



## USE OF INFORMATION SOURCES BY THE POSTGRADUATE STUDENTS IN SRI VENKATESWARA UNIVERSITY LIBRARY: A STUDY

**Dr. P. Giri Naidu**

Assistant University Librarian, Rashtriya Sanskrit Vidyapeetha, Tirupati.

### ABSTRACT:-

In this study, primary and secondary data was used. The primary data required for the study was collected from postgraduate students in Sri Venkateswara University Library covered under the study and the secondary data was collected from university handbooks and university website. The primary data was collected with the help of a questionnaire. The primary data was collected with the help of a questionnaire. Fifty questionnaires were distributed to the students of Botany, Zoology History, MBA and MCA. The questionnaire contains the questions relating to frequency of library visit, computer knowledge, use of Internet, information sources, awareness and satisfaction with e-resources, and the problems faced by the students in using library resources and services. After collecting the data from the postgraduate students, the data was analyzed according to the objectives.

**KEYWORDS:** Information Sources, awareness and satisfaction with e-resources, problems faced by the students in using library resources and services.

### INTRODUCTION :

University library serves as an invaluable aid in the conservation of knowledge and ideas by acquiring and processing reading materials. It plays a vital role in the teaching and research programmes through direct assistance to the faculty members, research scholars and students. It is one of the best agencies for collecting and organizing knowledge for effective use. It not only helps the instructional functions of the university, but also its research activities. Hence, the university library performs a number of functions, by helping its users with textbooks, reference books and periodicals, including e-resources, by providing a large number of bibliographical tools and up-to-date literature on every subject for its users, and by maintaining an efficient reference and information services for its users community.



The user community of university library consists of mainly post-graduate students, research scholars, and faculty members. Among them, postgraduate students' use of the library is crucial to their academic work, and the university library is intended to be a place where students consult to acquire more knowledge. Generally the student community is largest in size than other user communities.

In order to know to what extent the information needs are met by university libraries, it is necessary to have a continuous feedback from them. The feedback from the students can be obtained by conducting user surveys. These surveys examine the awareness of the students about library resources and

services, the use of these resources and services and either satisfaction with them. They also examine to what extent the information needs of the students are met by university libraries. The feedback obtained from them can be used to develop the library collection, to improve the existing library services, to innovate new services and a plan for future. It is also helpful to orient library and information services to user requirements and to evaluate the resources and services. Hence, the present study has been under taken.

### **1.1. Information**

According to Oxford English dictionary, "Information is facts or knowledge provided or learned". Shah pointed that "Information is power and it is a life saver for any venture". Reitz defined "Information as all the facts, conclusions, ideas, and creative works of the human intellect and imagination that have been communicated, formally or informally, in any form".

Information is an important and key resource and an essential in put for all types of organizations. Libraries have limited resources with which they have to satisfy the information needs of the users. Therefore, libraries have to build their collections and facilities to meet the requirements of the users.

The present era is an era of information. Good learning is based upon adequate information. Libraries provide information through their resources and services. Hence Libraries, particularly academic libraries are playing vital role in shaping a future generation of students by providing required information to them.

### **1.2. Information needs of university students**

Information is crucial for nation's development. The development of any nation is not possible until and unless the information is made available at the door steps of those who need, preferably free of cost. People like policy makers, planners, economists, farmers, teachers and research scholars, doctors, engineers, librarians' etc. require information for their occupational and day to day activities. No matter whether they are in office, or at home, in college, in the rural areas, they all need information either directly or indirectly. Students as the largest chunk of library users need information in their daily life. Post-graduate students in universities need information and course materials for their all-round development which is obtained from the resources of the library.

### **1.3. Information sources**

Information sources can be categorized into two types – documentary and Non documentary sources. Documentary sources can be divided into three types – Primary, Secondary and Tertiary Sources.

#### **1.3.1. Primary sources**

Primary Sources of Information are the first published record of original research and development or description of new application or new interpretation of old theme. These are original documents representing unfiltered original ideas. The various kinds of Primary sources are: periodicals (primary), research monographs, research reports, patents, standards, trade literature, and theses and dissertations. In addition to them, there are certain primary sources of information, which remain unpublished. These include laboratory notebooks, diaries, internal research reports, State papers, portraits, oral history, coins, inscriptions, etc.

#### **1.3.2. Secondary sources**

Secondary sources of information are those which are either compiled from or refer to primary sources of information. They include indexes, bibliographies, indexing periodicals, abstracting periodicals, reviews, treatises, monographs, textbooks, and reference books. Reference books include encyclopedia, dictionaries, biographical sources, geographical sources, handbooks, manuals, tables, translations, etc.

#### **1.3.3. Tertiary sources**

Tertiary sources of information contain information distilled and collected from primary and secondary sources. The primary function of tertiary sources of information is to aid the searcher of information in the use of

primary and secondary sources of information. Most of these sources do not contain subject knowledge. Due to increase in literature, tertiary sources are becoming increasingly important. Out of various kinds of sources, tertiary sources are the last to appear. Tertiary sources include bibliography of bibliographies, directories, and guide to literature, etc.

In searching for information, a common user usually starts with secondary sources and tertiary sources and ends the search with primary source at the research level. Secondary and tertiary sources contain information in organized form and these serve as guides or indicators to detailed contents of primary literature. With increasing amount of literature being produced, it is becoming almost impossible to use primary resources directly for searching of information. A user would also not be able to keep himself up-to-date and well informed in his field of specialization without aid of secondary and tertiary sources. This goes to show the importance of these sources of information. A significant number of the primary, secondary and tertiary sources is available in electronic format which are known as electronic resources

#### **1.3.4. Non-Documentary sources**

Non-Documentary sources of information form a substantial form of communication. These sources provide information which other sources do not. There are two types of sources namely formal and informal. Formal sources include research organizations, universities etc. Informal sources include conversation with colleagues, visitors, attendance at professional meetings etc.

## **2. REVIEW OF THE LITERATURE**

Rehman and Ramzy (2004) conducted a study to find out whether the health care professionals at Health Science Center (HSC) of Kuwait University were not sufficiently aware of the electronic resources available and whether this had a bearing on the under-utilization of these resources. They reported that time constraints, lack of awareness, and low skill levels were among the primary constraints they experienced. A large number of them proposed to conduct library orientation and training as effective measures to improve the use of online resources.

Sujatha and Mahesh (2008) examined the use of electronic information sources by the teachers/scientists, research scholars and post-graduate students in the College of Fisheries, Mangalore. Suggestions have been given to strengthen the existing electronic information sources and services and to maximize the use of electronic information sources.

Kaur Balijinder and Verma Rama (2009) have attempted to study the issues like use of electronic information resources, its impact on the collection of print and electronic journals, its awareness among the users, and the places where the users are accessing these resources. A survey was conducted in the academic year 2006-2007 at the Thapar University, Patiala. A total number of 504 users from the undergraduate, post-graduate, research scholars and faculty members were selected and their response was obtained with the help of questionnaire. The findings show that users from all these categories were using e-resources; the awareness about e-resources encourages users to use such resources to the maximum; and the users are using computer centre and hostels more accessing the information. The impact of e-resources was visible from the decrease in number of printed journals in comparison to the increase in number of electronic journals. The use of e-journals has increased manifold. The printed material is being quickly replaced by the electronic resources.

Parvathamma and Shankar Reddy (2010) have conducted a survey on the use of information resources and services in Public Libraries in Gulbarga district was undertaken with questionnaire as a data collection tool. Nine branch libraries located in taluka headquarters in Gulbarga district, Karnataka State were selected and 50 questionnaires were distributed in each library under study. Out of 450 questionnaires distributed, 259 users responded (57.7%). The main purpose of the study was to evaluate effectiveness of public libraries from users' point of view. The findings include that majority of the users are men between 11-30 years of age. Students, Job holders in private / public undertakings were the regular visitors to the library, who visited the library daily or at least once in a two days, mainly to read newspapers and magazines. Users from lower and middle income group use public library services very frequently (either daily or once in two days). Most of them have completed 12

years of schooling or undergraduate degree. Newspapers and Magazines and Reading Room Service are the most frequently used information resources and services respectively. Majority of their respondents are neutral are not satisfied with Book Lending and Reference Services. The results clearly indicate the need for public libraries to strength their document collection and create a better ambiance to attract more users from all age groups and gender. More trained personnel are necessary to manage the document collection efficiently and offer innovative library services.

Sanjeev Kumar and Yogitha Sharma (2010) have conducted a survey on "Use of Electronic Resources at Punjab Agricultural University Library: A Study". This study was conducted on post-graduate students, teachers and research fellows. The data was collected using questionnaire. Internet was found to be most extensively used e-resource. Of CD-ROM and online databases, majority of the users use CABCD (an abstracting database in CD format). This study also examines the problems faced by the users in accessing the e-resources and finally paves the way for libraries to plan and provide their services in a better way.

Anil Kumar and Others (2011) have conducted a study on "Awareness and Use of Library Resources and Services in Different University libraries in Delhi". This study was how to provide library information and services for their users. The study found they have not been sufficient knowledge of new users like students, faculty, staff and researchers etc. The need for training new user's students, staff and researchers to make appropriate use of library information resources and services made available in libraries. Library and information professionals also need continuing professional development programmers' as new ways of providing information resources and services are developed.

Tyagi Sunil (2011) conducted a survey to study the user awareness and perception of using different types of electronic information resources by the faculty, research scholars, post graduate students and under graduate students; to analyze the different purposes for which the EIS is used by the respondents and to assess current user characteristics associated with use of online resources and databases at the Indian Institute of Technology, Roorkee Library. The study is based on questionnaire method. A questionnaire was distributed among the faculty, research scholars, and post graduate students and under graduate students to collect desired data. A total of 400 questionnaires were distributed to the selected sample for the year 2010-11; 387 valid samples were collected and analyzed. The result showed a growing interest in online journals among the users at Indian Institute pf Technology, Roorkee Library. The survey showed that majority of respondents marked that library possessed useful online journals and databases. Awareness among the users about the availability of online journals was found highly satisfactory. Online journals were mostly used for research needs. The EIS is better for accessing current and Comprehensive information. User's perception of e-resources as a replacement for print in meeting their information needs to a very high extent: e-resources have become a substitute for printed materials.

Gururaj (Hadagali S) and others (2012) have carried out a study "Use of e-resources by P.G. students of different universities of Karnataka State (India). The purpose of the study are to determine the knowledge and use of e-resources; users' skills in handling e-resources; to reveal the factors which influence the effective use of e-resources; problems faced by the respondents and to provide effective solutions to the problems encountered. The survey was conducted through a structured questionnaire distributed among 256 P.G. students of Science and Technology discipline, out of which 235 dully filled in questionnaires were received back giving an overall response rate 91.79 per cent. The study found that the information content in e-resources is better than that of print versions; most of the users access e-resources to search bibliographical information. Lack of availability of personal computers and internet bandwidth are the two main problems faced by users. The study recommends forming a consortium at the state level to add substantial e-resources to the existing collections in the university libraries.

### 3. STATEMENT OF THE PROBLEM

University libraries are providing various kinds of information sources and services by spending a large amount of money to meet the information requirements of students. In spite of many sources and services provided by the university libraries, the information needs of the students are not met with the available

information sources and services. The students require information for studying and preparing for various competitive examinations. It may be for thorough preparation of courses they pursue, for getting admissions into higher courses and for obtaining better career by developing both communication and soft skills. The user community is also unaware of these sources and services provided by the libraries. It may be due to the non-availability of required materials, lack of latest editions of prescribed text books, insufficient copies of prescribed textbooks, lack of assistance in getting information, insufficient ICT facilities, lack of physical facilities, and inadequate manpower, etc. These make the students unhappy in using the library resources and services. Hence, there is a need to examine the awareness of library resources and services in select university libraries and to examine of these sources and services and extent to which these libraries are meeting the information needs of the students. This study is intended to know the problems faced by them in university libraries in getting the required information.

#### 4. OBJECTIVES OF THE STUDY

1. To assess the information needs of students in university libraries;
2. To examine the awareness and use of library resources and services including electronic resources;
3. To know the problems faced by the students in accessing library resources and services;
4. To make suggestions for effective use of library resources and services.

#### 5. METHODOLOGY

In this study, primary and secondary data was used. The primary data required for the study was collected from postgraduate students in Sri Venkateswara University Library covered under the study and the secondary data was collected from university handbooks and university website. The primary data was collected with the help of a questionnaire. Fifty questionnaires were distributed to the students of Botany, Zoology History, MBA and MCA. The questionnaire contains the questions relating to frequency of library visit, computer knowledge, use of Internet, information sources, awareness and satisfaction with e-resources, and the problems faced by the students in using library resources and services. After collecting the data from the postgraduate students, the data was analyzed according to the objectives.

#### 6. ANALYSIS AND INTERPRETATION OF THE DATA

##### 6.1. Library Visit

A question has been asked to the respondents to know the library visit. The replies given by them are shown in Table-6.1.

**Table-6.1: Library visit**

S. No.	Reply	Percentage
1.	Yes	45 (90%)
2.	No	05 (10%)
<b>Total</b>		<b>50 (100%)</b>

It is evident from the Table-6.1 that the majority of the respondents replied 90% visit library and remaining of them (10%) didn't visit library.

##### 6.2. Frequency of Library visit

A question has been asked to the respondents to know their frequency of library visit. The replies given by them are shown in Table-6.2.

**Table-6.2: Frequency of library visit**

S. No.	Frequency	Percentage
1.	Daily	10 (22.2%)
2.	Alternative days	13 (28.9%)
3.	Once in a week	15 (33.3%)
4.	Occasionally	07 (15.6%)
<b>Total</b>		<b>45 (100%)</b>

It is clear from the Table-6.2 majority of the respondents 33.3% are visit library once in a week followed (28.9%) alternative days, (22.2%) daily and remaining of them (15.6%) occasionally.

### 6.3. Computer knowledge

A question has been put to the respondents to know whether they have computer knowledge. The replies given by them are shown in Table-6.3.

**Table-6.3: Computer knowledge**

S. No.	Reply	Percentage
1.	Yes	48 (96%)
2.	No	02 (4%)
<b>Total</b>		<b>50 (100%)</b>

It is reveals from the above Table-6.3 majority of the respondents (96%) have computer knowledge and mere remaining of them (4%) didn't have computer knowledge.

### 6.4. Internet Access

A question has been put to the respondents to know whether they have accessibility of Internet. The replies given by them are shown in Table-6.4.

**Table-6.4: Accessibility of Internet**

S. No.	Reply	Percentage
1.	Yes	43 (86%)
2.	No	07 (14%)
<b>Total</b>		<b>50 (100%)</b>

The Table-6.4 portrays that majority of the respondents (86%) have accessibility to Internet and remaining of them (14%) have no accessibility to internet.

### 6.5. Sources of Information

A question has been put to the respondents to know the resources from which they get majority of information required by them. The replies given by them are shown in Table-6.5.

**Table-6.5: Sources to get required Information**

S. No.	Frequency	Percentage
1.	Books	35 (70%)
2.	Journals/Magazines	3 (6%)
3.	Newspapers	8 (16%)
4.	Theses/Dissertations	4 (8%)
<b>Total</b>		<b>50 (100%)</b>

It is obvious from the Table-6.5 that majority of the respondents (70%) have books as source of their

required information followed (16%) Newspapers, (8%) Theses/Dissertations and remaining of them (6%) Journals/Magazines.

### 6.6. Awareness on electronic information sources

A question has been posed to the respondents to know their awareness on electronic information sources available in their libraries. The replies given by them are shown in Table-6.6.

**Table-6.6: Awareness on electronic information sources**

S. No.	Reply	Percentage
1.	Yes	36 (72%)
2.	No	14 (28%)
<b>Total</b>		<b>50 (100%)</b>

The Table-6.6 depicts that majority of the respondents (72%) have awareness on electronic information sources and remaining of them (28%) do not have awareness on electronic information sources.

### 6.7. Access to e-resources

A question has been put to the respondents to know whether they have accessibility of e-resources. The replies given by them are shown in Table-6.7.

**Table-6.7: Accessibility of e-resources in their library**

S. No.	Reply	Percentage
1.	Yes	34 (68%)
2.	No	16 (32%)
<b>Total</b>		<b>50 (100%)</b>

The Table-6.7 enumerates that majority of the respondents (68%) have access to e-resources in their library and remaining of them (32%) do not have access to e-resources.

### 6.8. Adequacy of library resources

A question has been posed to the respondents to know whether their libraries have adequate resources for their requirements. The replies given by them are shown in Table-6.8.

**Table-6.8  
Adequacy of library resources**

S. No.	Reply	Percentage
1.	Yes	46 (92%)
2.	No	04 (8%)
<b>Total</b>		<b>50 (100%)</b>

It is clear from the above Table-6.8 that majority of the respondents (92%) opined that their library have adequate resources to meet their requirements and remaining of the (8%) opined that they did not have adequate library resources.

### 6.9. Satisfaction with library resources

Those who had replied positively to the previous question, again they were asked a question to know to what extent their libraries meet their information requirements. The replies given by them are shown in Table-6.9.

**Table-6.9: Level of satisfaction with library resources**

S. No.	Frequency	Percentage
1.	Very Large Extent	8 (17.4%)
2.	Large Extent	22 (47.8%)
3.	Some Extent	10 (21.7%)
4.	Less Extent	4 (8.7%)
5.	Very Less Extent	2 (4.4%)
<b>Total</b>		<b>46 (100%)</b>

The Table-6.9 reveals that majority of the respondents (47.8%) opined that their library meet their information requirements to a large extent followed (21.7%) some extent, (17.4%) very large extent, (8.7%) less extent and remaining of them (4.4%) very less extent to meet their information requirements of the library.

### 6.10. Problems while using library resources and services

A question has been put to the respondents to know whether they have problems while using library resources and services. The replies given by them are shown in Table-6.10.

**Table-6.10 :Problems faced while using library resources and services**

S. No.	Problem	Total Respondents	Response by Type	
			Number	Percentage
1.	Lack of prescribed text books	50	26	52%
2.	Location of books very difficult	50	8	16%
3.	Low speed of internet	50	16	32%
4.	Lack of bibliographical services	50	15	30%
5.	Lack of indexing/abstracting services	50	17	34%
6.	Lack of computer terminals in digital library	50	12	24%
7.	Digital library working hours	50	18	36%
8.	Lack of OPAC facility (Computerized Catalogue)	50	19	38%
9.	Lack of assistance from the library staff	50	4	8%

(Respondents are permitted to tick more than one answer)

It is evident from the Table-6.10 that majority of the respondents replied that lack of prescribed text books is the main problem faced by them (52%) followed by lack of OPAC facility (computerized catalogue) (38%), digital library working hours (36%), lack of indexing/abstracting services (34%), low speed of internet (32%), lack of bibliographical services (30%), lack of computer terminals in digital library (24%), location of books very difficult (16%), and remaining of them lack of assistance from the library staff (8%).

### FINDINGS OF THE STUDY

1. A high per cent of the respondents (90%) are visit library.
2. Majority of the respondents (33.3%) once in a week and (28.9%) of them visit the library on alternate days.
3. Majority of respondents (96%) have computer knowledge.
4. Majority of the respondents (86%) access to Internet and (14%) of them do not access Internet.
5. Majority of the respondents (70%) replied that they are using books to meet the majority of their information needs.
6. Majority of the respondents (72%) are aware on electronic information sources.
7. Majority of the respondents (68%) replied that they have access to e-resources in their libraries.
8. Majority of the respondents (89%) replied that their libraries have adequate library resources to meet their requirements.
9. A high percentage of the respondents (47.6%) replied that their libraries are meeting their requirements to a large extent.

10. Half of the respondents (52%) replied that lack of textbooks is the main problem faced by them.

### SUGGESTIONS

- + A considerable percentage of respondents (15.6%) are visiting library less frequently. Hence, the students should be motivated by the faculty members to use library for enhancing their knowledge in their subjects concerned.
- + A considerable percentage of the students (4%) do not have computer knowledge. Now-a-days, the knowledge of computer is essential for all the students not only for their day-to-day activities but also for utilizing electronic sources in an efficient way. Hence, it is suggested to conduct computer literacy programmes in the beginning of their postgraduate courses. These programmes will help the students to get aware of e-resources.
- + It is observed from the study that nearly one-fifth of the students (14%) are not accessing Internet. It may be due to the unawareness of Internet, inadequate knowledge in the operation of Internet and insufficient of computer systems. Awareness should be created among the students about Internet and they should be given adequate number of computer systems should be made available in the library for accessing information.
- + A considerable percentage of the respondents (28%) are not aware of the electronic resources available in their respective libraries. Hence, there is a need to create awareness among the students to increase the use of electronic resources for obtain current information. Electronic resources should be made easy to use and easy to learn to users. The library web page should provide online guide to electronic resources and various research options beyond keywords to electronic resources. This will help the users to find the desired content and will also maximize the use of electronic resources as well as satisfaction of users.
- + It is observed from the study that (32%) of the respondents replied that libraries do not have adequate library resources to meet their information requirements. Hence, there is a need to procure resources like textbooks, reference books, bibliographical databases, journals and other materials including e-resources to fulfil the information needs of the students.

### CONCLUSION

Libraries are playing an important role in providing the information in both forms of print and digital in the present ICT era. There is a need to create awareness and motivate the students to use library resources to the most extent.

### REFERENCES

1. CATHERINE SOANES. Oxford Dictionary. Oxford University Press, 463.
2. SHAH (P C). Marketing of information products and services in Social Sciences. In DHAWAN (S M), Ed. Library and Information Studies in Cyber Age. 2004. Authors press, New Delhi. 441.
3. REITS JOHN (M). Dictionary for Library and Information Science. 2004. Libraries Unlimited, Westport. 355.
4. RAM AHUJA. Research Methods. 2009. Rawat Publications, Jaipur.
5. SONAL SINGH. University Libraries: A Current Appraisal. 1997 RBSA Publishers, Jaipur. 14-15.
6. REHMAN (Sajjad UR) and RAMZY (Vivian). Awareness and use of electronic information resources at the health science center of Kuwait University. Library Review. 53; 2004; 150-156.
7. SUJATHA (H R) and MAHESH (M V). Use of electronic information sources at the college of Fisheries, Manglore, India. Annals of Library and Information Studies. 55; 2008; 234-245.
8. KAUR (Balijinder) and VERMA (Rama). Use of electronic information resources: A case study of Thapar University. DESIDOC Journal of Library & Information Technology. 29; 2009; 67-73.
9. PARVATHAMMA (N) and SHANKAR REDDY. Information resources and services in Public Libraries in Gulbarga District, Karnataka State, India: Users' perspective. SRELS Journal of Information Management. 47; 2010; 307-315.
10. SANJEEV KUMAR and YOGITHA SHARMA. Use of electronic resources at Punjab Agricultural University

Library: A study. IASLIC Bulletin. 55; 2010; 238-243.

11. ANIL KUMAR and others. Awareness and use of library information resources and services in different universities libraries in Delhi. Journal of Library and Information Technology. 7; 2011; P: 19-32.

12. TYAGI SUNIL. Usage of electronic information sources and services by users at Mahatma Gandhi Central Library IIT Roorkee: A case study. International Journal of Library Science. 4; 2011; 84-102.

13. GURURAJ (HADAGALI S) and others. Use of electronic resources by Post-Graduate students in different universities of Karnataka State. International Journal of Information Dissemination and Technology. 2; 2012; 189-195.



**Dr. P. Giri Naidu**

Assistant University Librarian, Rashtriya Sanskrit Vidyapeetha, Tirupati.