

# **The Evaluation of Usage of Library Resources and Services: An Exclusive Study on Users of Academic College Libraries**

Ms. Prayangi Vishal Matonkar  
Librarian,  
PES,Rajaram and Tarabai Bandekar College of Pharmacy Ponda, Goa (India)  
.ORCID: <https://orcid.org/0000-0002-1128-7516>  
prayangigad@gmail.com

Dr. Keshav Ramesh Dhuri  
Librarian  
Sant Sohirobanath Ambiyee Govt. College of Arts & Commerce, Pernem Goa (India)  
ORCID: <https://orcid.org/0000-0002-2013-6090>  
dhuri.keshav@gmail.com

## **ABSTRACT**

Academic libraries play crucial role in enhancing teaching and research missions of their parent institutions. This paper shares findings of the study which investigated awareness and use of library resources. The main aim of this research study is to identify the use and usage of resources and services provided by the library. A well structured questionnaire was prepared on Google Forms to collect the data from users of six colleges from Goa. Total 360 questionnaires were sent to 60 students of each college under study and 300 filled questionnaires were received from the respondents. The study has revealed that highest percentage of users (91.33%) prefer to visit the library to issue books. The major problem faced by users as they have mentioned in the study is inadequate resources in the library. Majority of the users (68.67%) are satisfied with library resources which is the positive sign for libraries functioning in Goa. This study recommended promotion and marketing of library services in order to enhance users awareness and increase usage of all library services.

**Keywords:** Academic Library, Information, Resources, E-Resources, Digital Resources, Use and Usage, Services, ICT, Goa

## **INTRODUCTION**

The academic library is centre point of the learning community. It provides resources and infrastructure to students and faculty to do their research and advance their knowledge. The librarians and library staff is charged with the responsibility of providing up-to date information sources and services to their users.

Academic libraries serve the information needs of students and faculty of the colleges and universities. The value and importance of libraries in higher education has been acknowledged worldwide. The importance of academic libraries can be seen from the need of students using it as a source of information to enhance their knowledge in desired fields. An academic library is the seat of knowledge in a university or college.

With the advent of technology and over increasing information sources, academic libraries might be facing more challenges. There is tremendous increasing in amounts of the information that has been produced in digital formats, and college and university students especially Internet generation users are putting more pressure to procure resources that can be accessed over the Internet. It is very important to know if students are aware of all the resources available to them both print as well as e resources. Students should be aware of the resources for better utilization.

## **REVIEW OF LITERATURE**

Numerous studies have been conducted with the similar perspective to study awareness and use of library resources. Some of them are reviewed here as a prelude to this research study.

Colar (2021) in his research paper mentioned that the main aim is to make promotional strategy plan based on the use of the resources and the services provided. The study revealed that the students were regular visitors of the library, while the faculty visited the library rarely. Numerical data shows that both faculty and students used the resources only for “a short time”. The main problem faced was by the patrons was lack of space in the library which was affecting them in visiting the library. The study highlighted that library resources were not marketed properly to the users as a result the usage was minimal. It is recommended by the researcher to propose promotional strategies which will focus on promoting the rarely used library resources.

Parbie, Phuti, and Barfi, (2021) in their study titled "Users Perception of Library Facilities: Evidence from the University of Cape Coast" said that the main purpose of this research paper is to mention the findings of the patrons view on the quality of library services at Sam Jonah Library University of Cape Coast, Ghana using Library Quality (LibQUAL+) model approach. The main findings from the study showed that most of the respondents mentioned that the library had enough number of computers to meet their requirements. The users also confirmed that the library had comfortable furniture for effective learning and a space that is

encouraging for learning. But, PG students did not consider the library environment helpful for learning. the researchers concluded the study by recommending that the library should establish knowledge commons for UG students and research commons for PG students.

Hussaini S, Vashistha & Jimah (2018) in their research paper augmented on the utilization and awareness of library resources by library users of NIMS Central Library, Jaipur India. The findings highlighted that females preferred the library more than male counterparts who are less than 30 years of age. It concluded that for the proficient and effective use of the library for teaching, learning and research, the academic institution must provide a live library of updated library resources to get together the information requirements of the library users'. It study recommended that the management of the library should bring in the use of library literacy education on regular basis to teach users how to properly manage the library resources.

Abosede & Ibikunle (2011) in their research paper looked at the problems that affect agricultural students in using the library. They highlighted gender wise usage of library and found out that female use the library more than male students. students like to use the library with their friends. Textbook and notes are the most preferred source of information. Eelectronic resources and the resources over the Internet are sometimes used as alternatives to library. They made suggestion that library staff should periodically assess itself to encourage its response to students needs and the Polytechnic management should ensure availability of relevant text books and materials in the library as only few students have access to personal electronic library and internet connection as library alternatives.

Varadaraju (2018) reveals that majority users are spending their time, and using library, it reflects that majority users are seriously using library for their information need and they are visiting library. It further suggests that college should take initiatives to provide better library services to its library. Kaur (2017) investigates the use of library resources and services. The study reveals that most of the students from Engineering, science and humanities visit library to use Internet. Very few students use library for reading. . Mason (2010) the mission of the academic library is to build and maintain a collection that will support research activities or students information need in the institution. The services of the library should depend on the information need of the users. For this matter there should be continuous awareness and user feedback mechanism in the institution.

Gunasekera (2010) found that library resources and services are not being fully used because of lack of awareness. Conducting an information literacy program is necessary to educate users about resources and the services of the library and how to use them. The institute should take responsibility of advertising that the library is providing a quality service for the users. Applegate (2008) the study found that there is a decline in the usage of traditional library services at the university level. This suggests that students might be looking elsewhere for information resources or there is no awareness of the library resources. Fowowe (1989) says that a library should continuously do self evaluation in order to be alert to the changing needs of its users. Library services must create a balance between information needs and library collection to meet the needs of the student and also institution's academic programmes.

## **OBJECTIVES**

The main objectives of the study are:

1. To examine the frequency and purpose of visit to the libraries.
2. To point out the information sources mostly consulted by the students.
3. To know user's opinion regarding the library staff.
4. To identify the difficulties in obtaining the required information.
5. To study the various information resources available in the library.
6. To find out the awareness and use of library resources by the users.
7. To find out the satisfaction level of the users.
8. To provide suggestions for further development of library resources

## **SCOPE OF THE STUDY**

The scope of the research study covers the use and usage of library resources of 300 library users from Goa Libraries (India) in the year 2020. This study includes the libraries of the following academic institutions of the area.

1. St. Xavier's College, Mapusa.
2. Dnyan Prassarak Mandals College Mapusa
3. Agnel Institute of Technology and Design, Assagao.
4. Saraswat Vidhyalaya's Sridora Caculo College of Commerce & Management studies, Khorlim.

5. Vrundavan Institute of Nursing Education, Colvale.

6. Institute of Hotel Management, Catering Technology & Applied Nutrition Programme, Alto Porvorim

## RESEARCH METHODOLOGY

This research study was designed to investigate the awareness and use of library resources by its user community. A total of 360 questionnaires designed on Google Form were sent randomly to 60 students to six colleges under study and 300 (83.33%) filled questionnaires were received and used for data analysis and interpretation.

## DATA ANALYSIS AND INTERPRETATION

**Table 1 Frequency of Visiting the College Library**

S. No	Frequency of visit	Respondents	Percentage (%)
1	Daily	78	26
2	2- 3 times in a week	110	36.67
3	Once a week	70	23.33
4	Once a month	26	8.67
5	Rarely	16	5.33
6	Never	0	0

The data collected in above table reveals that out of 300 respondents 110 (36.67%) users visits the library 2-3 times in a week which is the most for library visits. 78 (26%) daily, 70 (23.33%) users visit the library once a week, 26 (8.67%) respondents visit the library once a month, very few users i.e. 16 (5%) claim that they visit library rarely. There is not a single user who is not using the library facility, which shows the importance of library in student's academic life.

**Table 2 Main Purpose of Visiting the Library**

S. No	Purpose of visiting Library	Respondents	Percentage (%)
1	For study	123	41
2	Circulation service	205	68.33
3	For spending leisure time	34	11.33
4	Any other	0	0

It is revealed from the above data that the main purpose of library visit is for borrowing books, which happens at circulation counter i.e. 205 (68.33%) users out of 300 using this facility. Whereas 41 % users visit the library for study purpose, only 34 (11.33%) come to library for spending Leisure time.

**Table 3 Awareness of Library Resources**

Resources	Available	Not Available	Not know
Books	300	00	0
	100	0	0
E- books/ E-Journals	205	28	67
	68.33	9.33	22.33
Dictionaries	137	8	146
	45.66	2.66	48.66
Encyclopaedias	145	22	124
	48.33	7.33	41.33
Full text databases	97	22	166
	32.33	7.33	55.33
Print journals	197	8	86
	65.66	2.66	2.86
Maps	101	36	163
	33.66	12	54.33
Newspapers	282	0	18
	94	0	6
Project reports	141	53	89
	47	17.66	29.66
Dissertations	60	33	184
	20	11	61.33
Thesis	66	59	152
	22	19.66	50.66
Magazines	274	0	18
	91.33	0	6

Above Table show the respondents awareness about the information resources available in the library. Availability of the books is known by 100% of the respondents. When asked about other resources 94% knows about Newspapers while 91.33% knows about magazines. 48.33% respondents know about encyclopaedias and 47% about project reports. 45.66% of the Books are known to 68.33% whereas print journals are known to 65.66%. 48.33% of the respondents know about dictionaries. Other information resources are known to very few percentages of the respondents. The above table also show the resources which respondent do not know about. Thesis are known to only 22% of the respondents while 19% said it is not available and other 50.66% do not know about it. Likewise dissertations are known to 20% while 61.66% do not know about it. Same ways libraries has to pay huge amount to subscribe for the full text databases but only 32.33 % knows about it and 55.33% do not know what it is. The data clearly shows that most of the respondents only know about books, newspaper and magazines which are there in the library. Many students are not aware of the other information resources available in the library which can be used. It is required that students should be made aware of all the information resources.

**Table 4 Use of Library Resources by Users**

Sr. No.	Resources	No. of students	Percentage (%)
1	Books	274	91.33
2	E- books	109	36.33
3	Dictionaries	18	6
4	Encyclopaedias	35	11.6
4	Full text databases	36	12
6	Print journals	33	11
7	Maps	9	3
8	Newspapers	103	34.33
9	Project reports	60	20
10	Dissertations	9	3
11	Thesis	27	9
12	Magazines	88	29.33

Data reveals the use of the library resources by the students. The most used resources of the libraries are books (91.33%), E-books (36.33%), Newspapers (34.33%) and magazines (29.33%). Dissertations and maps are used by only 3% of the students while thesis and dictionaries by 9% and 6% respectively. Project reports are used by 20% of the students. Around 11-12% of the students use full text databases, print journals and encyclopedias.

**Table 5 Relation between Awareness of Resources and its Use**

<b>Resources</b>	<b>Awareness of resources</b>	<b>Unawareness of resources</b>	<b>Use of the resources</b>
Books	300	0	274
	100 %	0 %	91.33 %
E- books	205	95	109
	68.33 %	31.66 %	36.33 %
Dictionaries	137	154	18
	45.66 %	51.33 %	6 %
Encyclopedias	145	270	35
	48.33 %	90 %	11.6 %
Databases	97	168	36
	32.33 %	56 %	12 %
Print journals	197	94	33
	65.66 %	31.33 %	11 %
Maps	101	199	9
	33.66 %	66.33 %	3 %
Newspapers	282	18	103
	94 %	6 %	34.33 %
Project reports	141	142	60
	47 %	47.33 %	20 %
Dissertations	60	217	9
	20 %	72.33 %	3 %
Thesis	66	211	27
	22 %	70.33 %	9 %
Magazines	274	18	88
	91.33 %	6 %	29.33 %



## Relation between Awareness of Resources and its Use

Table No: 5 show the comparison between the awareness of the resources by the users and the usage of the resources by the users. If we see the usage of the resources, books are used by 91.33% of users. After books are e- books with 36.33% of usage. The newspapers are used by 34.33% and the magazines by 29.33%. Usage of the other library resources is very low.

If we compare the usage of the resources with the awareness, 100% of the users are aware of the books and usage percentage is 91.33%. 68% of the users know about e- books and the usage percentage is 36.33%. 94% know about newspaper and the newspaper is used by 34.33%.

On the other hand 70.33% of the users do not know about thesis and the usage of thesis is only 9%. 51.33% do not know about dictionaries and the usage is only 6%. 72.33% do not know about dissertations and 66.35% do not know about maps. The usage percentage of dissertations and map is only 3%.

The above results show that the usage of the resources is dependent on the awareness of the resources. Users use only those resources which they are aware of. The use of the resources can be increased by making the users aware of what resources are present in the library.

**Table 6 Approach to find resources in library**

Sr No.	Approach	No. of students	Percentage (%)
1	Ask Faculty	117	39
2	Ask Friends	77	25.66
3	Use Library catalogue	30	10
4	Ask Library staff	129	43
5	Know the location of the resources	108	36

Table No. 6 show the approach of the students to get the resources from the library. 39% of the students ask faculty where to find the information of their need. 36% said they know the resources of the library properly so they find the resources by themselves. 43% of the students take library staffs help to get the information of their need. 25.66% take help from their friends. Only 10% of the students use the library catalogue to search the resources in the library.

**Table 7: Library description**

Sr. No	Library Description	Frequency	Percentage (%)
1	Welcoming	69	23
2	Comfortable	121	40.33
3	Quite	142	47.33
4	Fun	38	12.66
5	Boring	32	10.66
6	Noisy	5	1.66
7	Safe	53	17.66
8	Exciting	21	7

Table No.7 shows respondent's description of the library. Respondents were provided with set of words which describe their library. They were allowed to choose more than one option. 47.33% of the respondent feels library is quite and 40.33% feel library is comfortable. 23 % of the respondent feel library is welcoming and another 17.66% feel it is safe. According to 12.66% of respondent library is fun. 10.66% feel library is boring. Only 7% feel library is exciting and least i.e. 1.66 % feel library is noisy. The most of the users find the library quite, comfortable and welcoming.

**Table 8 Opinion about Library Staff**

Sr. No.	Opinion	Respondents	Percentage
1	Most helpful	44	14.67
2	Helpful	170	56.67
3	Not helpful	78	26
4	No response	8	2.66

From the above table it can be concluded that more than half of the users of the library are happy with the library staff, but there is concern that around 26% of the users say that they are not happy with the library staff. It is the duty of the librarian to find out the exact reason of these users so that they don't have problems while using the library facility.

**Table 9 Problems in obtaining required information**

Sr. No	Problems in obtaining information	Respondents	Percentage (%)
1	Library timings	63	21
2	Library resources is inadequate	132	44
3	No knowledge about location of resources in the library	60	20
4	Lack of Professional Library staff	82	27.33
5	Library is boring	67	22.33
6	Any other	35	11.66

Data recorded in the above table to find out why people do not use the library indicate that 21% have problem with library timings, 20% do not have knowledge about location of resources in the library. Others 44% indicated that the library did not have the materials they needed while others 22.33 % indicated library is boring. 27% of respondent felt that library staff was not friendly and that they did not feel welcome in the library. 11.66 % of the respondent has some other difficulties. The main reason for not using the library is the insufficient library collection, the library timings is also one of the issue were students find it difficult to go to the library some users mentioned that there is lack of professional library staff in the library. Others said they go elsewhere to search the information because library is boring and they do not have knowledge about location of the resources in the library.

**Table 10: Library satisfaction**

Sr. No	Library Satisfaction	Frequency	Percentage (%)
1	Very satisfied	90	30
2	Satisfied	206	68.67
3	Not satisfied	4	1.33

Data recorded in table no. 10 to find out to what extend users are satisfied with the library indicate 206 of the respondent are very satisfied with the library. 68.67% of the respondents are satisfied with the library and only 1.33% of the respondents are not satisfied. The data shows that majority of the users are satisfied with the college library.

## **MAJOR FINDINGS OF THE STUDY**

- The study reveals that a moderate number of respondents i.e. 36.67% visit the library 2-3 times in a week. Followed by 23.33 % who visit the library on daily basis
- The main purpose of the library visit is to issue books which are 68.33 % and around 41 % say that they come to library for study purpose.
- 100 % of the users are aware about the availability of the books in the library, followed by 68.33 % who say they are aware of e-books and e-journals. Majority of the users are not aware about other information resources which are available in the library.
- The most targeted resources in the library are books which is 91.33 % followed by newspapers (34.33%)
- Majority of the users (43%)take help of library staff to use library resources, followed by help from faculty which is 39 %
- 47,33% of the respondents feels that library is comfortable for study purpose
- Majority of the users i e 56.67 % are happy with the library staff. Around 26 % of the users are not happy with the library staff
- The major problem faced by respondents in the library is inadequate library resources which are 44 % and around 27.33 % has also mentioned that there is less skilled professional library staff.
- Majority of the users (68.67%) are satisfied with the library resources and services.

## **RECOMMENDATIONS & SUGGESTIONS**

- Libraries should remain open after the working hours so that students can use the library beyond normal working hours.
- In order to determine the impact of library interactions on users, libraries can collect data on how individual users engage with library resources and services.
- Libraries should depute more skilled professional Library staff in their libraries that not only are good in traditional skills of librarianship but are also expert in information and communication technology services.
- The Library should provide inter library loan facility to the users.
- The libraries should organize training programs for users to use the library resources on regular bases.

- Library's rules should be flexible i.e. user can get required information easily. The provision of circulation services in college libraries must encourage active use of the library's materials.

## **CONCLUSION**

The study reveals that all libraries have both print and electronic documents but there is lack of awareness among students about the library resources. Students are not aware of the important resources like journals, project reports etc. for this matter the library should conduct orientation course or some activity to showcase the various resources available in the library and their importance. New arrival display service should be made available to user. Findings of the study show that students are overall satisfied with the library resources. But library resources and services are not being fully used by the students. Out of the entire resources only book, e-books and newspapers are used by the students. Other resources are used by only few. This can be because they are not aware of the resources or do not consider them as important for their studies. Conducting a comprehensive information literacy program is crucial to educate students about resources and how to use them.

Study found that some students are unsatisfied with the library and they go elsewhere to search for the information. Library should have a strong collection development policy. It is impossible to have all the documents needed by their users in the library, for this library can provide Inter Library Loan service to its users. Library professionals should be in touch with the faculties and subject experts as they know best about their subjects. Documents can be acquired by consulting the subject experts. Students can also be asked to give the requisition for the library documents.

## **BIBLIOGRAPHY**

- Abosede, A. T. and Ibikunle, O. (2011). Determinants of Library Use Among Students of Agriculture: A Case Study of Lagos State Polytechnic"). *Library Philosophy and Practice (e-journal)*. 521
- Applegate, R. (2008). whose Decline? Which Academic Libraries are Deserted  
interms of reference transactions? *Reference and User Services Quarterly* , 176-188.
- Colar, Charie Kaye F.(2021). Usage of Library Resources and Services of Maritime Academy of Asia and the Pacific (MAAP): Bases for Promotional Strategies. *Library Philosophy and Practice (e-journal)*. 4935

- Fowowe, S. O. (1989). Students use of academic library: A survey at the University of Ilorin libraries. *Nigerian library and information science review* , 7 (1), p. 56.
- Frascotti, J., Levenseler, J., & Weingarten, C. (2007). Improving library use and information literacy at Caritas Vath College. BSc Thesis, Worcester Polytechnic Institute.
- Gunasekera, C. (2010). Students Usage of an academic Library: a user survey conducted at the main library University of Peradeniya. *Journal of the University Librarians Association of Sri Lanka* , 14 (1), 43-60.
- Hussaini, S., Vashistha, R., & Jimah, H. (2018). Awareness and Utilization of Library Resources by Library Users' of Nims University Central Library, Jaipur, India. *International Journal of Movement Education and Social Science* , 7 (2), 1067-1078.
- Kaur, Amandeep; Singh, Jagjit (2017). Use of Library Resources and Services by the Library Users: A Case Study of DAV University Jalandhar (Punjab). *SRELS Journal of Information Management*, 54(3).
- Mason, M. (n.d.). Myths associated with undergraduate use of academic library. Retrieved November 24, 2015, from <http://www.moyak.com/papers/academic-library-anxiety.html>
- Parbie, Seth K.; Phuti, Rita; & Barfi, Kwaku A. (2021). Users Perception of Library Facilities: Evidence from the University of Cape Coast. *Library Philosophy and Practice (e-journal)*. 4874. <https://digitalcommons.unl.edu/libphilprac/4874>
- Varadaraju, NCH (2018). Use of Library Resources and Services at Stanley College of Engineering and Technology for Women, Hyderabad: A Case Study. *Indian Journal of Information Sources and Services*, 8(1), 46-53.