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# **Research support services of The Maharaja Sayajirao University Library during Covid-19 : A Survey**

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## ***Abstract***

*This study conducted to explore the use of a university library academic services to assist in research information seeking, and the role and value of the academic services.This study described and discussed various factors which find out the satisfaction level of the faculty members for various learning sources and services provided by the university library of the Maharaja Sayajirao University of Baroda. Outcome of the survey is helpful to understand and identify the role of university library for the overall academic and research and development of the university.*

## ***Key Words***

*Library, University, Information, Learning resources, Services, Remote access,Covid-19*

## **Introduction**

The library is the only centralized location where new and emerging information technologies can be combined with traditional knowledge resources in a user-focused, service-rich environment that supports today's social and educational patterns of learning, teaching, and research.

Scholastic signifies the backbone of individual activity in the way that it perk up our value of life through increasing boundary of academic knowledge and making more research feasible globally. This study focuses on the role and services offered by the university library for the overall academic and research and development of the University of the Maharaja Sayajirao University of Baroda. The Maharaja Sayajirao University of Baroda founded in 1881 as the name of 'Baroda College', is a first unitary residential University, established on 30th April,

1949. The medium of instruction is English for university all courses and having 13 various subject faculties, 3 basic colleges, 2 institutions and have 8 centers for special studies. University has 37,295 students strength and has 1200 well qualified faculty members for 90 departments in more than 6 campuses of university. The University provides variety of courses in various subjects range from childhood course to higher research level.

Smt. Hansa Mehta Library is the Centralize Library system of the Maharaja Sayajirao University of Baroda with 14 parts of libraries and has 25 departmental libraries. The library has huge collection, more than 8 Lakh books and periodicals, above 1300 dissertations/thesis. IT infrastructure also provided to support library resources accessibility. It has provided reading facility with wide seating capacity and air condition facility of about 1100 readers in 80,025 sq. ft. built up area. Reading facility is provided for 14 hours a day. University Library is known as Document Delivery Centre and was graded 26th for its eminence and capacity of collection with 21 other Universities of the country. Smt. Hansa Mehta Library is also involved in the research project name “SHODHGANGA” by INFLIBNET and graded 24th in the year 2012.

### **Objectives of the Study**

- To find out the satisfaction level of the faculty members for different services provides by the university library.
- To identify the role of university library for the overall research and development of the university.
- To find out the awareness and usability of physical and electronics resources available in the library.
- To identify the overall support receiving from the Library staff to getting information resources and other services by the university library.
- To give necessary recommendations based on analysis for the betterment of library services and other necessary activities for the users.

### **Methodology of the Study**

Keeping in view the objectives of the study, a structure questionnaire was designed and sent through email to collect the necessary primary data among the academicians. The survey was conducted during July 2020 to August 2020.

This research has used the survey method to investigate library services and infrastructure provided by the university library of the Maharaja Sayajirao University of Baroda. Participants of this study were the faculty members of the Maharaja Sayajirao University of Baroda. Questionnaire method employed to survey as prepared well design questionnaire and sent through online mode to 500 faculty members of the Maharaja Sayajirao University of Baroda and received responses from average 100 Faculty members.

A questionnaire was prepared on 13 main factors like how frequently use the library, and by which mode, usage of library website, satisfaction level of the users, remote accessibility, content preferred in the teaching learning process, and satisfaction of the users for collection availabilities, accessibilities and availabilities of ICT infrastructures in the library, collections as per the research requirements, space of library, opening hours, support from the library staff, plagiarism/research support services etc.

### **Remote Access facility to the Academicians**

RemoteXs has enabled all leading institutions (academic or research) in optimizing usage of the precious eResources and nurturing research interests of faculty and their students. RemoteXs has an ability to provide secured access to scattered eResources of the institution, bringing them under one umbrella, along with subscribed eJournals, eBooks and all other eContent, that too anytime ...from anywhere. RemoteXs cost-effective cloud-based service model has enabled progressive libraries in creating their own Digital Library Portal with facilities to reach their target audiences in efficient manner.

Remote access facility of various valued eResources has been provided by Smt. Hansa Mehta Library to the academicians and researchers of the Maharaja Sayajirao University of Baroda through Kimbus service but it has been provided strongly in the Covid situation, so that they can access all the eResources in a single platform from anywhere anytime because this is the role and responsibility of the Library that library should reach to the users as in the lockdown situation they cannot come to the library.

### **Literature Review**

The essence of libraries is to assure the needs of its users by providing information resources and services that meet the university academic and research requirement.

Tiemo, Pereware Aghwotu & Ateboh Benedict Alaawei (2016) investigated in their study about users' satisfaction with library information resources and services at the College of

Health Sciences (CHS) library Niger Delta University, Nigeria. The objective was to decide the level of users' satisfaction with library learning resources and services. The results of the study showed that users were happy with the lending services of library, renewal of library resources and sufficient hours for internet services in the library. It was also revealed in the study that users were dissatisfied with the inadequate reference resources in their various subject areas, national and international journals because they were not the latest. In the same vein, Lucas Debra (2011) discussed in the article about a collaborative approach to educate college faculty regarding the library to encourage faculty to engage and participate in services such as library instruction, interlibrary loan, course reserves, and research desk assistance. The more faculties know about the library, the more that they use them. Well informed faculties create students who will also be interested in the library. Creating a well-designed library in-service also created an opportunity to highlight teaching and research skills of the Librarians.

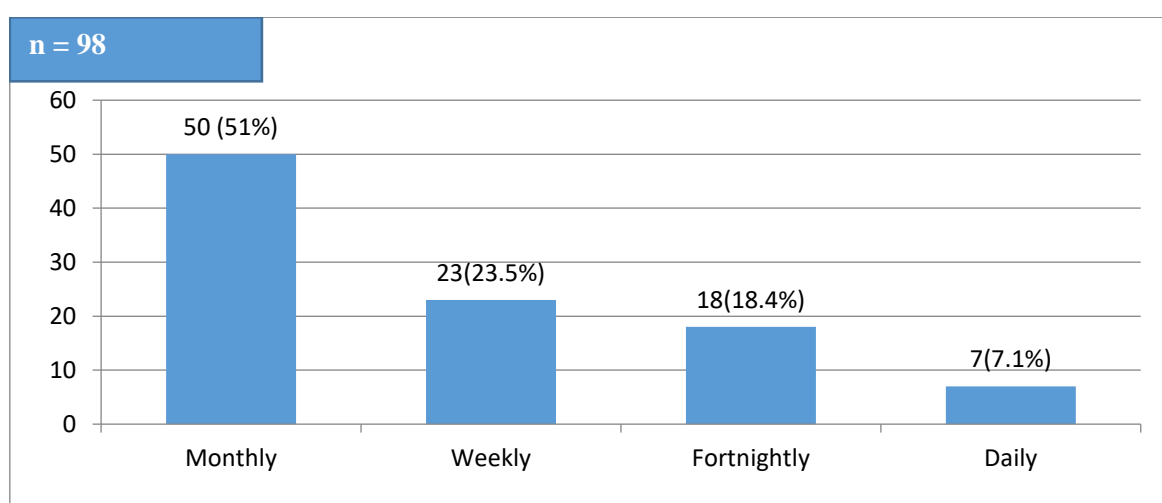
Hasugian, Jonner and Dirmansyah (2019) discussed in their paper about the tendency of students to use information resources at the USU Library. The paper entitled as Trends in the Use of Information Resources at the Universitas Sumatera Utara Library. The majority of students are likely to use electronic information resources more than printed information resources; but they are more likely to use printed books for textbook type than e-books. The majority of students point out that the electronic information resources are easy to find, but printed learning resources are more convenient to read.

Donabedian Aram, Carey John & Balayan Arshak (2018) in the paper "Use and Awareness of Library Services among Faculty at Two Armenian Universities" investigated that the core services and resources are common to most academic libraries. Certain services and learning resources are the crucial part of the Library such as subscription of valued e-resources, Inter library loan. Newly hired faculty more interested to use the library services and resources. They were more likely to look for assistance from a reference librarian. They were the only users of certain services, such as virtual reference and online guides or tutorials. They submitted the most purchase requests for their libraries' collections.

## Data Analysis

<b>Duration</b>	<b>Number of responses (n=98)</b>	<b>Percentage of responses</b>
Monthly	50	51%
Weekly	23	23.5%
Fortnightly	18	18.4%
Daily	7	7.1%

**Table No. 1: Frequency to use Library**

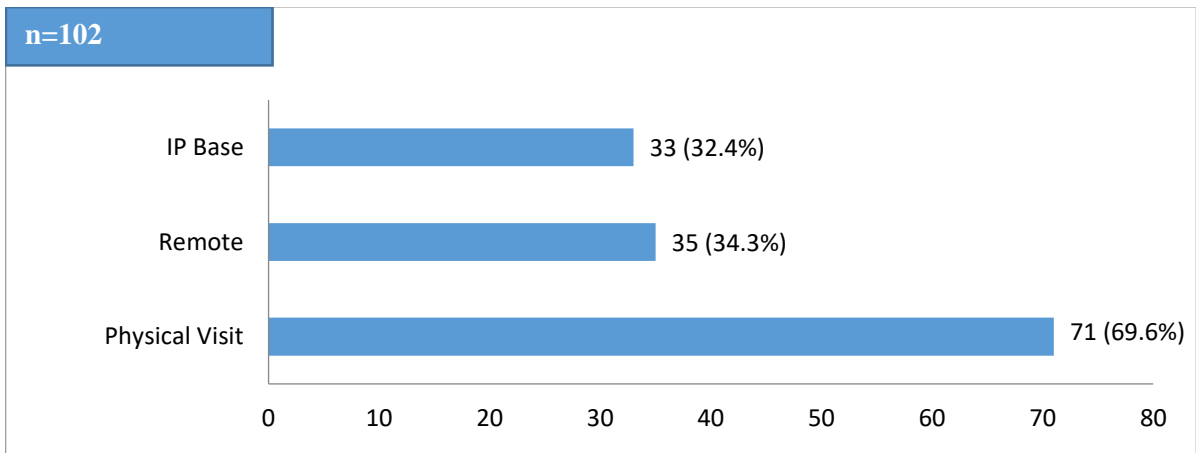


**Figure No.1 : Frequency to use Library**

The above Table and figure highlight that highest numbers 51% (n=98) faculty members monthly used library, 23.5% faculty weekly used library, 18.4% used library fortnight and 7.1% used library daily.

<b>Mode of access to the Library and learning resources</b>	<b>Number of responses (n=102)</b>	<b>Percentage of responses</b>
Physical Visit	71	69.6%
Remote	35	34.3%
IP Base	33	32.4%

**Table No. 2 : Mode of use the Library and learning resources**

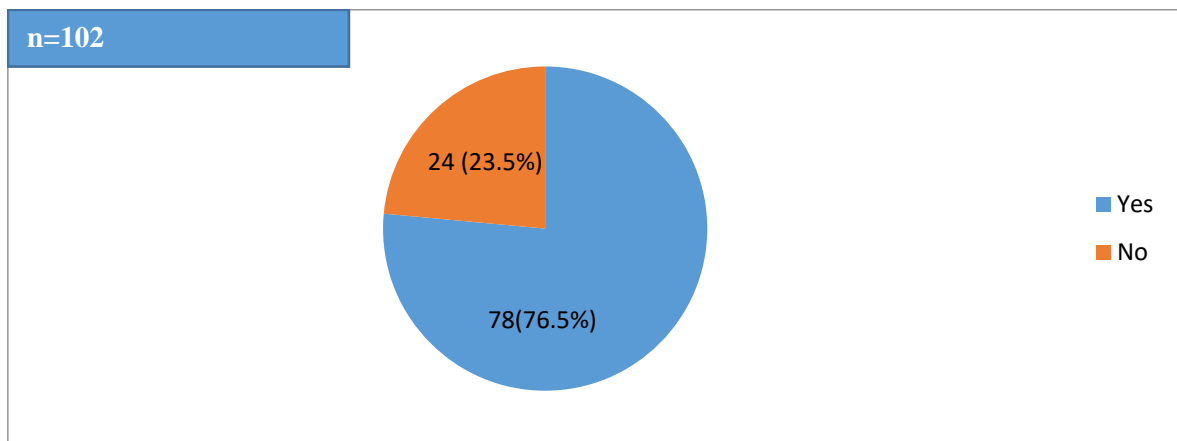


**Figure No. 2 : Mode of access to the Library and learning resources**

Above table and figure is about the way faculty members use the library, majority users 69.6% (n=102) from the total responses use the library by physical visit, 34.3% faculty members' access learning resources remotely and 32.4% through IP based access.

Answer Options	Number of responses (n=102)	Percentage of responses
Yes	78	76.5%
No	24	23.5%

**Table No. 3 : Usability of Library website**

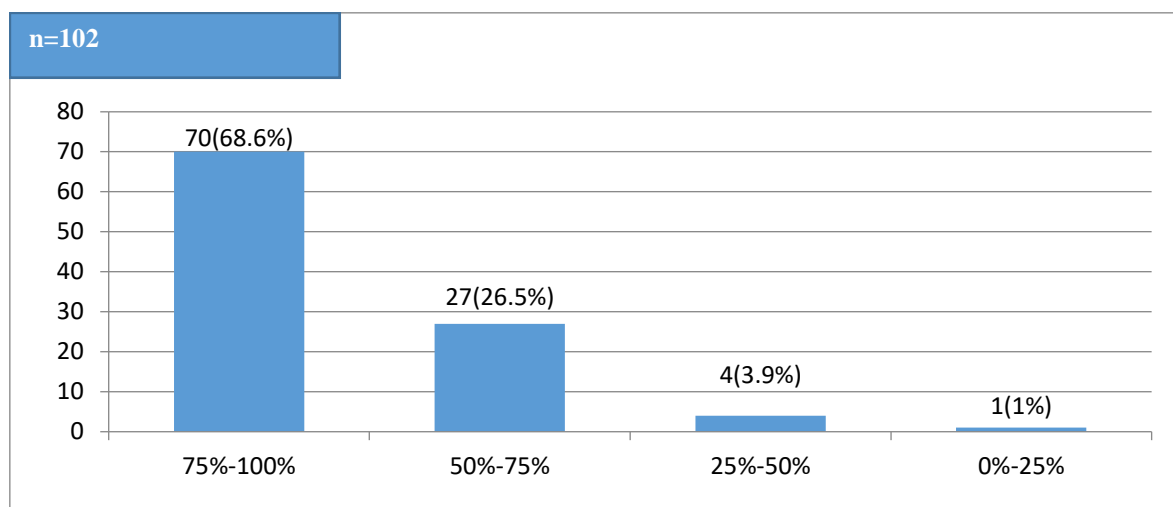


**Figure No.3 : Usability of Library website**

The above information highlights that highest number of the library users, 76.5% (n=102) faculty members are using website for their academic and research purposes.

Percentage	Number of responses (n=102)	Percentage of responses
75%-100%	70	68.6%
50%-75%	27	26.5%
25%-50%	4	3.9%
0%-25%	1	1%
Not Satisfied	0	0%

**Table No. 4 : Satisfaction ratio of Library services**



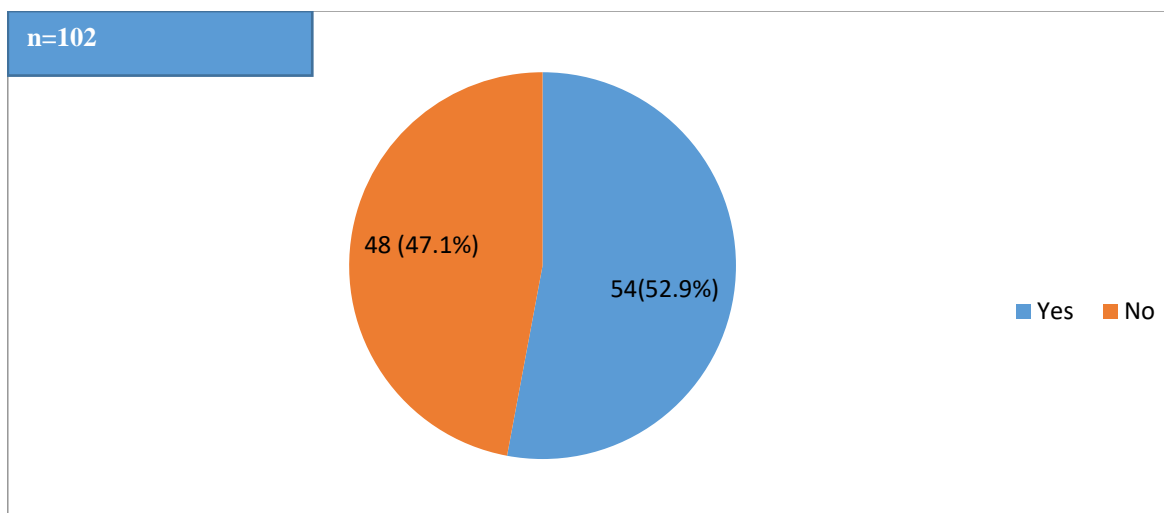
**Figure No. 4 : Satisfaction ratio of Library services**

The above table and figure illustrate that large number of the Faculty members 68.6 % (n=102) are satisfied by the services offered by the HM Library, and not a single user replied for not satisfied.

Answer Options	Number of responses (n=102)	Percentage of responses
Yes	54	52.9%
No	48	47.1%

**Table No.5 : Usage of the remote access service provided by the library**



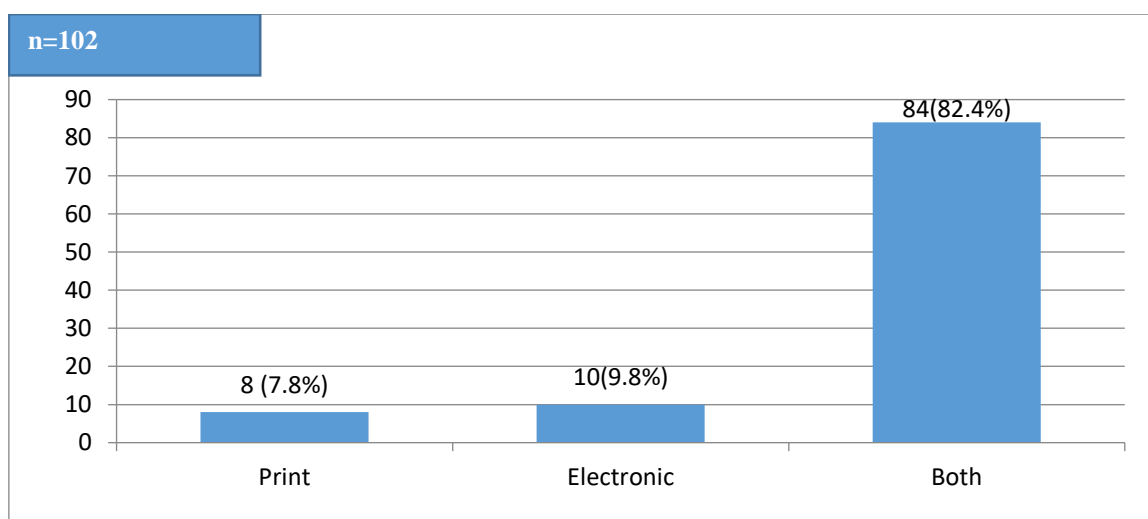


**Figure No.5 : Usage of the remote access service provided by the library**

The above information shows that 52.9% (n=102) users are using Library learning resources remotely.

Type	Number of responses (n=102)	Percentage of responses
Print	8	7.8%
Electronic	10	9.8%
Both	84	82.4%

**Table No.6 : Type of content preferred for teaching**

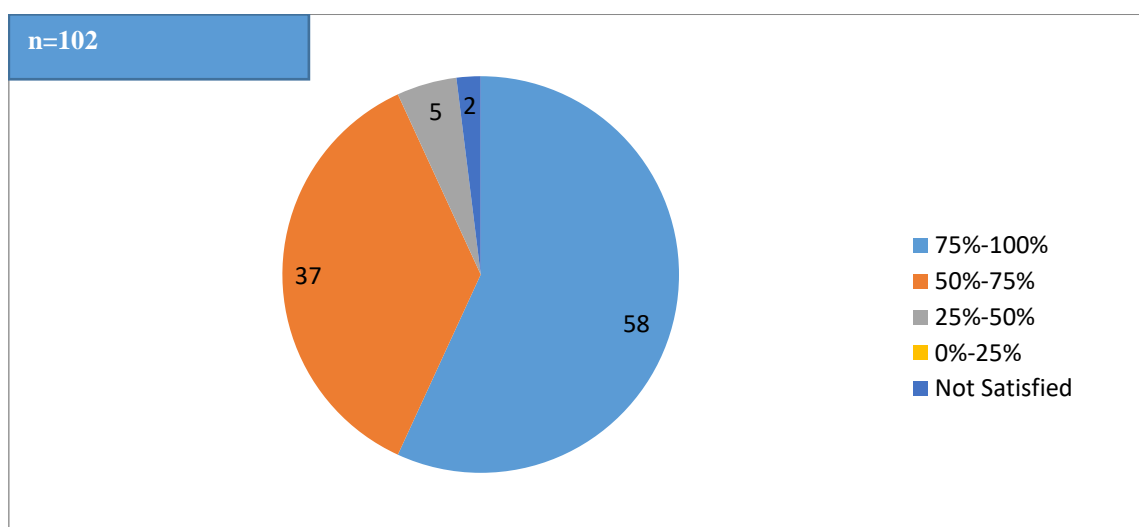


**Figure No.6 : Type of content preferred for teaching**

Table and figure no. 6 highlight that in current scenario both print as well as electronic learning resources are preferred by 82.4% (n=102) academicians for their teaching activities.

Percentage	Number of responses (n=102)	Percentage of responses
75%-100%	58	56.9%
50%-75%	37	36.3%
25%-50%	5	4.9%
0%-25%	0	0%
Not Satisfied	2	2%

**Table No. 7 : Satisfaction ratio for the present collection of the library**

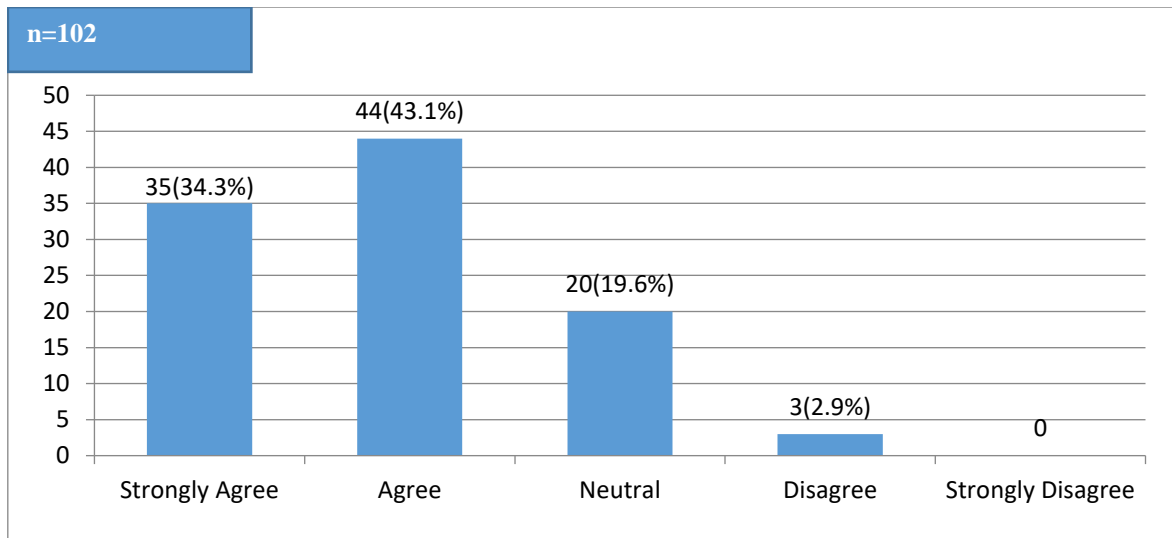


**Figure No. 7 : Satisfaction ratio for the present collection of the library**

From the above table and figure, it can be understood that 56.9%(n=102) of the faculty members are fully satisfied with present Library collection, 36.3% users feel satisfied and only 4.9% faculties are average satisfied with present Library collection.

Opinion	Number of Responses (n=102)	Percentage of responses
Strongly Agree	35	34.3
Agree	44	43.1
Neutral	20	19.6
Disagree	3	2.9
Strongly Disagree	0	0

**Table No.8: Opinion on adequate accessibility of the Computers and electronic equipment in the library.**

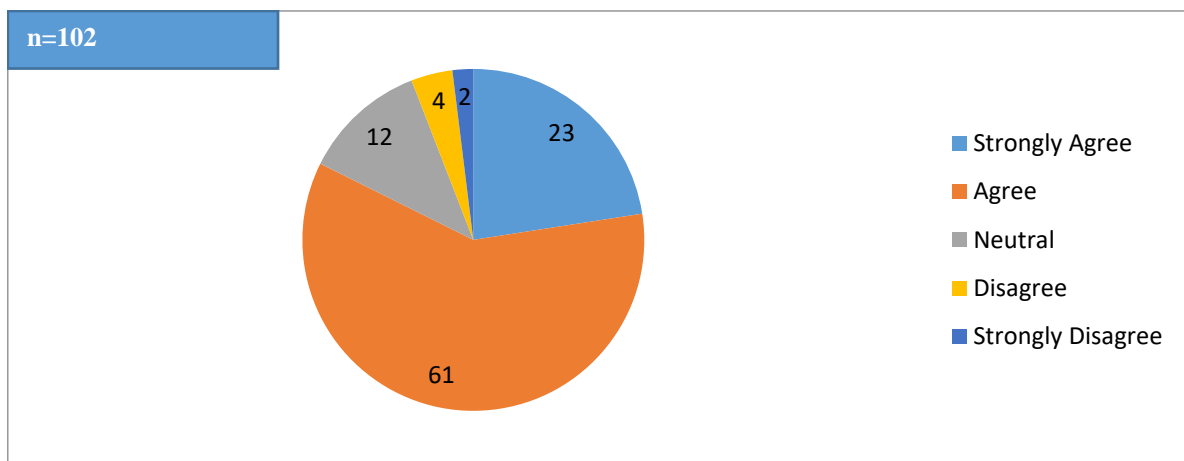


**Figure No.8 : Opinion on adequate accessibility of the Computers and electronic equipment in the library**

The above numbers highlight that 34.3% (n=102) of the faculties strongly agreed about Computers and electronic equipment are accessible in the library, 43.1% are replied as they are agree, 19.6% are replied as neutral and only 2.9% disagree about accessibility of Computers and electronic equipment in the Library.

Opinion	Number of Responses(n=102)	Percentage of responses
Strongly Agree	23	22.5%
Agree	61	59.8%
Neutral	12	11.8%
Disagree	4	3.9%
Strongly Disagree	2	2%

**Table No.9 : The library's collection meets my research need.**

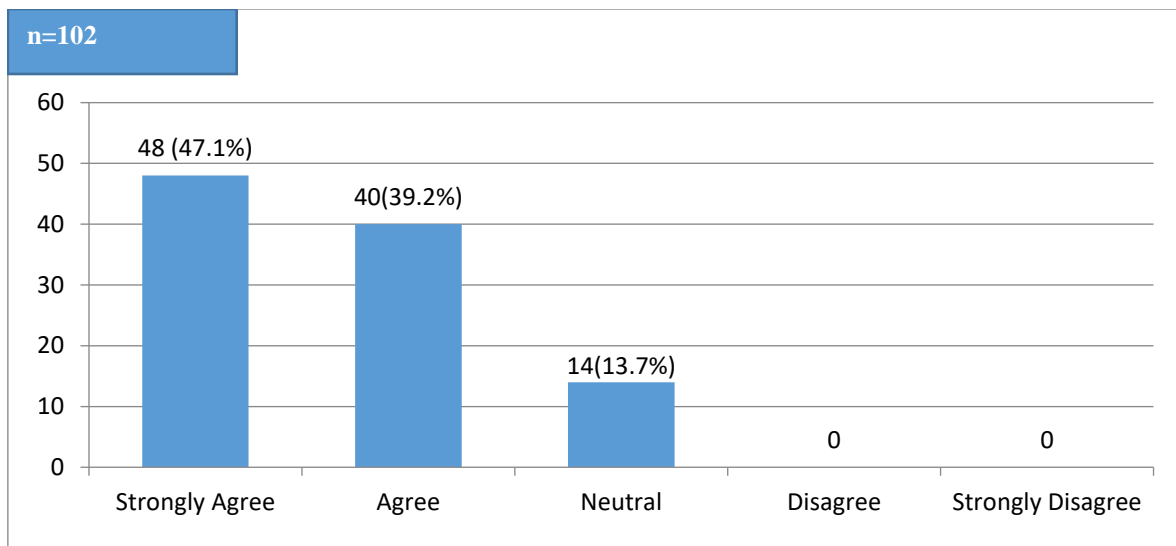


**Figure No.9 : The library's collection meets my research need.**

The above table and figure show up the information whether the Library’s collection meets the research need of the users or not, in which 59.8% (n=102) faculties agree about collection of the Library is useful for their research need, only 2% users are disagree on this point.

<b>Opinion</b>	<b>Number of Responses (n=102)</b>	<b>Percentage of responses</b>
Strongly Agree	48	47.1%
Agree	40	39.2%
Neutral	14	13.7%
Disagree	0	0%
Strongly Disagree	0	0%

**Table No.10 : Library space is adequate.**

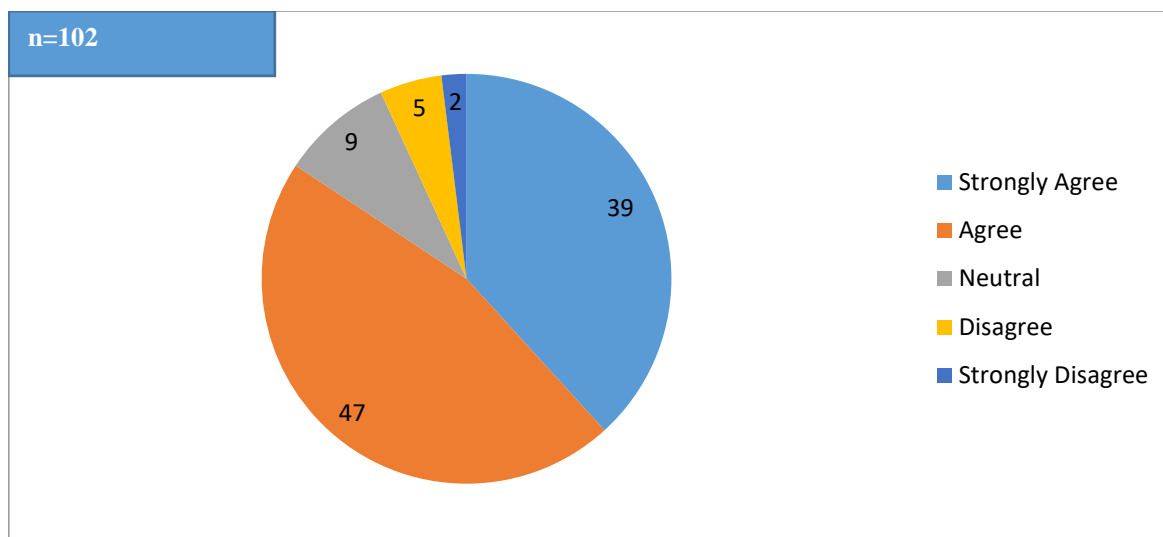


**Figure No. 10 : Library space is adequate**

When the question has been asked about the Library Space, 47.1% (n=102)) faculty members are strongly agreed and 39.2% are agreed that Library space is adequate.

<b>Opinion</b>	<b>Number of Responses (n=102)</b>	<b>Percentage of responses</b>
Strongly Agree	39	38.2%
Agree	47	46.1%
Neutral	9	8.8%
Disagree	5	4.9%
Strongly Disagree	2	2%

**Table No. 11 : Library opening hours are adequate**

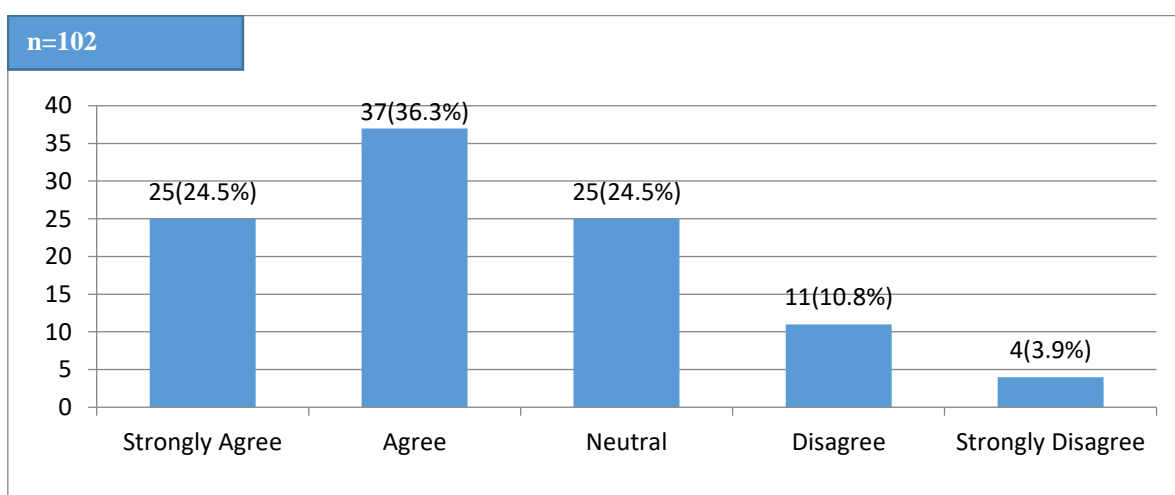


**Figure No.11 : Library opening hours are adequate**

The above table shows that 38.2% (n=102) academicians are strongly agreed and 46.1% are agreed that Library opening hours is adequate.

Opinion	Number of Responses (n=102)	Percentage of responses
Strongly Agree	25	24.5%
Agree	37	36.3%
Neutral	25	24.5%
Disagree	11	10.8%
Strongly Disagree	4	3.9%

**Table No. 12 : Regularity of Information about new services and collection from the Library**

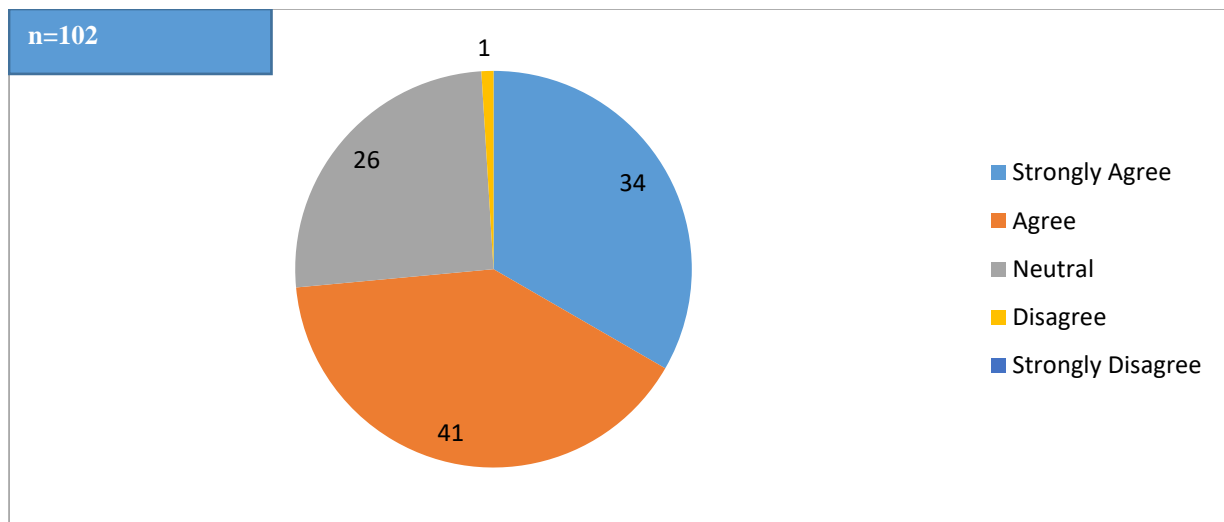


**Figure No. 12 : Regularity of Information about new services and collection from the Library**

The above information shows that 36.3% (n=102)) academicians are agreed that Library staff keeps them informed about new services and collection.24.5% strongly agreed as the same 24.5% are answered as neutral.

Opinion	Number of Responses (n=102)	Percentage of responses
Strongly Agree	34	33.3%
Agree	41	40.2%
Neutral	26	25.5%
Disagree	1	1%
Strongly Disagree	0	0%

**Table No.13 : Satisfaction with the support of the library related to plagiarism checking**



**Figure No.13 : Satisfaction with the support of the library related to plagiarism checking**

As per above information mentioned in the table and figure, it can be understood that 33.3% (n=102)) academicians are very satisfied with the support related to plagiarism checking,40.2% academicians are satisfied and only 25.5% are answered as neutral for this question.

### Discussion and conclusion

University libraries invest cores of rupees every year on the collection development in order to meet the need of users. In order to maximize the use of library resources, every library

should build up its collection and providing effective services keeping in mind the need of users and library should be designed with changing information environment.

Findings revealed that majority of the faculty members using library by physical visits as the same they are using library website actively to access learning resources. While checking satisfaction ratio of the services provided by library, high percentage 75 % to 100 % of the faculty members are satisfied with the library services. 50% of the faculties are taking benefit of remote access services. As the current scenario is more active on online mode of services and learning resources, but while asking to the faculty they were answered as they preferred both type, print as well as e-Learning resources for their academic and research purposes. Finding also revealed that about 60% respondents were satisfied with present collection of the Library. Moreover 35 of the faculties strongly agreed about Computers and electronic equipment are accessible in the library,44 are replied as they are agree,20 are replied as neutral and only 3 disagree about accessibility of Computers and electronic equipment in the Library. It is also observed from the responses that 60% academicians are felt that collection of the Library is as per their research requirements as the same nearly half of the total respondents felt that library space is adequate and they are happy with the opening hours of the Library. Another finding revealed that about 40% of academicians are satisfied with the support of the library related to plagiarism checking.

Learning and teaching have been part of the core mission of academic libraries for decades, but the way libraries fulfill their educational responsibilities is continually evolving in response to changes in pedagogy, technology, the economy, society, and the policies and strategies of institutions. Academicians of the Maharaja Sayajirao University of Baroda have given their reply in very actively describing manner also. They have appreciated the Library services as well as suggested to update library collection frequently. Academicians have also suggested increasing duration of library operations for the benefits of teachers and students. The best universities in the world with the best research output have a 24X7 Library access for its stakeholders. Moreover suggested to update more frequently about learning resources by conducting more awareness programs. Library can organize a webinar or some other programs to make all the staff and students to equip them to use online resources more effectively and efficiently. For plagiarism related services, academicians have suggested that doctoral students should have access to the plagiarism check through Urkund. Majority of the academicians replied that all the facilities are quite adequate and the work carried out is really outstanding. Library is playing vital role to meet multidimensional demands of students,

research scholars and faculties for information and knowledge. It is felt that user guidance is necessary to help library users to meet their information needs and make users aware of the available library resources and services. Optimum usage of learning resources is always increasing the impact and research output of the University as well as the ranking and performance of the University.

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