et al. (2015) conducted a study to know the usage of information sources by the PG students of Social Science Faculty, AMU. The questionnaire method was adopted to collect the data by using simple random sampling. The study aimed to identify the frequency and purpose of library visits, information sources most frequently used by the students, searching methods adopted, places of accessing e-sources, and difficulties faced in search of information. Naqvi (2014) conducted a study to find out the use of Govind Ballabh Pant University of Agriculture & Technology (GBPUAT) library collection and services by postgraduate students and research scholars. The findings showed that the library collection (books/monographs, reference materials, research reports/bulletins, CD-ROMs, newsletters, periodicals, thesis/dissertations, book reviews and seminars/conference proceedings/workshops) whereas library services (photocopying, CD-ROM database, online, catalogue, indexing and abstracting, CAS, bibliographical reference, and lending/circulation) were the most used among the PG students and research scholars. Ramanna (2014) examined the use of collections, facilities, and services at the Central University of Karnataka Library. A well-structured questionnaire was distributed among users during the academic session 2012–13. The results show that 36% of the users visit the library 'almost daily', while 5% visit once in a month. 41% of users visit the library two to three times a week, followed by 16% visits

once in 15 days. The majorities of research scholars (40%) visit the library for professional purposes, while 33% of the students for preparing the competitive exams. 43% of faculty members visit the library for academic purposes, least percentage (2%) users visit for recreation.

OBJECTIVES OF THE STUDY

The objectives of the present study are as follows:

1. To know the awareness of the users about the library resources;
2. To know the use of library resources by the Students, Research Scholars, and the faculty members;
3. To study the satisfaction level of the users from the availability and condition of library resources;
4. To know the difference between the different categories of users (students, research scholars and faculty members) in awareness, use, and satisfaction from the available library resources; and
5. To know the problems in the proper utilization of library resources

METHODOLOGY

The survey method was used to conduct the study. Solvin's Formula was used to calculate the sample size (n) given the population size (N) and a margin of error (e).

- It's a random sampling technique formula to estimate sampling size.
- It is computed as $n = N / (1 + Ne^2)$.
- The population under study comprises Students, Research Scholars, and Faculty Members. The sample has been taken from each category of users.

DATA ANALYSIS AND INTERPRETATION

The data collected from the respondents is analyzed, a total of 416 questionnaires were distributed to the different category of the users, i.e. students, research scholars, and faculty members. Out of the 416 distributed questionnaires, 392 filled-in questionnaires were received, and out of the received questionnaires,

387 were found right for data analysis. The analysis of the received data is as follows:

Gender wise response

The table 1 shows the gender wise details of the respondents; in the student category, the majority of the respondents were male; for the research scholar category, the majority was female, and in faculty members, the respondents are equally divided. In an overall percentage, 52.46% were male, and 47.54% were female.

Table: 1 Gender wise response

| Gender | Students | Research Scholars | Faculty Members | Total |
|--------|--------------|-------------------|-----------------|--------------|
| Male | 173 (55.09%) | 18 (36.73%) | 12 (50%) | 203 (52.46%) |
| Female | 141 (44.90%) | 31 (63.26%) | 12(50%) | 184 (47.54%) |
| Total | 314 | 49 | 24 | 387 |

Purposes of the visit to the Library

The respondents visit the library for various purposes. The table 2 shows that the purpose of visiting the library for majority of the students (89.2%), and faculty members (87.5%) is to borrow the books; on the other hand, majority of research scholars visit the library to use print journals (85.7%) and reference sources (83.7%). There is a difference in the purposes of visiting the library between and among the different

categories of users. It can be seen that there are various other important sources (thesis, CD-ROM, Institutional Repository) available in the library apart from books and journals, but there is a very low % of users moving around in the library to use these resources. For example, the IR of the library, which has old question papers and dissertations, and these are important for the users, but it is almost the least reason to visit the library. It can be implied that the users are not aware of the IR, or do not know how to use it.

Table 2: Purposes to visit the Library

| Purposes to visit the Library | Students | Research Scholars | Faculty Members |
|---------------------------------|-------------|-------------------|-----------------|
| To borrow books | 280 (89.2%) | 35 (71.4%) | 21 (87.5%) |
| To consult reference sources | 203 (64.6%) | 41 (83.7%) | 19 (79.2%) |
| To consult print journals | 43 (13.7%) | 42 (85.7%) | 12 (50%) |
| To consult e-journals | 28 (8.9%) | 32 (65.3%) | 9 (37.5%) |
| To use Internet | 98 (31.2%) | 22 (44.9%) | 5 (20.8%) |
| To consult thesis | 26 (8.3%) | 23 (46.9%) | 4 (16.7%) |
| To browse newspaper | 134 (42.7%) | 21 (42.9%) | 14 (58.3%) |
| To browse magazine | 107 (34.1%) | 19 (38.8%) | 10 (41.7%) |
| To consult CD-ROM | 30 (9.6%) | 4 (8.2%) | 1 (4.2%) |
| To use Institutional Repository | 13 (4.1%) | 3 (6.1%) | 1 (4.2%) |
| For other purposes | 11(3.5%) | 4 (8.2%) | 1 (4.2%) |

Awareness of the Library resources

The table 3 shows the awareness of various library resources of the library among the respondents. The data shows that majority of students (98.08%), and research scholar (97.95%), and all the responded faculty members (100%) are aware of the availability of the textbooks in the library. The calculated value of χ^2 is less than the tabulated value, so there is no significant difference among the respondents in the awareness of textbooks. Majority of the students, research scholars, and faculty members are aware of the reference books. The calculated value of χ^2 is less than the tabulated value, so there is no significant difference among the respondents in the awareness of reference books. For dictionaries, the chi-square statistic is 4.3046. The p -value is .116215. The calculated value of χ^2 is less than the tabulated value, so there

is no significant difference among the respondents in the awareness of dictionaries.

The analysis of the data reveals that the calculated value of χ^2 is more than the tabulated value for encyclopedia, print journals, bound volume of journals, research/ technical reports, thesis, dissertations, maps / charts / diagrams. Similarly, the χ^2 value is more than the tabulated value for patents / standards / specifications, newspapers, magazines, e-journals, CD-ROM, institutional repository, and online database, so there is no significant difference between the different categories of respondents in the awareness of these resources. The data shows a considerable difference in the awareness with the different categories of library resources among and between different groups of users; e.g. only 87 students, out of a total of 314 students are aware of IR which means that most of the students

Table 3: Awareness of the Library resources

| Library Resources | Students | RS | Faculty | Total | χ^2 | df |
|----------------------------|--------------|-------------|-------------|-------|----------|----|
| | N=314 | N=49 | N=24 | N=387 | | |
| Textbooks | 308 (98.08%) | 48(97.95%) | 24(100%) | 380 | 0.458 | 2 |
| Reference Books | 302 (96.17%) | 49(100%) | 24(100%) | 375 | 2.879 | 2 |
| Dictionaries | 260(82.80%) | 46(93.87%) | 19 (79.16%) | 325 | 4.304 | 2 |
| Encyclopaedia | 204(64.96%) | 41(83.67%) | 18(75%) | 263 | 7.393 | 2 |
| Print Journals | 175 (55.73%) | 47(95.91%) | 19(79.16%) | 241 | 32.243 | 2 |
| Bound Volume of Journals | 91(28.98%) | 37(75.51%) | 14(58.33%) | 142 | 44.662 | 2 |
| Research/Technical Report | 87(27.70%) | 21(42.85%) | 4(16.66%) | 112 | 6.605 | 2 |
| Theses | 109(34.71%) | 31(63.26%) | 8(33.33%) | 148 | 14.891 | 2 |
| Dissertation | 86(27.38%) | 27(55.10%) | 13(54.16%) | 126 | 20.266 | 2 |
| Map/Charts/Diagram | 151(48.08%) | 8(16.32%) | 4(16.66%) | 163 | 24.339 | 2 |
| Patents/Stan/Specification | 53(16.87%) | 5 (10.20%) | 2(8.33%) | 60 | 2.445 | 2 |
| Newspapers | 296(94.26%) | 45(91.83%) | 23(95.83%) | 364 | 0.592 | 2 |
| Magazines | 288(91.71%) | 45(91.83%) | 24(100%) | 357 | 2.150 | 2 |
| e-books | 145(46.17%) | 23 (46.93%) | 8(33.33%) | 176 | 62.633 | 2 |
| e-journals | 124(39.49%) | 43(87.75%) | 17(70.83%) | 184 | 45.154 | 2 |
| CD-ROM | 104(33.12%) | 12(24.48%) | 7(29.16%) | 123 | 1.5372 | 2 |
| IR | 87(27.70%) | 12(24.48%) | 8(33.33%) | 107 | 0.6327 | 2 |
| Online Databases | 101(32.16%) | 15 (30.61%) | 8(33.33%) | 124 | 0.0666 | 2 |

are not even aware of the resources. Similarly, majority of the students are not aware of the availability of CD-ROM, e-journals, e-books, thesis, dissertations, bound volume of journals, and research and technical reports. The situation is a bit improved with the case of research scholars and faculty members.

Use of the Library Resources

The table 4 depicts the frequency of usage of the library resources by the students, research scholars, and faculty members. The frequency of usage is measured on a 5 point scales i.e. Library Resources Used Never = 1, Used Rarely = 2, Used Sometimes = 3, Used Frequently = 4, Used Most Frequently = 5. The data has been analyzed, considering only those respondents who are aware of the library resources. The table shows the most often used Library Resource for students in order

of preference (from used never to used most frequently) is Textbooks with a mean value ($x = 3.951$, ± 0.943). Followed by, Newspaper with a mean value ($x = 3.885$, ± 1.036), and dictionaries with a mean value ($x = 3.896$, ± 0.988) then reference books and Magazines. Patents / standards / specifications are the least used resources among the students with a mean value ($x = 1.301$, ± 0.923).

For research scholars, the most important and often used library resources is print journals with a mean value ($x = 4.063$, ± 1.099), followed by thesis ($x = 4.032$, ± 0.822). E-journals and reference books, maps/charts/diagrams, are the least used LR among research scholars with a mean value ($x = 2.857$, ± 1.551). It is evident from the table that the most important LR, as responded by the faculty members in order of preference, are Print Journals with a mean value

Table 4: Use of the Library Resources

| Library Resources | Students | | | Research Scholar | | | Faculty | | |
|----------------------------------|----------|-------|----------------|------------------|-------|----------------|---------|-------|----------------|
| | N | Mean | Std. Deviation | N | Mean | Std. Deviation | N | Mean | Std. Deviation |
| Textbooks | 308 | 3.951 | 0.943 | 48 | 3.854 | 1.020 | 24 | 3.958 | 0.610 |
| Reference Books | 302 | 3.798 | 1.001 | 49 | 3.938 | 1.057 | 24 | 4.083 | 0.909 |
| Dictionaries | 260 | 3.896 | 0.988 | 46 | 3.739 | 0.870 | 19 | 3.684 | 0.653 |
| Encyclopaedia | 204 | 3.024 | 0.982 | 41 | 3.682 | 0.602 | 18 | 3.444 | 0.684 |
| Print Journals | 175 | 2.805 | 1.212 | 47 | 4.063 | 1.099 | 19 | 4.421 | 0.674 |
| Bound Volume of Journals | 91 | 2.494 | 1.287 | 37 | 3.972 | 0.999 | 14 | 3.642 | 1.042 |
| Research/Technical Report | 87 | 2.804 | 1.239 | 21 | 3.904 | 0.867 | 4 | 4 | 1.224 |
| Theses | 109 | 2.844 | 1.068 | 31 | 4.032 | 0.822 | 8 | 4.25 | 0.661 |
| Dissertation | 86 | 2.581 | 1.350 | 27 | 3.814 | 0.904 | 13 | 3 | 0.784 |
| Maps/Charts/Diagrams | 151 | 2.602 | 1.352 | 7 | 2.857 | 1.551 | 4 | 1.75 | 0.8291 |
| Patents/Standards/Specifications | 53 | 1.301 | 0.923 | 5 | 3.6 | 1.019 | 2 | 1.5 | 0.5 |
| Newspapers | 296 | 3.885 | 1.036 | 45 | 3.022 | 1.144 | 23 | 2.434 | 0.970 |
| Magazines | 288 | 3.510 | 1.073 | 45 | 2.977 | 1.183 | 24 | 2.5 | 0.866 |
| e-books | 145 | 3.131 | 1.324 | 23 | 4 | 0.978 | 8 | 4.125 | 0.780 |
| e-journals | 124 | 3.048 | 1.183 | 43 | 3.953 | 0.987 | 17 | 4.352 | 0.680 |
| CD-ROM | 104 | 2.740 | 1.151 | 12 | 3.083 | 1.320 | 7 | 2.857 | 0.832 |
| IR | 87 | 2.505 | 1.258 | 12 | 3.333 | 1.178 | 8 | 3 | 1.414 |

($x=4.421$, ± 0.674). Followed by e-journals with a mean value ($x=4.352$, ± 0.680), textbooks with a mean value ($x=4.166$, ± 0.552), and e-journals with a mean value ($x=4.117$, ± 0.831). Patents/standards/specifications are the least used library resources for faculty members. There is a considerable difference in the mean values of different categories of users as well as a single group of users. The low mean value indicates that there are many resources of the library which are not used by the users. Further, the reason for the low mean value could be the lack of awareness/knowledge on how to utilize these resources in academic persuasion.

Satisfaction with the Library Resources

The results of the question on the satisfaction level with the library resources are presented in

table 5. The satisfaction level was measured on a 5 point scales (Highly Dissatisfied=1, Dissatisfied=2, Moderately Satisfy=3, Satisfied=4, and Highly Satisfied =5). The data has been analyzed, considering only those respondents who are aware of the library resources. The table 5 shows that the students are most happy with (in order of Highly Dissatisfied to Highly Satisfied) the newspapers with a mean value ($x=3.712$, ± 0.882), followed by Magazines ($x=3.694$, ± 0.907), and then dictionaries with a mean value ($x=3.526$, ± 0.800); the students are least satisfied with the Patents/Standards/Specifications with a mean value ($x=2.830$, ± 1.023). The Research Scholars are most satisfied with the availability and condition of Newspapers, followed by Magazines, and Maps / Charts / Diagrams. They

Table 5: Satisfaction with the Library Resources

| Library Resources | Students | | | Research Scholars | | | Faculty members | | |
|---------------------------------|----------|-------|----------------|-------------------|-------|----------------|-----------------|-------|----------------|
| | N | Mean | Std. Deviation | N | Mean | Std. Deviation | N | Mean | Std. Deviation |
| Textbooks | 308 | 3.422 | 0.934 | 48 | 3.541 | 0.734 | 24 | 3.583 | 0.640 |
| Reference Books | 302 | 3.470 | 0.930 | 49 | 3.224 | 0.931 | 24 | 3.375 | 0.563 |
| Dictionaries | 260 | 3.526 | 0.800 | 46 | 3.173 | 0.815 | 19 | 3.263 | 0.848 |
| Encyclopaedia | 204 | 3.406 | 0.889 | 41 | 2.975 | 0.715 | 17 | 2.941 | 0.802 |
| Print Journals | 175 | 3.28 | 0.898 | 47 | 2.595 | 0.704 | 19 | 3 | 0.648 |
| Bound Volume of Journals | 91 | 3.175 | 0.967 | 37 | 2.918 | 0.748 | 14 | 2.928 | 0.457 |
| Research/Technical Report | 87 | 3.114 | 0.987 | 21 | 2.571 | 1.003 | 3 | 2.666 | 0.942 |
| Theses | 109 | 3.146 | 1.002 | 31 | 2.967 | 0.932 | 8 | 2.875 | 0.780 |
| Dissertations | 86 | 3.151 | 0.869 | 27 | 3.111 | 0.737 | 13 | 2.846 | 0.769 |
| Map/Charts/Diagram | 151 | 3.092 | 0.972 | 8 | 3.625 | 1.576 | 4 | 3 | 1 |
| Patents/Standard/Specifications | 53 | 2.830 | 1.023 | 5 | 1.4 | 0.489 | 2 | 2 | 0 |
| Newspapers | 296 | 3.712 | 0.882 | 45 | 3.733 | 0.711 | 23 | 3.347 | 0.560 |
| Magazines | 288 | 3.694 | 0.907 | 45 | 3.644 | 0.735 | 24 | 3.333 | 0.552 |
| e-books | 145 | 3.427 | 0.876 | 22 | 3.272 | 1.008 | 8 | 2.75 | 0.661 |
| e-journals | 124 | 3.314 | 1.002 | 43 | 2.860 | 0.851 | 17 | 2.764 | 0.644 |
| CD-ROM | 104 | 3.019 | 0.8318 | 12 | 2.833 | 0.552 | 7 | 2.571 | 0.494 |
| IR | 87 | 3.149 | 0.823 | 12 | 3.083 | 1.037 | 8 | 2.375 | 0.484 |
| On-line database | 101 | 3.079 | 0.919 | 15 | 3.266 | 1.062 | 8 | 2.875 | 0.696 |

are least satisfied with the Patents / Standards / Specifications.

The responses of the faculty members are also presented in the table. The data shows that the faculty members are most satisfied with the availability and condition of Textbooks, followed by Reference Books, and Newspapers. The faculty members are least satisfied with the availability and conditions of the Standards /Patents/ Specifications. The research scholars and faculty members are not very happy with the availability of different sources, and this is evident from the low mean value for print journals and e-journals. It is $x=2.595$ (print journals) and $x=2.860$ (e-journals) for research scholars. And $x=3$ (print journals) and $x=2.764$ (e-journals) for the faculty members. The mean values are lower than the

moderately satisfying level. It can also imply that higher numbers of subscribed journals (the library have access to more than 5000 journals) do not mean that the users are satisfied.

Approach of locating the resources in the Library

The chi-square statistic is 4.6507. The p-value is .794178. The value of x^2 is less than the tabulated value, so there is no significant difference in the approach of locating the books between the categories of users. The result is not significant at $p < .05$. The first and the common approach in locating the books in the library for majority of respondents of all the three categories of users is directly going to shelf, followed by asking the library staff, and the least preferred approach is through catalogue.

Table 6.1: Preference of approach in locating the Books in the library

| Procedure | Students | Ranking | Research Scholars | Ranking | Faculty Members | Ranking | df. |
|------------------------------------|--------------|---------|-------------------|---------|-----------------|---------|-----|
| Through OPAC | 52 16.7% | 4 | 14 28.6% | 3 | 6 26.1% | 3 | 8 |
| Through Catalogue | 46 14.7% | 5 | 7 14.3% | 4 | 3 13% | 5 | |
| Directly Going to Shelf | 212 67.9% | 1 | 45 91.8% | 1 | 19 82.6% | 1 | |
| Asking help from the library Staff | 131 42% | 2 | 26 53.1% | 2 | 17 73.9% | 2 | |
| Through friends | 53 17% | 3 | 7 14.3% | 5 | 4 17.4% | 4 | |

Preference of approach in locating Print Journals in the library

Only the available systems to manage Print Journals are taken for the study. The Doon University library does not use the Kardex System. Therefore, it is not considered under the study. The chi-square statistic is 18.2594. The p-value is .005616. The value of x^2 is more than the

tabulated value, so there is a significant difference in the approach of locating the Print Journals among the different categories of users. The result is significant at $p < .05$. Here also, the preferred approach to locate print journals of majority of the respondents are directly going to the journal's rack, followed by through A-Z list and to ask the library staff.

Table 6.2: Preference of approach in locating Print Journals in the library

| Procedure | Students | Ranking | Research Scholars | Ranking | Faculty Members | Ranking | df. |
|--------------------------------------|--------------|---------|-------------------|---------|-----------------|---------|-----|
| Through Guide Cards | 43 14% | 4 | 11 22.4% | 4 | 6 26.1% | 3 | 6 |
| Through A-Z list | 129 41.9% | 2 | 16 32.7% | 2 | 6 26.1% | 4 | |
| Directly going to the Journal's Rack | 136 44.2% | 1 | 43 87.8% | 1 | 20 87% | 1 | |
| Asking help from library staff | 109 35.4% | 3 | 14 28.6% | 3 | 13 56.5% | 2 | |

Preference of approach in locating the Reference Books in the library

Majority of the respondents of all the three categories (students, research scholars, and faculty members) with the percentage (73.7%, 85.7%, and 79.2%) prefer to directly go to the library shelves to locate their desire documents. The chi-square statistic is 23.1993. The p-value is .003118. The value of χ^2 is more than the tabulated value, so there is a significant difference in the approach of locating the Reference books between the different categories of users. The result is significant at $p < .05$.

Preference of approach in locating the E-Books in the library

Majority of the students (40.8%) prefer to locate the books through the library webpage; whereas, the majority of the research scholars

(72.9%) and the majority of the respondent faculty members (54.2%) prefer to search through the search engine. The Chi-square statistic is 48.503; the p-value is 0.00000255. The value of the χ^2 is more than the tabulated value, so there is a significant difference in the approach of locating the e-books among different categories of users.

Preference of approach in locating the E-journals in the library

Majority of the respondents of all categories prefer to locate the e-journals through the library webpage. The chi-square statistic is 13.2215. The p-value is .104453. The value of χ^2 is less than the tabulated value, so there is no significant difference in the approach of locating the e-journals among the different categories of users. The result is not significant at $p < .05$.

Table 6.3: Preference of approach in locating the Reference Books in the library

| Procedure | Students | Ranking | Research Scholars | Ranking | Faculty Members | Ranking | df. |
|------------------------------------|--------------|---------|-------------------|---------|-----------------|---------|-----|
| Through OPAC | 69 22.1% | 3 | 16 32.7% | 3 | 8 33.3% | 3 | 8 |
| Through Catalogue | 59 18.9% | 4 | 2 4.1% | 5 | 7 29.2% | 5 | |
| Directly Going to Shelf | 230 73.7% | 1 | 42 85.7% | 1 | 19 79.2% | 1 | |
| Asking help from the Library Staff | 90 28.8% | 2 | 32 65.3% | 2 | 15 62.5% | 2 | |
| Asking help from friend(s) | 26 8.3% | 5 | 11 22.4% | 4 | 6 25% | 4 | |

Table 6.4: Preference of approach in locating the E-Books in the library

| Procedure | Students | Ranking | Research Scholars | Ranking | Faculty Members | Ranking | df. |
|---------------------------------------|--------------|---------|-------------------|---------|-----------------|---------|-----|
| Through OPAC | 38 12.3% | 6 | 1 2.1% | 6 | 1 4.2% | 7 | 12 |
| Through Catalogue | 33 10.7% | 7 | 1 2.1% | 7 | 2 8.3% | 6 | |
| Through Library Website/webpage | 126 40.8% | 1 | 28 58.3% | 2 | 11 45.8% | 2 | |
| By typing directly on INTRANET | 48 15.5% | 4 | 11 22.9% | 3 | 4 16.7% | 4 | |
| Searching through search engine | 59 19.1% | 3 | 35 72.9% | 1 | 13 54.2% | 1 | |
| Through the guidance of the teachers | 91 29.4% | 2 | 10 20.8% | 4 | 7 29.2% | 3 | |
| Through the guidance of the friend(s) | 43 13.9% | 5 | 4 8.3% | 5 | 4 16.7% | 5 | |

Table 6.5: Preference of approach in locating the E-journals in the library

| Procedures | Students | Ranking | Research Scholars | Ranking | Faculty Members | Ranking | df. |
|------------------------------------|--------------|---------|-------------------|---------|-----------------|---------|-----|
| Through OPAC | 31 9.9% | 5 | 4 8.3% | 5 | 3 12.5% | 5 | 8 |
| Through A-Z list | 81 26% | 2 | 15 31.3% | 3 | 5 20.8% | 4 | |
| Through Library Website/web page | 172 55.1% | 1 | 36 75% | 1 | 18 75% | 1 | |
| By typing directly on Intranet | 58 18.6% | 3 | 22 45.8% | 2 | 9 37.5% | 2 | |
| By searching through search engine | 61 19.6% | 4 | 5 10.4% | 4 | 7 29.2% | 3 | |

Problems faced in searching and retrieving the document and action taken by the library

The table 7 depicts the problems faced by the users in searching and retrieving their desire documents. 41.71% of students faced different problems in searching the documents, though, 99.23% communicated their issues to the library, but the library fully resolved only 40.76% of communicated. 89.79% of the total research scholars faced the problem, out of which 97.72% have communicated, but the library fully resolved only 20.93% of the communicated. 95.83% of the Faculty members have communicated their

problems out of that 39.13% were fully resolved by the library.

Problems in proper utilization of library resources

The results of the question on the problems faced by the user in proper utilization of library resources are presented in the table 8. The level of problems is measured on a 5-point scale (problems faced Very Frequently=5, Frequently = 4, Sometimes =3, Rarely = 2, Never = 1). The table shows that the main problems which students face in the proper utilization of the library

Table 7: Action on the problems faced in searching and retrieving the documents

| Users | Problem Faced | Problem Communicated | Action Taken | | |
|----------------------------------|-----------------|----------------------|--------------|------------------|--------------|
| | | | Not Solved | Partially Solved | Fully Solved |
| Students N=314 | 131 (41.71%) | 130 (99.23%) | 15 (11.53%) | 80 (61.53%) | 53 (40.76%) |
| Research Scholar N=49 | 44 (89.79%) | 43 (97.72%) | 7 (16.27%) | 28 (65.11%) | 09 (20.93%) |
| Faculty Members N=24 | 24 (100%) | 23 (95.83%) | 4 (17.39%) | 10 (43.47%) | 09 (39.13%) |

Table 8: Problems in proper utilization of library resources

| Services | Students N=314 | | Research Scholars N=49 | | Faculty Members N=24 | |
|---|-------------------|----------------|---------------------------|----------------|-------------------------|----------------|
| | Mean | Std. Deviation | Mean | Std. Deviation | Mean | Std. Deviation |
| Location of the Library | 1.8789 | 1.12782 | 1.8979 | 0.99478 | 1.25 | 0.4330 |
| Timing of the Library | 2.2579 | 1.2052 | 2.3673 | 1.2238 | 1.4583 | 0.498261 |
| Lack of Availability of Books | 3.1974 | 1.2741 | 3.4897 | 0.8600 | 2.375 | 0.753464 |
| Lack of Availability of Thesis | 2.7579 | 1.2487 | 3.4897 | 0.78564 | 2.7083 | 0.840593 |
| Lack of Availability of Journals | 2.6496 | 1.1910 | 3.6938 | 0.8132 | 2.75 | 0.968246 |
| Lack of Availability of computers | 2.6878 | 1.2535 | 3.1428 | 1.12485 | 2.2083 | 0.762625 |
| Lack of Internet facility | 2.5668 | 1.16899 | 3.1836 | 1.08182 | 2.2916 | 0.840593 |
| Lack of Information about the procedures of the Library | 2.6050 | 1.08702 | 3.2857 | 0.8806 | 2.2916 | 0.789471 |
| Proper Arrangement of Books on Shelves | 2.3089 | 1.13012 | 3.0204 | 0.97916 | 2.0416 | 0.538452 |
| Lack of Support from the Staff | 2.1178 | 1.08938 | 2.8571 | 1.12485 | 1.7916 | 0.644151 |
| Lack of Physical Amenities: Drinking water | 2.4777 | 1.21343 | 2.3673 | 1.13737 | 1.7916 | 0.644151 |
| Lack of Physical Amenities: Washroom | 2.0764 | 1.12889 | 2.2448 | 1.02081 | 1.8333 | 0.687184 |
| Lack of Un-interrupted power supply | 2.0891 | 1.03367 | 2.5306 | 0.81069 | 1.875 | 0.665363 |
| Lack of Proper Furniture of Extended Sitting | 2.1337 | 1.1092 | 2.4081 | 1.06748 | 1.9166 | 0.640095 |
| Communication Problems | 2.1146 | 1.0999 | 2.4285 | 0.94760 | 1.9583 | 0.610953 |
| Lack of Proper Services for Proper utilization of Library Resources | 2.2484 | 1.0951 | 2.5918 | 1.04819 | 2.0416 | 0.61095 |
| Lack of Notification of New Arrivals and New Services | 2.5063 | 1.2472 | 2.8367 | 0.97618 | 1.7916 | 0.644151 |

resources is the lack of availability of Books with a mean value ($x=3.1974$, ± 1.27414), followed by lack of availability of thesis with a mean value ($x= 2.7579$, ± 1.2487) and lack of availability of computers ($x= 2.6878$, ± 1.253548). The problems most frequently faced by the Research Scholars are lack of availability of journals with

a mean value ($x= 3.6938$, ± 0.81326), followed by lack of the availability of books, and lack of availability of thesis. In proper utilization of the library resources, the frequently faced problems by the faculty member are lack of availability of Journals with a mean value ($x= 2.75$, ± 0.968246), followed by the lack of availability

of thesis with a mean value ($\bar{x}=2.7083$, ± 0.840593), and lack of availability of books with a mean value ($\bar{x}=2.375$, ± 0.753464).

It can be observed that the most common problem of all the users is the lack of availability of books and journals, in spite of the fact that the library has a good collection of books and has access to more than 5000 journals this indicates that there must be some problems in the collection development policy of the library.

SUGGESTIONS

Based on the opinion received from the respondents the following suggestions are made.

1. The library should revise its Collection Development Policy (CDP) and make such provisions to include the requirements of all the stack holders including the students.
2. The Departmental Library Committee should be constituted, and not only the HOD but all the faculty members should contribute to it.
3. User Orientation is another concerned area; the library should review the current practice and its content; they should include a more practical aspect in the orientation session; the library can develop some video tutorials on “how to utilize library resources effectively” and upload those on the library website.
4. The authority can make it compulsory to all the newly enrolled member to attend the library orientation session; the frequency of orientation session should be made more than once in a year.
5. The library should start the Information Literacy program; the experts of such area can be invited for the session; different searching

techniques and search strategy should also be covered in such sessions.

6. The library should work on reaching to the users if they are not coming to the library; social networking site is a good way to make awareness the users about the different aspects of the library.
7. Lastly, the personal touch always works; the library staff should personally guide at least the first ten library visitors about the facilities of the library every day.

CONCLUSION

A study on library users always finds some or the other loopholes in the current practices of a library; it is a more concrete way to evaluate the current system, make changes, and develop a focused strategy accordingly. The present study has also done so; it is found that, despite, the library is spending an average of Rs. 20 Lakh per annum in acquiring different resources, still, the major problems with most of the user is related to the non-availability of books and journals. It can be inferred that the library is not doing enough to utilize the acquired resources. Further, it can be concluded that neither the money spent on resources nor the numbers of resources can measure the effectiveness of a library, the yardstick was and still is users' satisfaction.

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