

Users Perception on Information Resources and Services of IGM Library, University of Hyderabad: A Study

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ABSTRACT

Universities are the centre of higher learning. University libraries are considered as the heart of the University. The main objective of the University Libraries is to support the research as well as teaching and learning activities of the universities. The purpose of this study is to examine the usage and user perception of library collections, library facilities and services of Indira Gandhi Memorial (IGM) Library, University of Hyderabad, Telangana. The primary data was collected through the distribution of well-structured questionnaires to 300 users of the IGM Library and the response rate was 81 per cent. Collected data were analysed into frequency tables and percentages. The Results of the study revealed that the users were satisfied with the services and the resources available in the IGM Library.

KEYWORDS: Information Resources, Library Services, User Studies, Academic Libraries, University Libraries, IGM Library, University of Hyderabad.

INTRODUCTION

Libraries are considered storehouses of knowledge and learning resources. Library is one of the most important learning sources in any educational and research institution. It is not only promoting independent learning of its users but also expands their mental horizons. A well-designed, well-equipped and well-maintained library will be the foundation for any institution.

Universities are the centre of higher learning. University libraries are considered as the heart of the University. The main objective of University Libraries is to support the research as well as the teaching and learning process of universities. Prof. D.D. Deshmukh, former UGC Chairman said that, if the teachers are the head and students are the body, then the library is the heart and soul of the institution concerned.

(i) University of Hyderabad (UoH) – A Profile

The University of Hyderabad, a premier institution of Post-Graduate teaching and research in India, established by an Act of Parliament (Act No. 39 of 1974) on 2nd October 1974, was the first Central University established in Southern India. It has 12 Schools and 42 Departments of excellence at present. The University offers Integrated, Postgraduate and Research programmes in several areas of the Humanities, Social Sciences, Natural Sciences, Arts, Management, Medical Sciences, Engineering, Mathematics and Statistics and Computer and Information Sciences. There are also a large number of students enrolled under the Centre for Distance and Virtual Learning Programme through 15 PG Diploma courses. Today the university is the most sought-after place for higher studies in the region. The University of Hyderabad (UoH) has been ranked Top 10th rank among the publicly funded Higher Educational Institute of National Importance, Central Universities & CFTIs of India. UoH also retains its position as one of the major Universities in India in the area of higher education. ¹

(ii) Indira Gandhi Memorial (IGM) Library

Indira Gandhi Memorial (IGM) Library has been fulfilling the information needs of the faculty, research scholars and students of the University. The library started functioning soon after the University was established in the year 1974. The present library building was inaugurated by his Excellency late Dr. Shankar Dayal Sharma the then Vice President of India, on 21-10-1988 and named after the late Prime Minister Mrs. Indira Gandhi hence it is called Indira Gandhi Memorial (IGM) Library.

The library is a centrally located place of the university and its departments. The IGM library houses over 3,42,221 books, 42 periodicals, 12,126 Theses and Dissertations, 2562 project reports, 2500 braille books and 94,469 bound volumes of journals, 13191 e-books, 35000+ e-journals, 45 online databases covering a variety of subjects to fulfil the user's needs. The library has a state of art infrastructure facilities. IGM library is fully computerized using 'VTLS' software with barcode and RFID technologies and it has been providing remote access services through the Knimbus tool. The Library has been providing grammar checking as well as plagiarism checking services to its users by using Grammerly Edu and Turnitin Software tools. IGM library is one of the initial 6 resource centres identified for Document delivery by INFLIBNET Centre, Ahmadabad and it is also one of the 26 resource centres for nationwide Document Delivery Services to all universities.

OBJECTIVES OF THE STUDY

The following objectives identified for the study.

- ✓ To analyse the frequency and average time spent by the users in the IGM Library.
- ✓ To know the purpose of the visit to the IGM library by the users.
- ✓ To identify the usage of library resources and services by the users of IGM Library.
- ✓ To know the users' opinion towards facilities, resources and services of IGM Library.

LITERATURE REVIEW

A good number of articles which are confined to India are referred and reviewed here.

Saikia and Gohain conducted a study to know the use of library resources, user's satisfaction with library resources & services and information seeking behaviours of the students and research scholars of Tezpur University. Total 200 questionnaires were distributed among students and research scholars of Tezpur University and collected the data. It was observed that 131 (82.39%) users borrowed textbooks, 127(79.87%) consulted journals and 120(75.47%) read the Newspapers to meet their information needs. It was found that the library was playing an extremely important role in meeting the multi-dimensional demands from the students and research scholars.

Ranganadham and Babu⁴ in their study revealed that information plays a very important role in the present digital environment. This study distinguished the awareness and use of library information resources and services by the students at Osmania University. The results revealed the adequacy of library resources, opinions on e-resources vs. print sources, reasons for using e-resources and satisfaction with the sources of provision of information.

Kumar⁵ in his study stated that, the faculty members spend too less time in the library compared to research scholars and other users. The Result revealed that library resources are not updated as per the demand. The existing resources were not yet completely used by the users. Only 10% users visit the library to borrow and return books. Textbooks and magazines were used by 16.67% and 13.33% of users respectively.

Gunasekera⁶ in his research paper stated that, the university library is committed to provide an excellent service for its users. This study was assessed the library user satisfaction with current information services and resources as well as identified the user needs. The well-structured questionnaires were distributed among 800 undergraduates. It was found that the undergraduates were overall satisfied with the available library resources, services and facilities. It was further found that, library resources and services are not being fully utilized by undergraduates.

Choukhande, Vaishali and Kumar⁷ carried a study on the information needs and use patterns of faculty and research scholars of Amaravati University. It was revealed that users faced difficulty in searching for information through electronic sources as they were not skilled in using them. They suggested that networking should be among local, university, state-level, public, national libraries and government libraries which were indispensable for fruitful research.

Nimsomboon⁸ in his study revealed that the service quality attributes provided in Thammasat university library of Thailand. It was not met users desired expectations and the most problems were related to the insufficient library collections, quiet place for study and service minds of staff. It is observed that remote access to library resources was very poor. Users suggested to update the resources on the University website.

RESEARCH METHODOLOGY

This study adopted a Survey method of research. A well-structured questionnaire was designed and personally distributed to 150 Students, 100 Research Scholars and 50 Faculty members of IGM Library, University of

Hyderabad. Filled in questionnaires were collected back from the users and the response rate was 81 per cent. The collected data was analysed by using percentage and simple average techniques.

DATA ANALYSIS

The data analysis and findings of the survey are as follows.

Table 1: Total Questionnaires distributed and Respondents

Users Category	Questionnaires distributed	Questionnaires Received	Response Percentage
Students	150	143	95.33
Research Scholars	100	67	67.00
Faculty	50	33	66.00
Total	300	243	81.00

Source: Primary data

Table 1 shows the number of questionnaires distributed to different categories of respondents and the total response received from them. It reveals that, a high percentage (95.33%) of responses were received from Students, followed by Research Scholars with 67% and Faculty with 66%.

Table 2: Gender of the Respondents

S. No.	Gender	No. of Respondents	Percentage
1	Male	164	67.49
2	Female	79	32.51
	Total	243	100.00

Source: Primary data

Table 2 reveals that more male respondents (67.49%) responded to the survey compared to female respondents (32.51%).

Table 3: Age of the Respondents

S. No.	Age	No. of Respondents	Percentage
1	20 – 25 years	142	58.44
2	26 – 30 Years	49	20.16
3	31 – 35 years	22	9.05
4	Above 35 years	29	11.93
	Total	243	100.00

Source: Primary data

Users Perception on Information Resources and Services of IGM Library, University of Hyderabad: A Study

Table 3 shows that the majority number of the respondents (58.44%) belong to 20-25 years group, followed by 20.16 per cent of them belongs to 26-30 years group, 11.93 per cent of them belongs to the above 35 years age group and the least number (9.05%) of respondents belongs to 31-35 years of age group.

Table 4: Library Visit

S. No.	Library Visit	No. of Respondents	Percentage
1	Yes	231	95.06
2	No	12	4.94
	Total	243	100.00

Source: Primary data

It is obvious from Table 4 that, the most of the respondents (95.06%) were visiting the library and the remaining 4.94 per cent of respondents were not visiting the library.

Table 5: Frequency of Visit

S. No.	Frequency of Visit	No. of Respondents	Percentage
1	Daily	53	21.81
2	Twice in a Week	26	10.70
3	Thrice in a Week	34	13.99
4	Weekly	36	14.81
5	Occasionally	94	38.68
	Total	243	100.00

Source: Primary data

It is clear from the above Table 5 that, the majority number of the respondents (38.68%) were visiting the library 'occasionally', followed by 21.81 per cent were visiting the library 'daily', 14.81 per cent of them 'weekly', 13.99 per cent of them 'thrice in a week', and the remaining 10.70 per cent of them were visiting the library 'twice in a week'.

Table 6: Average time spent in library

S. No.	Frequency of Visit	No. of Respondents	Percentage
1	Less than 1 hour	48	19.75
2	1 to 2 hours	67	27.57
3	2 to 3 hours	42	17.28
4	3 to 4 hours	37	15.23
5	More than 4 hours	49	20.16
	Total	243	100.00

Source: Primary data

It is obvious from Table 6 that, the majority number of the respondents (27.57%) spent '1 to 2 hours', followed by 20.16 per cent were 'more than 4 hours', 19.75 per cent 'less than 1 hour' 17.28 per cent '2 to 3 hours' and a meagre number of them (15.23%) spent 3 to 4 hours' an average time in the library.

Table 7: Purpose of visit to the library

S. No.	Purpose of Visit*	No. of Respondents (N=243)	Percentage
1	Borrowing and returning of books	161	66.26
2	Research purpose	111	45.68
3	Reading the Books & Periodicals	82	33.74
4	To prepare for Competitive exams	43	17.70
5	To access the E-Resources	16	6.58
6	Others	4	1.65

Source: Primary data

*Respondents allowed to tick multiple reasons

Table 7 reveals that all the respondents visit the library for more than one purpose. The majority number of the respondents (66.26%) were visiting the library for 'Borrowing and returning of books' to the library, followed by 45.68 per cent were using the library for their 'Research purposes', 33.74 per cent of them for 'Reading the Books & Periodicals', 17.70 per cent of them for 'To prepare for competitive examinations', 6.58 per cent of them 'To access the E-resources' in the library and the least per cent of them (1.65%) visiting the library for other purposes. From the above table, it is observed that borrowing books is the main purpose of visiting the library followed by research purposes.

Table 8: Users' opinion on availability of library infrastructure facilities

Infrastructure Facilities	Highly Satisfied	Satisfied	Dissatisfied	Total
Library Location	111 (45.68)	103 (42.39)	29 (11.93)	243 (100.00)
Furniture & Equipment	32 (13.17)	135 (55.56)	76 (31.28)	243 (100.00)
Lighting & Ventilation	47 (19.34)	121 (49.79)	75 (30.86)	243 (100.00)
Cleanliness	126 (51.85)	95 (39.09)	22 (9.05)	243 (100.00)
Drinking Water facilities	109	98	36	243

Users Perception on Information Resources and Services of IGM Library, University of Hyderabad: A Study

	(44.86)	(40.33)	(14.81)	(100.00)
Toilets facilities	39 (16.05)	86 (35.39)	118 (48.56)	243 (100.00)
Reprographic facilities	96 (39.51)	129 (53.09)	18 (7.41)	243 (100.00)
Digital Library facilities	123 (50.62)	101 (41.56)	19 (7.82)	243 (100.00)

Source: Primary data

Table 8 reveals the opinions of the library users with regard to the availability of infrastructure facilities at IGM Library. The maximum number of users i.e. 111(45.68%) were highly satisfied, 103(42.39%) were satisfied and 29(11.93%) were dissatisfied with the Location of the Library. Only 32(13.17%) were highly satisfied, 135(55.56%) were satisfied and 76(31.28%) were dissatisfied with the Furniture and equipment in the library. 47(19.34%) were highly satisfied, 121(49.79%) were satisfied, 75(30.86%) were dissatisfied with the Lighting & Ventilation facilities of the library. 126(51.85%) were highly satisfied, 95(39.09%) Satisfied and 22(9.05%) dissatisfied with the Cleanliness in the library. 109(44.86%) were highly satisfied, 98(40.33%) satisfied and 36(14.81%) dissatisfied with the Drinking water facilities. Only 39(16.05%) were highly satisfied, 86(35.39%) satisfied and 118(48.56%) dissatisfied with the Toilet facilities in the library. 96(39.51%) were highly satisfied, 129(53.09%) satisfied and 18(7.41%) were dissatisfied with the Reprographic facilities, 123(50.62%) were highly satisfied, 101(41.56%) satisfied and 19(7.82%) were dissatisfied with the Digital library facilities of the IGM Library.

Table 9: Use of Information Resources

Information Resources	No. of Users (N=243)	Percentage
Text Books	141	58.02
Reference Books	162	66.67
Competitive Books	58	23.86
Periodicals	63	25.93
Theses & Dissertations	139	57.20
E-Books	71	29.22
E-Journals	101	41.56
Online Databases	153	62.96

Source: Primary data

Table 9 reveals that the respondents consulted more than one reading material in the library. It shows that, the majority of the users i.e. 162(66.67%) use the Reference books, followed by 153(62.96%) use the online databases, 141(58.02%) text books, 139(57.20%) Theses & Dissertations, 101(41.56%) electronic journals and 71(29.22%) e-books, 63(25.93%) periodicals and 58(23.86%) use competitive books collection of the IGM library. It is observed that reference books and online databases are the most used reading material by users.

Table 10: Level of satisfaction on availability of information resources

Information Resources	Highly Satisfied	Satisfied	Dissatisfied	Total
Text Books	142 (58.44)	89 (36.63)	12 (4.94)	243 (100.00)
Reference Books	129 (53.09)	63 (25.93)	51 (20.99)	243 (100.00)
Competitive Books	68 (27.98)	71 (29.22)	104 (42.80)	243 (100.00)
Periodicals	99 (40.74)	107 (44.03)	37 (15.23)	243 (100.00)
Theses & Dissertations	158 (65.02)	79 (32.51)	6 (2.47)	243 (100.00)
E-Books	153 (62.96)	75 (30.86)	15 (6.17)	243 (100.00)
E-Journals	141 (58.02)	83 (34.16)	19 (7.82)	243 (100.00)
Online Databases	143 (58.85)	87 (35.80)	13 (5.35)	243 (100.00)

Source: Primary data

Table 10 depicts the opinions of the library users with regard to the availability of information resources at IGM Library. The maximum number of users i.e. 142(58.44%) were highly satisfied, 89(36.63%) were satisfied and 12(4.94%) were dissatisfied with the Text book collections. 129(53.09%) were highly satisfied, 63(25.93%) were satisfied, 51(20.99%) were dissatisfied with the Reference books collection. 68(27.98%) were highly satisfied, 71(29.22%) were satisfied, 104(42.80%) were dissatisfied with the Competitive Books collection. 99(40.74%) were highly satisfied, 107(44.03%) were satisfied, 37(15.23%) dissatisfied with Periodicals available in the library. 158(65.02%) were highly satisfied, 79(32.51%) satisfied and 6(2.47%) dissatisfied with the Theses and Dissertations. 153(62.96%) were highly satisfied, 75(30.86%) satisfied and 15(6.17%) dissatisfied with the E-Books collection. 141(58.02%) were highly satisfied, 83(34.16%) satisfied and 19(7.82%) dissatisfied with the E-Journals collection. 143(58.85%) were highly satisfied, 87(35.80%) satisfied and 13(5.35%) dissatisfied with the Online databases of the IGM Library.

Table 11: Level of satisfaction on library services

Library Services	Highly Satisfied	Satisfied	Dissatisfied	Total
Circulation Services	104 (42.80)	95 (39.09)	44 (18.11)	243 (100.00)
Reference & Information Services	129 (53.09)	63 (25.93)	51 (20.99)	243 (100.00)
Current Awareness Services	95	56	92	243

Users Perception on Information Resources and Services of IGM Library, University of Hyderabad: A Study

	(39.09)	(23.05)	(37.86)	(100.00)
Inter Library Loan Service	68 (27.98)	85 (34.98)	90 (37.04)	243 (100.00)
OPAC/Web OPAC Service	98 (40.33)	78 (32.10)	67 (27.57)	243 (100.00)
Internet Service	85 (34.98)	58 (23.87)	100 (41.15)	243 (100.00)
Remote Access services	108 (44.44)	102 (41.97)	33 (13.59)	243 (100.00)
Research Support Services	101 (41.56)	98 (40.33)	44 (18.11)	243 (100.00)

Source: Primary data

Table 11 reveals the level of satisfaction with various services of the IGM Library. The maximum number of users i.e. 104(42.80%) were highly satisfied, 95(39.09%) were satisfied and 44(18.11%) were dissatisfied with the 'Circulation services', while 129(53.09%) were highly satisfied, 63(25.93%) were satisfied, 51(20.99%) dissatisfied with the 'Reference & Information Services'. 95(39.09%) were highly satisfied, 56(23.05%) were satisfied, 92(37.86%) were dissatisfied with the 'Current Awareness Services', 68(27.98%) were highly satisfied, 85(34.98%) were satisfied, 90(37.04%) dissatisfied with 'Inter Library Loan service'. 98(40.33%) were highly satisfied, 78(32.10%) satisfied and 67(27.57%) dissatisfied with the 'OPAC/WebOPAC Service'. 85(34.98%) were highly satisfied, 58(23.87%) satisfied and 100(41.15%) dissatisfied with the 'Internet services'. 108(44.44%) were highly satisfied, 102(41.97%) were satisfied and 33(13.59%) were dissatisfied with the 'Remote Access services' of the library. And 101(41.56%) were highly satisfied, 98(40.33%) were satisfied and 44(18.11%) were dissatisfied with the 'Research support services' provided by the IGM Library.

Table 12: Problems faced by the Respondents while using the Library

S. No.	Problems	No. of Respondents N=243	Percentage
1	Improper arrangement of Books and Periodicals	57	23.46
2	Old and Worn out books	93	38.27
3	Lack of latest editions	134	55.14
4	Lack of number of volumes	86	35.39
5	Tampering pages from books	61	25.10
6	Misplacement of books	98	40.33
7	Slow Internet Connection	113	46.50
8	Lack of training in access and use of e-resources	66	27.16
9	Lack of latest computers	132	54.32

Source: Primary data

- Respondents allowed to tick multiple options

Table 12 describes the problems faced by the users while using the library. Most of the respondents (55.14%) faced problems with 'Lack of latest editions of books' followed by 'Lack of latest computers' (54.32%), 'Slow internet connection' (46.50%), 'Misplacement of books'(40.33%), 'Old and worn out books'(38.27%), 'Lack of training in access and use of e-resources'(27.16%), 'Tampering of pages from books' (25.10%), and 'Improper arrangement of Books and Periodicals' (23.46%).

MAJOR FINDINGS

- Most of the respondents (95.06%) are visiting the library and the remaining 4.94 per cent of respondents are not visiting the library.
- The majority number of the respondents (38.68%) were visiting the library 'occasionally' and a meagre number of them (10.70%) were visiting the library 'Twice in a week'.
- The majority number of the respondents (27.57%) spent '1 to 2 hours' and a meagre number of them (15.23%) spent 3 to 4 hours' on an average time in the library.
- All the respondents visit the library for more than one purposes. Borrowing of books is the main purpose of visiting the library followed by research purposes.
- The maximum number of users were highly satisfied with the Cleanliness followed by the Location of the Library and Digital library facilities. More number of users were dissatisfied with the Toilet facilities, followed by Furniture and equipment facilities and the Lighting & Ventilation facilities of the library.
- The respondents consulted more than one reading material in the library. Reference books and online databases are the most used reading material by users.
- The maximum number of users were highly satisfied with e-books, followed by Online databases and Textbook collections. While more users were dissatisfied with the Competitive books, followed by Reference books and Periodicals collection of the IGM Library.
- The maximum number of users were highly satisfied with Reference and information services, followed by Remote access services and Circulation services. While more users were dissatisfied with the Internet service, followed by current awareness services and Inter library loan service.
- Most of the respondents (55.14%) faced problems with 'Lack of latest editions of books' followed by 'Lack of latest computers' (54.32%) and 'Slow internet connection' (46.50%).

SUGGESTIONS

The users were asked to give their suggestions for the improvement of information resources and services of the IGM library. The following are the major suggestions.

1. The library should purchase more electronic and print resources in all the disciplines offered in the university.
2. More computers with high-speed Internet connectivity
3. Increase reprographic facilities with a minimum reasonable cost for the users.
4. There should be more laptop/mobile charging points in the reading hall.
5. Regular conduct of information literacy programmes to enhance the familiarity of users with library resources and services.
6. Improvement of furniture in the reading halls and maintenance of hygienic toilet facilities.

CONCLUSION

In the advanced information communication technology environment, the library needs to serve the emerging requirement of its users. It can only be possible if the university libraries continuously update the information resources and services according to the information needs of library users. The university libraries should also seek suggestions from library users to enhance the use of library resources and services on regular basis.

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