First Year Post-Graduate Students' Awareness of University Library's Resources, Facilities and Services: A Case Study

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Abstract

This study is indented to know first year post-graduate students' awareness of Jayakar Library, its resources, facilities and services. The study is carried out by compiling data with the help of a questionnaire. It is found that most of the students aware about library sections, locations of their subject books, fiction collection, library's website, etc. However, many students are unaware about the online resources, orientation programmes, etc. Broadly, the survey suggests that more efforts need to make to increase first year PG students' awareness about library resources, facilities and services.

Key words : *Students library awareness, Library services, facilities, resources, orientation programme*

Introduction

The university library is a heart of the university. University library plays very important role in generating and disseminating information and knowledge. It is integral part of the university research. Most of the teaching and research related activities in the university are depend upon the library and to accomplish the vision and mission of the university is not possible without the library. Students of the university are main users of the university library and library tries to build a good relationship by providing best services and facilities to them. University library develops collection by spending considerable amount on various print and online resources for their users and expect considerable usage of these resources from the users. User study and user education are important factors in achieving maximum use of library resources. Therefore, this study intended to know the awareness and expectations of the users about the library facilities and services.

Information explosion and technological advancement are changing the nature of user perceptions towards their information needs. Libraries are also facing this changing nature of the users. It is becoming biggest challenge for the library professional to deal with. Tremendous growth in library print and online collection and technological advancements in retrieving and dissemination of information have made library professional to conduct various studies to verify effectiveness of library services and resources provided by the library. Perceptions are reality that presents actual situation of organization's services but may be influenced due to internal or external factors (Mangayarkkarasi and Nagarajan, 2015). Hernon and Altman (1998) found that perceptions are the impressions formed when an individual encounters with the library. Lily and Usherwood (2000) investigated that user experience, past experience, language and present motivational state or goals for future influence our perception of the present. There are number of studies have been carried out in past on user studies and user education in India but related to user awareness of the library are very few. Keeping in mind of maximum utilization of library resources and services by students, this study was undertaken.

Background

Savitribai Phule Pune University (Formerly University of Pune) is one of the premier universities in India was established in 1949. It is positioned in the North-West part of the Pune city. It is spread over 411 acres and surrounded by lush green nature. The university houses 52 academic departments with a number of well-equipped laboratories, advanced research facilities and well network facilities. It has more than 307 recognized research institutes and 650 affiliated colleges offering graduate, Post-graduate and research programmes. The university is re-accredited in 2017 by NAAC with A+ grade.

Jayakar library

Jayakar Library is central library of Savitribai Phule Pune University. It was established in January 1950, and is named in honor of the first Vice-Chancellor of the university Dr. M. R. Jayakar. Library is member of INFLIBNET's E-Shodhshindhu programme under which more than 8000 online journals can be accessed. It is a part of Universal digital library programme since 2002. RFID

technology is implemented along with smart cards to users of the library. It provides facility of well-equipped internet Centre to access online resources. Library holds about five lakh print volumes and does subscribe more than 40 databases.

Review of literature

Student's awareness about library has been a topic of regular investigation amongst the library researchers. A large amount research exists on this topic. Given below is review of relevant research.

S. Ranganadham and K. Surendra Babu (2012) conducted a survey to know the awareness of the students and use of library information resources and services in Osmania University. They found that the adequacy of library resources, opinion on e-resources vs. print sources, reasons for using e-resources, satisfaction on sources of information provisions. In this study, recommendations are made to the collection of theses and dissertation should be improved and availed for consultation of students and awareness should be created on the use of e-resources availability in the university libraries. A similar study was conducted by C. Ranganathan (2012) on perceptions of the library users towards the facilities and services at Bharathidasan University Library, Trichirappalli. He found that students find the library ambience homely and tidy with quality of the book collection in this library environment is very good. Kumari, Dolly and others (2014) conducted case study about the awareness and utilization of library services among users of select women's college libraries in Aligarh. They found that 98% users are aware and 92% users prefer library circulation services. There is 43% percentage of respondents' face difficulties in obtaining the required information due to library rules.

Lydia Namugera (2014) studied users' awareness, perceptions and usage of Makerere University Library Services in the Main Library and selected branch Libraries. This study recommended marketing of library services to enhance users' awareness and increase usage of all library services, needed improvement of the end-user training programmes and providing sufficient networked computers with fast Internet connectivity. Olajide and Adetayo (2016) executed study at Bowen University to know the knowledge level of students about library services. The study shows that students have good

knowledge of library services where knowledge of library services mean value is greater than the value of the use. They also suggested bridging the gap between knowledge and the use with emphasis in area of creating/impacting knowledge of various library services. Ossai-Ugbah (2012) carried out research at University of Benin, Nigeria. The study reveals that 61% user more aware of the outside library resources, 84% students do not participate in library orientation programme for students. Joseph Boakye (1999) examined awareness among users towards library collection at University of Science and Technology, Ghana where he found that 25% users are not aware about the available collections relevant to their studies, teaching and research. 22% students do not use the library at all. Also they studied the factors affecting awareness and use of library collections are competence in library use skills, library promotion strategies, CAS, and library staff attitude towards library staff. Recommendations emphasis on well planned library training programme, better shelf labeling and automation of library. The research executed by Fidzani (1998) at University of Botswana Ghana reflects that assistance to the patrons is very significant in the utmost utilization of services and a variety of library information resources of the library. It found that journals, library books and textbooks are the most popular sources of information for course work and research and students need to be taught how to use available library resources and services. Margaret Bausman (2015) investigated the engagement of social work students with library resources at Hunter College. The article also describes about online assessment tool, information literacy strategies and online research guides. Simmonds and Andaleeb (2001) in their research found that the academic library usage is mostly influenced by a users' awareness and the various resources of the library. They suggested that library services might be improved by considering both factors, user's awareness and various e-resources. Onifade and Sowole (2011), in his study at University of Agriculture Abeokuta, Nigeria, analyzed that majority students of the library not aware about reference services. Even reference sources also not used adequately. They recommended that user education and orientation should be given at the beginning of the academic to new students. Also further to add short term credit course of library use can be introduced to increase the usage of library resources and services. Dalal and Lockie (2014) study on daily user unawareness towards best resources, tools, and services at Rider University have recommended that instead of creation of

long step-by-step tutorials, focus on the creation of short promotional one minute videos for all users. Study focuses results of the assessments before and after to examine awareness of the Libraries' resources and services. It also recommends to create videos and publicizing in orientations, flipped classrooms, social media, and other appropriate venues. Kinikin and Hench (2012) conducted a study on effective method of measuring student understanding of library research skills. This paper examines the impact of poster presentations to increase student knowledge, engagement and interest in learning and understanding library research skills in a college-level general education information literacy class.

Bhat and Mudhol (2014) examined the awareness and use of e-resources by students available in the Medical Institute's Library. The result shows that most of the users were aware about e-resources and they use them frequently, but less number of terminals, slow speed of internet and less number of e-resources were the elementary barriers of library services. Various suggestions were made to improve the service quality of the library. Naushad Ali (2005) examined the use of electronic information services (EIS) among the users of the Indian Institute of Technology (IIT) Library in Delhi, India. The study found that Boolean logic and truncation are the most often used search facilities by IIT users. Lack of printing facilities, terminals and trained staff are the major reasons that would discourage users from accessing the EIS. The survey also reveals that some 60 per cent of users face difficulties while browsing einformation. Javed Khan (2016) carried out survey at IIT Delhi identifies the users' awareness about library services. Tyagi Sunil (2011) studied user awareness and perceptions towards electronic databases and journals at IIT, Roorkee. He found that users are very much satisfied with electronic resources and consider as a substitute for printed materials.

Research problem, Objectives and Scope of the Study

The study intended to investigate whether students are aware about the various resources, facilities and services of the Jayakar Library. Knowing the awareness or unawareness of students about libraries facilities was the objective of this study. This study covered students admitted in the university for the first year of postgraduate courses during the academic year 2016-17.

Methodology

The survey method was used. Data was collected from students with the help of a questionnaire. About 1400 students are admitted to the first year master degree courses covering all the 52 departments. Random sampling method was used and questionnaire was circulated to 316 students who actually visited the library. All the 316 students returned the questionnaire with duly filled in information. Thus the researcher received 100% response. Collected data checked and organized properly for the study, and then it is analyzed and presented in tables and interpreted in the following paragraphs.

Results and discussions

Experience of using Library at Undergraduate

This research investigated the awareness and use of students admitted in the university for the first year of the post-graduate (PG) courses. In order to get better understanding of the students' library use at PG it was essential to know their library use experience when they were studying at the undergraduate level. The data (Table 1) revealed that total 78% students did use library at the undergraduate level. That means they were fairly familiar with the basics of libraries i.e. textbooks, reference books, journals, circulation, reading room facilities, card catalogue and OPAC, etc.

Table 1: Experience of using Library at Undergraduate

Experience of using library at UG	Response	(%)
Yes	246	78
No	33	10
No response	37	12
Total	316	100

Table 1 also reveals that there are 10% of the total 316 respondents who had not used their college library during undergraduate study. In addition to this there are 12% students who have not answered this question. This may mean that these students have also not used libraries during their

undergraduate studies. There could be many reasons for not using the library at the undergraduate studies. For example, they might have got a set of books under the book bank scheme and therefore the students might have felt no need to use the library. Lack of effective library orientation and lack of aggressive library marketing also may be responsible for the non-use of library by students at the undergraduate level. The university library has to make special efforts to convince such students about the value of library in their PG studies.

Awareness about library services and facilities

There is always correlation between users' awareness about their library and its use. Data as shown in Table no. 2 indicates that most students are aware of library membership procedure (89%), book issue return system (95%), reference service (71%), and reading hall facility (94%). However, only 36% students are aware about the photocopy service of the library. Information about the display of new arrivals is known to 44% students. Very few students i.e. 23% are aware about the article delivery service. This may be because these are first year students. Yet to be introduced to research and therefore may not be adequately familiar with the service related with research article. Jayakar Library has state-of-the art internet centre with about 40 computers. This facility is regularly used by the PG students. This survey indicates that 55% first year students are aware of this facility. The students may have got information about this facility from their seniors.

Table 2: Awareness of library services and facilities

Services and facilities	Yes (%)	No (%)	No response (%)	Total (%)
Library membership	282 (89)	22 (7)	37 (12)	316 (100)
Book issue returns	301 (95)	07 (2)	12 (4)	316 (100)
Photocopy services	113 (36)	171 (54)	08 (3)	316 (100)
Internet centre	174 (55)	90 (29)	32 (10)	316 (100)
Reference service	224 (71)	67 (21)	52 (16)	316 (100)
Reading hall	297 (94)	09 (3)	25 (8)	316 (100)
New book display	140 (44)	112 (36)	10 (3)	316 (100)
Article delivery service	73 (23)	204 (65)	64 (20)	316 (100)

Awareness about the location of their subject's books

These being PG students they are interested in books of their syllabus. Jayakar Library possesses more than five lakh volumes. The collection in the library is spread over on 50,000 Sq.Ft. Jayakar Library provides open access to its users. In such a situation students' awareness about the shelves of their respective subjects does make a difference. The survey intended to know whether students are aware about the location of books of their subject in the Jayakar library. Total 84% respondents noted that they know the location of books of their subjects. This percentage is satisfactory and this may be because during the orientation the library staff does show the students the location of their subject. Secondly, the seniors may also be taking their juniors to the shelves of their subject books. However, it could not be claimed that they use the location map displayed at entrance the library to get this awareness, as 34% students said that they do not know this map.

Awareness about the location of sections in the library

Being a long standing and huge the Jayakar Library works with the help of various sections such as acquisition, reference, circulation, periodicals etc. Awareness about the location of the various sections in the library certainly helps students in using the library in an efficient manner. Awareness about each section of the library was not enquired through the questionnaire. There is general question wanting to know whether the first year students know the sections in the library. The collected responses indicate that 43% students are not aware about the location of various sections of the library. This shows that more emphasis has to be given in introducing and showing the various sections of the library during orientation. However, as shown in the previous paragraph 84% students know the location of the books of their subject. Thus, they know the section which is of their immediate need.

Map of the library

To help students in locating the various sections of the library, including the location of books of various subjects, a 'location map' is displayed at the entrance of the Jayakar Library. This map shows the locations of various sections on the different floors of the library. Total 62% respondents

mentioned that they are aware of this map. This percentage of the awareness about the location map shall be increased. Such an increase will further increase students' satisfaction of library services and facilities.

Awareness about property deposit counter

Considering that the students will be more familiar with the term 'bag deposit' the questionnaire including both the terms i.e. 'bag deposit facility (property counter)'. As expected as many as 93% students are aware about this facility. This facility they are actually using and is at the very convenient place (right at the entrance). The compulsion to use, accessibility, visibility and hassle-free usability must have increased the students' awareness of this facility.

Use of book search facilities

Users do want to know whether a specific title, and or books of specific author and or books on a specific subject are possessed by the library or not. Libraries have since long been making available card catalogues to help users in knowing availability of specific books in the library. In due course with automation libraries have also made available modern versions of the card catalogue i.e. Online Public Access Catalogue (OPAC) and WebOPAC. Jayakar library has OPAC as well as WebOPAC. It has also maintained the card catalogue, particularly of its Marathi and Hindi collection. Students' awareness about all the three forms of catalogue is shown in table no. 3.

Table 3: Use of catalogues

Services and facilities	Yes (%)	No (%)	No response (%)	Total (%)
Card catalogue	192 (61)	94 (30)	30 (09)	316 (100)
OPAC	217 (69)	76 (24)	23 (7)	316 (100)
WebOPAC	152 (48)	125 (40)	39 (12)	316 (100)

A large number of students (61%) said that they use the card catalogue. This may be due to the easiness of searching Marathi and Hindi books in the Jayakar Library's card catalogue. Secondly, these are first year PG students, who have

come from colleges, many of them from colleges in the rural areas. The old college libraries may still be maintaining their card catalogues and thus the students may be carrying the awareness of card catalogue from their college libraries. Jayakar Library's OPAC is used by 69% respondents. This is satisfactory percentage, but can be increased with focused orientation. Easiness in searching may also increase the use of OPAC. WebOPAC is searchable through the internet facility. The SPPU has now made available the Wi-Fi facility in the university's campus. This may increase use of WebOPAC from its present 48%. Availability of OPAC and WebOPAC 'guides' or 'help notes' near the OPAC machines and also on the library's website will definitely increase use of these facilities.

Awareness about circulation related process

Students who use the library are certainly expected to be aware of the book issuing and related activities. And as expected most students are aware about the book issuing and return timing (83%) (Table no. 4). Total 87% students know how many books are issued to them at a time.

***T*able 4: Awareness about circulation related process**

Services and facilities	Yes (%)	No (%)	No response (%)	Total (%)
Issue-returns counter timings	261 (83)	41 (13)	14 (04)	316 (100)
Limits for no. of books issued	275 (87)	32 (10)	09 (03)	316 (100)
Late fee	217 (69)	85 (27)	14 (04)	316 (100)
No dues process	141 (45)	151 (48)	24 (07)	316 (100)

Apart of counter timings and book limits, there are good enough students aware about book late fees (69%). It is always reminding by the staff members about the due dates and book dues if any. As a result, students are always intended to submit, renew and return books on time. It is much unexpected that below average (48%) of the students are not aware about the no dues process which is required before leaving the university after course completion. It is suggested that emphasis would be given on the process of no dues in orientation programme to avoid the loss of the books and loss of deposit receipt from the students.

Awareness about electronic resources and facilities

The modern world enriched with electronic resources. Developments in the ICT have enabled libraries to provide number of value added services and facilities. Library website, portal, databases of books and journals digital library are some of the facilities and resources provided modern libraries using the ICT. Jayakar Library invests huge money and efforts to make available electronic resources. It also constantly makes efforts to take these resources to students through website and portal. Desired use of the electronic resources and facilities depends on the user's awareness of these resources and facilities. At this background it was useful to know students' awareness about electronic resources and facilities offered by the Jayakar Library. Data presented in table no. 5 helps us understand students' awareness about electronic resources and facilities.

Table 5: Awareness about electronic resources and facilities

E-resources and facilities	Yes (%)	No (%)	No response (%)	Total (%)
Library website	212 (67)	88 (28)	16 (05)	316 (100)
Library portal	140 (44)	163 (52)	13 (04)	316 (100)
Databases	111 (35)	155 (49)	50 (16)	316 (100)
E-journals	117 (37)	166 (53)	30 (09)	316 (100)
E-books	120 (38)	183 (58)	13 (04)	316 (100)
Digital Library	103 (33)	181 (57)	25 (08)	316 (100)

A fairly large number of students (67%) are aware about Jayakar Library's website. Still, in this world of 'webs' 28% new comers to the university are not aware about the Jayakar library's website. When, it comes to electronic resources such as databases, e-book and e-journals. Jayakar Library's portal is a unique facility, where on a single webpage one can find hyperlinked list of subscribed and selected free resources arranged in a systematic manner. Users can directly reach to the database's website at a single click from the portal. In spite of such a useful facility 52% students are unaware of the Jayakar Library's portal. Similarly, 49%, 53% and 58% responded students are unaware of the databases, e-journals and e-books. However, when asked whether they are aware about accessibility of e-journals and e-books through university's Wi-Fi

facility, 57% students said that they are aware of it. Wi-Fi being useful for accessing internet students is aware about it. However, their awareness about e-resources is certainly a matter of concern.

Jayakar Library has developed digital library of its digital resources (manuscripts, scanned e-books, etc.). Resources of this library can be accessed remotely. However, 57% students are not aware of this facility of the Jayakar Library. This high percentage of unawareness does hamper the use of e-resources of Jayakar Library. Therefore, special efforts must be made to increase first PG students' awareness of these resources and facilities. Organizing special orientation programmes for electronic resources awareness could be one of the useful activities. Conducting such programmes on more than once occasion will certainly help increase students' awareness and use of electronic resources.

Awareness of fiction and other pleasure reading collection:

Jayakar Library does possess a large collection of fiction and other related genre, in Marathi, Hindi and English languages. Reading of these types of leisure books does help develop overall personality of an individual. Leisure reading also helps in inculcating reading habit in students. Therefore, first year students' awareness of this collection is very important. Good part is that the survey revealed that as many as 84% respondents (Table no. 6) are aware of this valuable collection in Jayakar Library. At the same time 13% students are not aware of fiction collection available in the Jayakar library. This may be the group of students who believe that an academic library may not possess fiction collection. During orientation the first year PG students must be specially given a message that the 'Jayakar Library possesses a very high quality fiction, biographies, travel collection'. Printing of special brochure highlighting this feature of Jayakar Library may also help increase students' awareness. Frequently arranged book exhibitions will also increase students' awareness of fiction collection in the Jayakar Library. In an open ended question students were asked to express their expectations. Many students expressed that more copies of some popular classics should be made available and the collection of leisure reading should be kept in separate collection.

Awareness about facility to read books without getting issued

The main building of Jayakar Library has a reading room which can accommodate more than 100 students at a time. In addition to this tables and chairs are made available near the shelves for short time reading. If a student wants to read a book in the library, he needs not to get such a book issued. The survey intended to know whether students are aware of this facility of Jayakar Library. A large number of students (77) are aware of this facility. But 20% students are not aware of this facility. These students should be informed about the facility. This awareness will certainly increase use of books in the library. Particularly, since the library issues only two books at time to PG students, students interested in reading additional books than the two issued books, will be happy to avail this facility.

Awareness about library orientation programme

To familiarize the newly admitted students with the collection and services of the Jayakar Library, every year the library organizes orientation programme in every department. These programmes are arranged during August-October every year. The survey made an effort to know whether students are aware of this programme conducted in their department. The survey data revealed that a large number of students (66%) are unaware about such a programme arranged in their departments. It need to be investigated whether sufficient notice is given before arranging such a programme; was it widely announced through notice board, brochure, SMS and WhatsApp, web-announcement, etc. However, it seems that the students know the value of library orientation programme. That is why when asked to them, 'should the Jayakar Library reorganize the orientation programme. Total 75% students expressed that it is worth reorganizing the orientation programme.

Conclusion

To understand and know the user needs, user awareness and user studies are important factors. Day to day updating users and stay tuned with their requirements, library professionals need to regularly conduct awareness programmes, displaying information of services and facilities, develop basic models like know your library etc. This is the era of marketing and outreach

services to attract and engage users with library services. The survey broadly revealed that there is a gap in the students' awareness about library resources, facilities and services. Making students fully aware about the strength and facilities of the library will definitely increase the use of library. Increased use of library will help sustain libraries and the library profession.

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