

# **Users' Awareness, Usage and Attitude towards Academic Library Resources and Services**

**Dinesh S. Thakor**

Librarian, Shrimad Rajchandra Vidyapeeth, Dharampur, Valsad, Gujarat, India

*t85dinesh82@gmail.com*

## **ABSTRACT**

*This study examines the users' awareness, usage and attitudes towards the resources and services provided by an academic library. The survey method has been used for this study. A questionnaire was created in an online Google form for data collection. Then an online questionnaire was distributed to a total of 150 students studying in B.Sc., M.Sc., and PGDMLT courses at Shrimad Rajchandra Vidyapeeth. Out of which a total of 120 responses were received. This study's findings indicate that most respondents utilize the library when necessary. Most respondents use library materials, such as books and periodicals, within the library. They are also aware of the availability of newspapers, reference books, magazines, and textbooks, with a significant number of respondents utilizing reference books within the library. Additionally, all respondents know the library's reference service, newspaper and magazine service, internet service, and reading facilities. The majority of respondents believe that the library provides sufficient newspapers, magazines, and reading facilities. A significant 61.67% of respondents expressed that the library resources and services are helpful to them, while the remaining 38.33% stated that library resources and services are most helpful to them. Furthermore, the Majority 95.83% of respondents are satisfied with library resources and services.*

**KEYWORDS:** Academic Library, Users' Awareness, Usage, Users' Attitude, Library Resources, Library Services.

## **INTRODUCTION**

A library is the focal point of any educational institution. Libraries in any educational institution provide a suitable environment for students, faculty and other staff to expand their knowledge. It also provides valuable features. An academic library is a library that is connected to an educational institution. The main purpose of an academic library is to provide service to the readers at the same level as the institution. Educational institutions are institutions of learning and research that provide formal education to students to achieve a specific level, degree, or certificate based on a prescribed curriculum. University, college, and school libraries are among the academic libraries.

Academic libraries provide the information needs of readers as well as teachers and other employees of the institution. Academic libraries are now providing computerized services and internet access to their readers in today's era. Academic libraries are a crucial and essential component of higher education institutions, such as colleges and universities. Academic libraries play an important role in higher education institutions. Which supports the curriculum. It helps students in their daily coursework and also provides faculty with necessary curricular and research materials and resources. The purpose of this article is to examine the Awareness, Usage and attitudes of students toward the use of academic libraries resources and services.

## **LITERATURE REVIEW**

**Fatima and Tadasad (2013)** wrote an article to investigate the attitude of users towards library resources in the context of Gulberg University Library. The study focused on the satisfaction level, awareness, need, use, and comprehensiveness of the library collection among users. From this article, it was found that users had less awareness regarding magazines, catalogues, and union catalogues. They were more aware of books, dictionaries, newspapers, magazines and encyclopedias. While awareness of other resources was average. Books, newspapers, magazines, encyclopedias and dictionaries were very necessary for users. Books, newspapers, dictionaries and theses were highly used resources in the library. Users were not fully satisfied with the library collection. While they had a positive attitude towards newspapers, magazines and books. The satisfaction rate of users was low in terms of catalogues, union catalogues, directories, abstracting, indexing sources, etc. Therefore, the development of collections was necessary based on a written collection development policy, as well as regular user studies to assess their needs and improve quality and adequacy. Also, there was a need to regularly organize user education programs to promote information literacy programs and display them at prominent locations to attract users' attention to new arrivals as well as untapped information sources.

**Naik and Kumar (2021)** in their article reported a study on users' attitudes towards library resources and services of a First Grade college in Bangalore city. The purpose of this study was to identify awareness of library resources and services. From this article, it is found that the majority 74.86% of students were satisfied with the reading room space. Then respectively the students were satisfied with the furniture, toilets, ventilation and cleanliness available in the library. The researcher suggested that library collection and other functions should be computerized to meet the needs of users quickly and immediately.

**Okeke, Oghenetga, and Nwabu (2013)** reported on students' attitudes toward the use of reference and information services in academic libraries in Nigeria in their article. The specific objective was to determine the electronic reference resources that are available for reference librarians to provide efficient and effective services to users. It was also to explore the types of reference materials used in academic libraries and the problems impeding effective reference and information services. A survey method was used for data collection. The article found that students were not properly using reference services and resources due to outdated material collections and inexperienced staff. Hence the researcher suggested the provision of adequate funds, trained staff, a user education program for students and the provision of e-library for student use.

## OBJECTIVES OF THE STUDY

- ✓ To know the purpose of library usage among students.
- ✓ To assess the frequency of library usage by students.
- ✓ To know the awareness among students about library resources and services.
- ✓ To know the student's attitude towards library resources and services.
- ✓ To evaluate the satisfaction level of students regarding library resources and services.

## RESEARCH METHODOLOGY

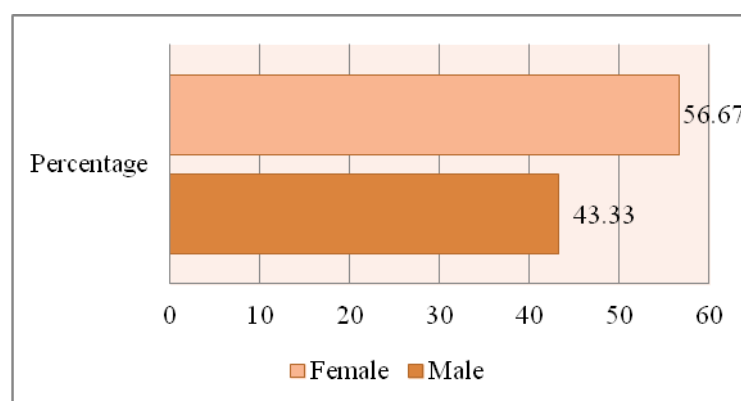
A survey method was utilized to examine students' awareness, usage and attitudes towards library resources and services. Initially, a questionnaire was developed based on the study's objectives. The questionnaire was then converted into an online Google Form. Then an online questionnaire was distributed to a total of 150 students studying in B.Sc., M.Sc., and PGDMLT courses at Shrimad Rajchandra Vidyapith. Out of the 150 students, 120 students provided their responses.

## DATA ANALYSIS AND INTERPRETATION

A total of 120 responses received from the students has been analyzed and interpreted as follows:

**Table -1** Gender wise respondents

Gender	Respondents	Percentage
Male	52	43.33
Female	68	56.67
Total	120	100.00

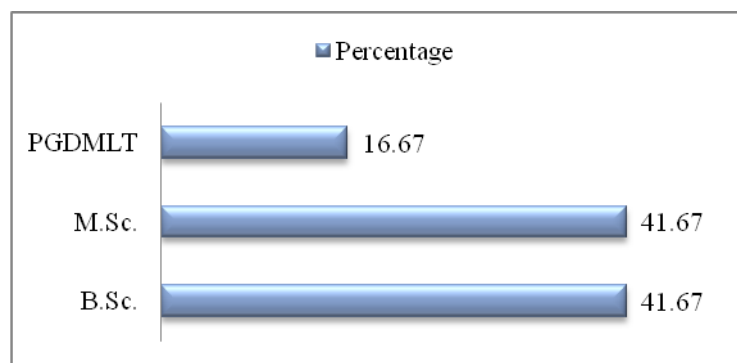


**Chart-1** Gender wise respondents

Table 1 and chart 1 describes the gender wise distribution of respondents. It is clear from that the majority of the respondents 68 (56.67%) are female students, and remaining 52 (43.33%) are male student respondents. It is concluded from the study that a majority of female respondents are availing of academic library facilities.

**Table - 2** Course wise respondents

Course	Respondents	Percentage
B.Sc.	50	41.67
M.Sc.	50	41.67
PGDMLT	20	16.67
Total	120	100.00

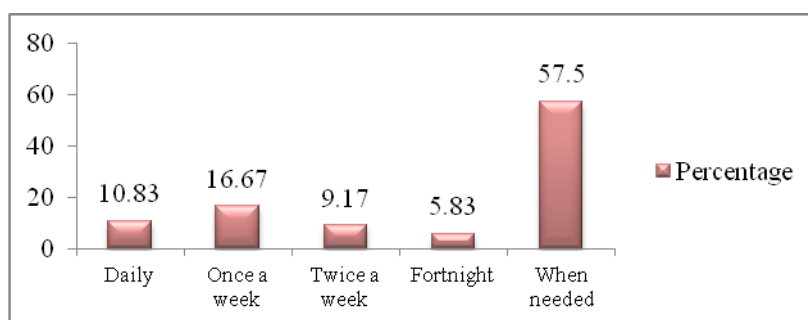


**Chart - 2** Course wise respondents

Table 2 and chart 2 shows that the majority of the respondents 50 (41.67%) are students of graduate and post graduate courses, and the remaining 20 (16.67%) are students of PGDMLT course. Thus, it is concluded from the study that the majority of the respondents are students of graduate and post graduate courses.

**Table - 3** Frequency of library usage

Frequency	Respondents	Percentage
Daily	13	10.83
Once a week	20	16.67
Twice a week	11	09.17
Fortnight	7	05.83
When needed	69	57.50
Total	120	100.00

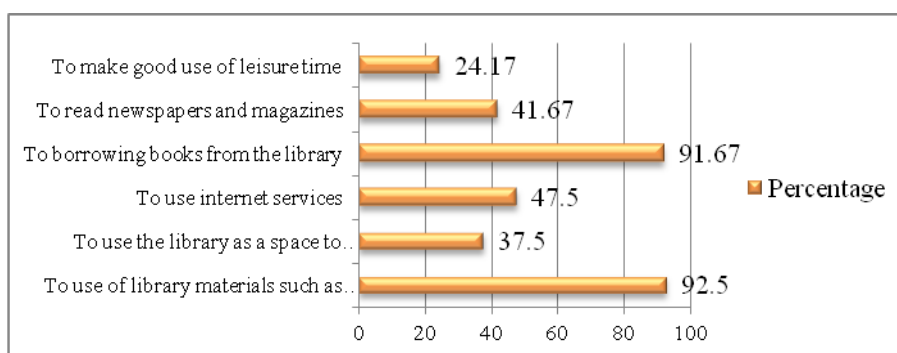


**Chart - 3** Frequency of library usage

Table 3 and chart 3 indicates the frequency of library usage by the respondents. It can be seen that out of 120 respondents, the majority 69 (57.50%) respondents use the library when needed, followed by 20 (16.67%) once a week, 13 (10.83%) daily, 11 (9.17%) twice a week, and the remaining 7 (5.83%) use the library every fortnight. It is concluded from the study that most of the respondents use the library when required.

**Table - 4** Purpose of library usage

Purpose of library usage	Respondents	Percentage
To use of library materials such as books and periodicals within the library	111	92.50
To use the library as a space to read their personal study materials	45	37.50
To use internet services	57	47.50
To borrowing books from the library	110	91.67
To read newspapers and magazines	50	41.67
To make good use of leisure time	29	24.17

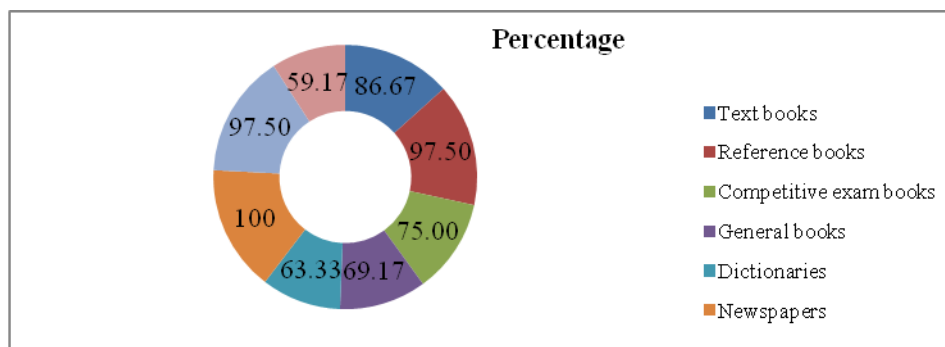


**Chart - 4** Purpose of library usage

It is clear from Table 4 and chart 4 that the majority of respondents 111 (92.50%) use the library to use of library materials such as books and periodicals within the library, followed by 110 (91.67%) to borrow and return books from the library, 57 (47.50%) to use internet services, 50 (41.67%) to read newspapers and magazines, 45 (37.50%) to use the library as a space to read their personal study materials, and remaining 29 (24.17%) to make good use of leisure time. It is concluded from the study that most of the respondents use the library for the use of library materials such as books and periodicals within the library.

**Table - 5** Awareness of library resources

Awareness of library resources	Respondents	Percentage
Text books	104	86.67
Reference books	117	97.50
Competitive exam books	90	75.00
General books	83	69.17
Dictionaries	76	63.33
Newspapers	120	100.00
Magazines	117	97.50
Theses	71	59.17

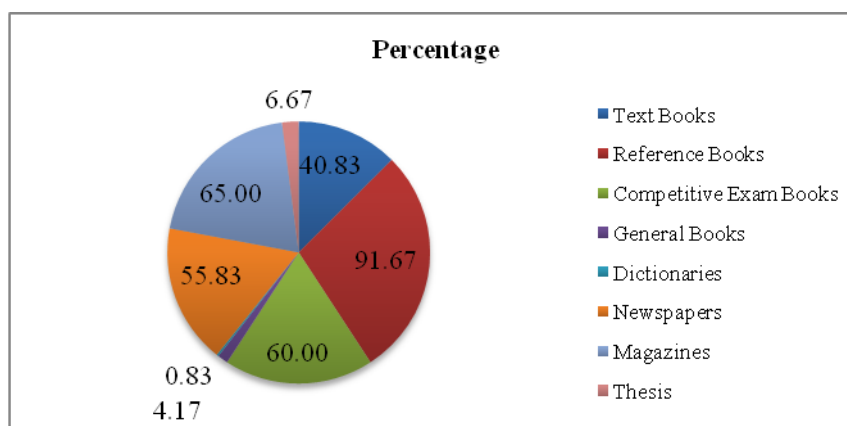


**Chart - 5** Awareness of library resources

Above table 5 and chart 5 indicates the respondents awareness of the library resources. All of the respondents are aware of newspapers, followed by 117 (97.50%) reference books and magazines, 104 (86.67%) text books, 90 (75.00%) competitive exam books, 83 (69.17%) general books, 76 (63.33%) dictionaries, 71 (59.17%) aware of theses. It is clear that the majority of respondent are aware of newspapers, reference books, magazines, and textbooks.

**Table - 6** Usage of library resources

Usage of library resources	Respondents	Percentage
Text books	49	40.83
Reference books	110	91.67
Competitive exam books	72	60.00
General books	5	04.17
Dictionaries	1	00.83
Newspapers	67	55.83
Magazines	78	65.00
Thesis	8	06.67

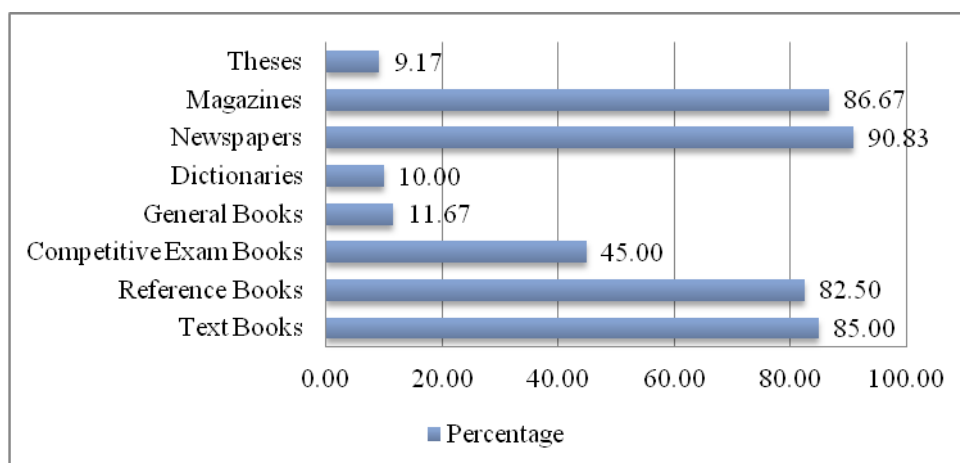


**Chart - 6** Usage of library resources

Based on table 6 and chart 6, it is evident that the majority of respondents 110 (91.67%) use reference books, followed by 78 (65.00%) magazines, 72 (60.00%) competitive exam books, 67 (55.83%) newspapers, 49 (40.83%) text books and a very few 8 (6.67%) respondents use thesis, 5 (4.17%) general books and 1 (0.83%) respondents usage dictionaries in the library. It is revealed from the study that the majority of respondents use of reference books in the library.

**Table - 7** Adequacy of library resources

Adequacy of library resources	Respondents	Percentage
Text books	102	85.00
Reference books	99	82.50
Competitive exam books	54	45.00
General books	14	11.67
Dictionaries	12	10.00
Newspapers	109	90.83
Magazines	104	86.67
Theses	11	09.17

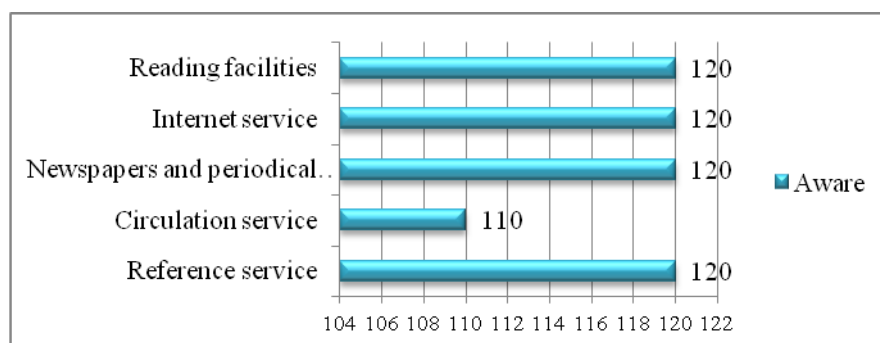


**Chart - 7** Adequacy of library resources

Table 7 and chart 7 reveals the opinions of the respondents about the adequacy of library resources. Out of 120 respondents, a majority of 109 (90.83%) respondents stated that newspapers are sufficient, followed by 104 (86.67%) magazines, 102 (85.00%) text books, 99 (82.50%) reference books, 54 (45.00%) competitive exam books, 14 (11.67%) general books, 12 (10.00%) dictionaries, and 11 (9.17%) respondents said theses are adequate in the library. It is clear that the majority of respondents state that newspapers are sufficiently available in the library.

**Table - 8** Awareness of library services

Library services	Aware	Not Aware
Reference service	120	0
Circulation service	110	10
Newspapers and periodical service	120	0
Internet service	120	0
Reading facilities	120	0

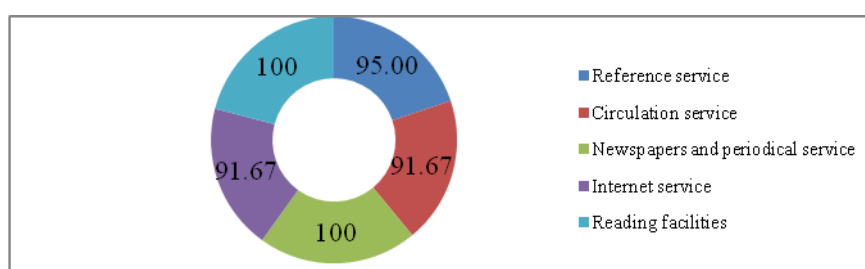


**Chart - 8** Awareness of library services

Above table 8 and chart 8 indicates the respondent's awareness of the library services. All respondents are aware of the reference service, newspapers and periodical service, internet service and reading facilities. But regarding the circulation service 110 respondents are aware of it while 10 respondents are not aware of it.

**Table - 9** Adequacy of Library services

Library services	Adequate	Percentage
Reference service	114	95.00
Circulation service	110	91.67
Newspapers and periodical service	120	100.00
Internet service	110	91.67
Reading facilities	120	100.00



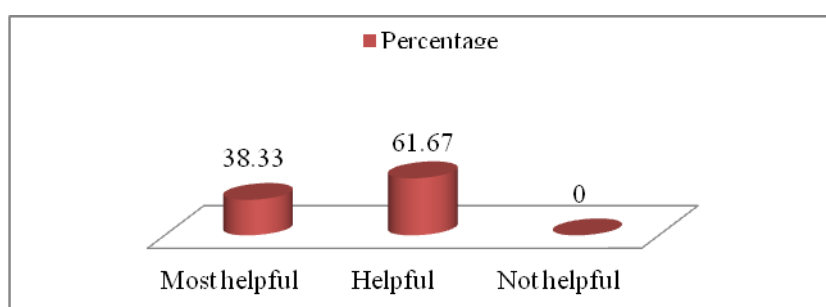
**Chart - 9** Adequacy of Library services



Table 9 and chart 9 presents the respondents opinions on the adequacy of library services. Among the 120 respondents, all respondents expressed satisfaction with the availability of newspapers, periodical, and reading facilities are sufficient. Additionally, 114 (95.00%) respondents found the reference service to be sufficient, while 110 (91.67%) respondents stated that both the circulation service and internet service are sufficient in the library. These findings indicate that the majority of respondents consider newspapers, periodical, and reading facilities are sufficient in the library.

**Table-10** Users Opinion about the Library resources and services

Opinion	Respondents	Percentage
Most helpful	46	38.33
Helpful	74	61.67
Not helpful	0	0.00
Total	120	100.00

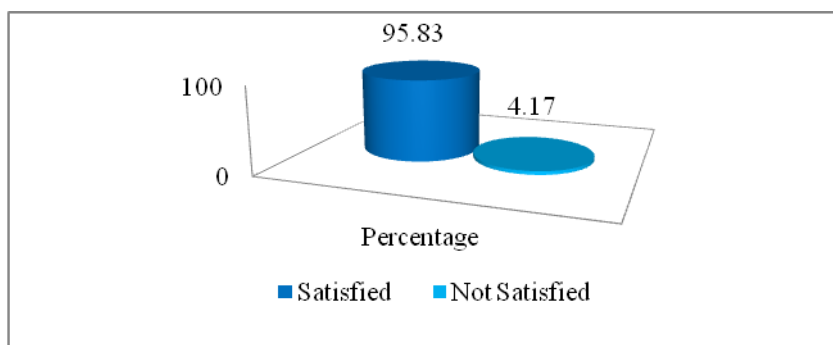


**Chart - 10** Users Opinion about the Library resources and services

From the above table 10 and chart 10 shows that the majority of 74 (61.67%) respondents expressed that library resources and services are helpful to them and remaining 46 (38.33%) respondents said that library resources and services are most helpful to them.

**Table-11** Satisfaction with the library resources and services

Satisfaction	Respondents	Percentage
Satisfied	115	95.83
Not Satisfied	5	04.17
Total	120	100.00



**Chart-11** Satisfaction with the library resources and services

The above table 11 and chart 11 reveals the satisfaction levels of the respondents regarding the library resources and services. Majority 115 (95.83%) respondents are satisfied with the library resources and services, while only 5 (4.17%) respondents are not satisfied with the library resources and services provided in the library.

## **FINDINGS**

- ❖ This study reveals that the majority of female respondents are utilizing academic library facilities.
- ❖ The majority of the respondents are students of graduate and post-graduate courses.
- ❖ Most of the respondents use the library when required.
- ❖ Most of the respondents utilize the library for the use of library materials such as books and periodicals within the library.
- ❖ The majority of respondents are aware of the availability of newspapers, reference books, magazines, and textbooks.
- ❖ The majority of respondents use reference books in the library.
- ❖ The majority of respondents state that newspapers are sufficiently available in the library.
- ❖ Regarding the awareness of library services all respondents are aware of the reference service, newspapers and periodical service, internet service and reading facilities.
- ❖ The majority of respondents consider newspapers, periodicals, and reading facilities are sufficiently in the library.
- ❖ A majority of 61.67% of respondents expressed that library resources and services are helpful to them, while the remaining 38.33% stated that library resources and services are most helpful to them.
- ❖ The majority 95.83% of respondents are satisfied with library resources and services.

## **SUGGESTIONS**

- Mostly female students use the academic library so it is important to encourage all students to utilize the academic library more.
- The majority of respondents indicated that they only utilize the library when it is absolutely necessary. Therefore, it is imperative for the librarian to motivate students to make use of their leisure time in the library.
- The librarian should organize various programs such as book exhibition, library orientation, user education, etc. to enhance awareness and utilization of various resources and services of the library.

- The library should be enriched with a wider range of resources, including new editions.
- According to most of the respondents, newspapers, magazines and reading facilities in the library are considered sufficient. Therefore additional services such as zerox service, internet access and improved infrastructure should also be provided in the library.
- The Library collection and other operations must be computerized in order to efficiently and promptly meet the users' needs.
- The Library should conduct a user study to determine the needs of its users.

## **CONCLUSION**

The present study attempts to examine the attitudes of users towards academic library resources and services. This study reveals that the majority of female respondents are using academic library facilities. Most of the respondents use the library to access materials like books and magazines when needed. Additionally, most of the respondents are aware of and use library resources and services. According to the majority of the respondents newspapers, magazines, and reading facilities are sufficient in the library. Furthermore, 61.67% of respondents expressed that library resources and services are helpful to them, while the remaining 38.33% said that library resources and services are most helpful to them. Moreover, a majority (95.83%) of respondents are satisfied with library resources and services. Therefore, the researcher suggests that it is important to encourage all students to utilize the academic library more. It is imperative for the librarian to motivate students to make use of their leisure time in the library. The librarian should organize various programs such as book exhibitions, library orientations, user education, etc. to enhance awareness and utilization of various resources and services of the library. The library should be enriched with a wider range of resources including new editions. Also, various services such as zerox service, internet access service, and improved infrastructure should be provided in the library. Library collection and other operations should be computerized to meet the needs of users efficiently and quickly. Also, the librarian should conduct user studies to determine the needs of its users.

## **REFERENCES**

- [1] Ali, Kasam. "Awareness and Use of E-Journals by the Research Scholars and Faculty Members in the Department of Political Science of Aligarh Muslim University, Aligarh: A Study." *Library Philosophy and Practice (e-journal)*, 6850, 2021, pp. 1-14.  
<https://digitalcommons.unl.edu/libphilprac/6850>
- [2] Aloklu, Jamilah. "Attitude of Students towards the Use of Library Facilities: A Case Study." *International Journal of Humanities Social Sciences and Education (IJHSSE)*, vol.7, no.1, Jan. 2022, pp. 24-36.
- [3] Devi, Archana, Mallimoggala, and Babu, Kongara Surendra. "Awareness and Use of Public Library Resources: A Study in Regional Library, Tirupati." *Library Philosophy and Practice (e-journal)*, 6774, 2021, pp. 1-20.  
<https://digitalcommons.unl.edu/libphilprac/6774>
- [4] Fatima, Farheen, and Tadasad, P G. "Users' Attitude towards Library Resources in a University Environment: A Case Study of Gulbarga University Library Gulbarga." *International Research Journal of Library & Information Science*, vol.3, no.2, Jun. 2013, pp. 363-376.

[5] Krishnappa, S., and Kemparaju, T. D. "Awareness and Use of Library Resources and Services among the Social Science Researchers: A Case Study." *Library Philosophy and Practice* (e-journal), 2651, Aug. 2019, pp. 1-24.

<https://digitalcommons.unl.edu/libphilprac/2651>

[6] Marjaei, Seyedhadi, Ahmadianyazdi, Fahimeh, and Chandrashekara, M. "Awareness and Satisfaction of Research Scholars Using Library Resources and Services in Academic Libraries." *Library Philosophy and Practice* (e-journal), 6898, Mar. 2022, pp. 1-9.

<https://digitalcommons.unl.edu/libphilprac/6898>

[7] Naik, Loksha, and Kumar, Kishore. "Users Attitudes towards Library Resource and Services of First Grade College in Bangalore City, India: A Study." *Library Philosophy and Practice* (e-journal), 6390, Jan. 2021, pp. 1-13.

<https://digitalcommons.unl.edu/libphilprac/6390>

[8] Okeke, Ifeka. E., Oghenetga, Lucky U., and Nwabu, Ezemba C. "Students' Attitude towards the Use of Reference and Information Services in Academic Libraries in Nigeria." *International Journal of Library and Information Science*, vol.5, no.10, Nov. 2013. pp. 335-341.

<http://www.academicjournals.org/IJLIS>

[9] Singh, Sukhbir, Sulekha, and Ram, Mange. "Awareness and Use of Open Educational Resources among the Research Scholars of Kurukshetra University, Haryana, India." *Library Philosophy and Practice* (e-journal), 6848, Feb. 2022, pp. 1-19.

<https://digitalcommons.unl.edu/libphilprac/6848>

[10] <https://copyleaks.com/hi/education/academic-library>

[11] <https://www.scotbuzz.org/2022/05/shaikshanik-pustakalaya-ke-prakar.html>