

## **Use of Library Facilities and Resources by Research Scholar at Guru Ghasidas University, Bilaspur, Chhattisgarh: A case study**

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### **ABSTRACT**

*Guru Ghasidas University (GGU) is a Central University of India, located in Bilaspur, Chhattisgarh, established under Central Universities Act 2009 to promote teaching, learning and research activities. This paper is an attempt to understand and evaluate the use library facility and resources among research scholar in GGU, further examines in detail access and awareness, the predominant use of information resources and identify the barriers in use of library facilities and resources by research scholars. Survey method was follow to collect data. A total of 140 structured questionnaires were distributed to users and out of which 116 questionnaires were duly obtained with a response rate of 82.85%. A stratified accidental random sample method was used for selection of respondents. In this paper we found that majority of respondents 31.03% visit the library daily and 29.31% respondents visit the library once in a week, 65.52% e- journals are frequently used by research scholar and also 67.24 % of the research scholar expressed that the library has updated books are not available. It seems that library should subscribe a number of e-resources, such as e-journals, online databases, and print journals to fulfill the demand of the research scholars in their area of interest.*

**Keyword:** Library resource; Library facility; Guru Ghasidas University; University library; Research scholar

### **Introduction**

The university library is the heart of academic endeavor, directly as regards its research activities, and indirectly as regards its teaching activities. University library is a library attached to the University, have a very vital role to play to meet multidimensional demands for information and knowledge of students, teachers and research scholars. University library gives vital support for students, researchers and staff, complementing academic and research activities. Universities are the higher education institutions. As the universities serve as research centre's, they have become institutions where knowledge is discovered, intellectuals

are bred, scientific manpower is produced and technical know-how is developed. The success of their research depends upon the resources, facilities and services they had in universities. University Libraries are a dynamic instrument of education. It is an axis around which the teaching and research activities revolve. The primary function of a library is to satisfy the intellectual thrust of the readers. The basic function of a library is to build up a collection which is dynamic and capable of meeting the changing needs and demands of the present as well as future users.

GGU is a Central University of India, located in Bilaspur Chhattisgarh, established under Central Universities Act 2009 to promote teaching and research activities. GGU is an active member of the Association of Indian Universities and Association of Commonwealth Universities. Situated in a socially and economically challenged area, the university is appropriately named to honour the great Satnami Saint Guru Ghasidas (born in the 17th century), who championed the cause of the downtrodden and waged a relentless struggle against all forms of social evils and injustice prevailing in the society. The University is a residential cum affiliating institution, having its jurisdiction spread over Bilaspur Revenue Division of the state of Chhattisgarh.

Library of GGU was established on 26 Oct 1984 to fulfill academic thrust of the university. The Central library has a well Wi-Fi system along with sufficient Central number computers for free access and has their separate Departmental libraries. The central Library has resources more than 105000 books, 3950 back volumes of journals and 1100 PhD theses and it subscribes about 118 Indian and 34 foreign printed journals of various disciplines. It also provides e-journals consortium service of UGC Info net through INFLIBNET and full-text e-resources viz. Emerald, Springer Link, EBSCO, Cambridge University Press, Science Direct, Taylor & Francis, Indiastat.com etc.

### **Review of related literature**

There have been a number of studies conducted on the use of library facilities and resources by research scholars and faculties in the universities worldwide.

Sahail and Upadhyay (2012) studied the use of library resources by the students of University of Kalyani and found that guidance in the use of library resources and services was necessary to help students to meet their information needs and also found that journals, textbook and lecture notes were the most popular sources of information for the students. Khan (2008) in his article entitled "Use of e-journals by research scholars at Aligarh Muslim University and Banaras Hindu University" found that most of the research scholars are aware of about e-journals and largely use them for reference purpose in their research work and also found that lack of training is the obstacle in proper and full utilization of e-journals. Research Support Library Group (2002) and Research Support Survey (2004) found that the researchers were not satisfied and was not aware of the depth of the library's existing resources, facilities and services and were not known about how to find specific and up to date information. Shivalingaiah and Gowda (2009) studies the Facilities and Services in University Libraries in Karnataka: A Study from the Researchers' Point of View they found that a large number of research scholars are not aware of important services like inter-library loan services, document delivery services, etc. Lack of awareness programmes may be the reason for non-use of these facilities. Popoola, (2000) found that academic social scientists in the Nigerian universities utilised the following library information services: current awareness services

(CAS), photocopying, referencing, statistical data analysis, E-mail, selective dissemination of information (SDI) and on-line database searching, in support of their research activities

### Scope and limitation of the study

The study is mainly restricted to research scholar of Guru Ghasidas University at Bilaspur, Chhattisgarh. The present study is an attempt to know the Use of Library facilities and Resources among Research Scholar in Guru Ghasidas University Bilaspur. The parameter of study is:

- 1) The study is mainly qualitative using small number of sample;
- 2) Data collection is confined to Guru Ghasidas University, Bilaspur; and
- 3) Data analysis and interpretation are entirely based on the feedback received from respondents

### Objectives

The objectives of the study were to know:

- 1) To investigate purpose of library visit
- 2) To identify the predominant use of information resources by research scholar
- 3) To assess the awareness of library facilities and resources among the research scholar
- 4) To find out the problems faced by research scholar while accessing and using library resources
- 5) To suggest the possible and available method improve the use of library facilities and resources in the library.

### Methodology

A survey method of research has been adopted especially structured questionnaire were prepared, anticipating the use of library resources by the research scholar of GGU, Bilaspur, Chhattisgarh. A total of 140 structured questionnaires were distributed to users and out of which 116 questionnaires were duly obtained with a response rate of 82.85%.

### Data analysis and interpretation

Some of the findings of the study are discussed below

**Figure 1: Gender wise distribution of respondents**

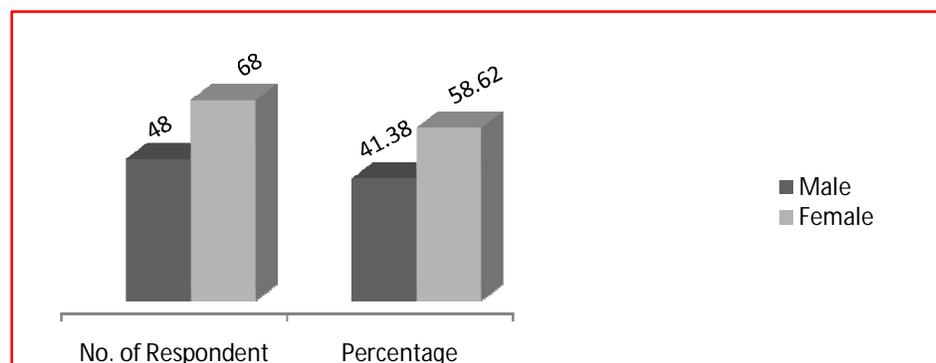
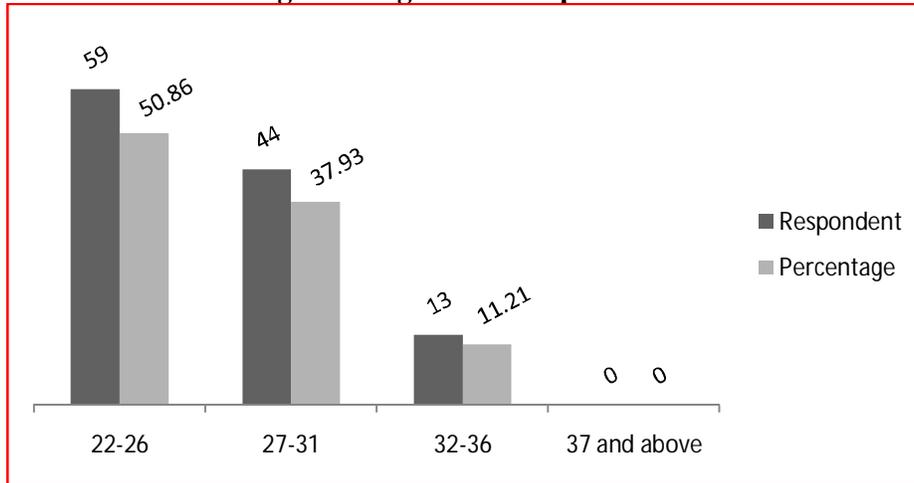


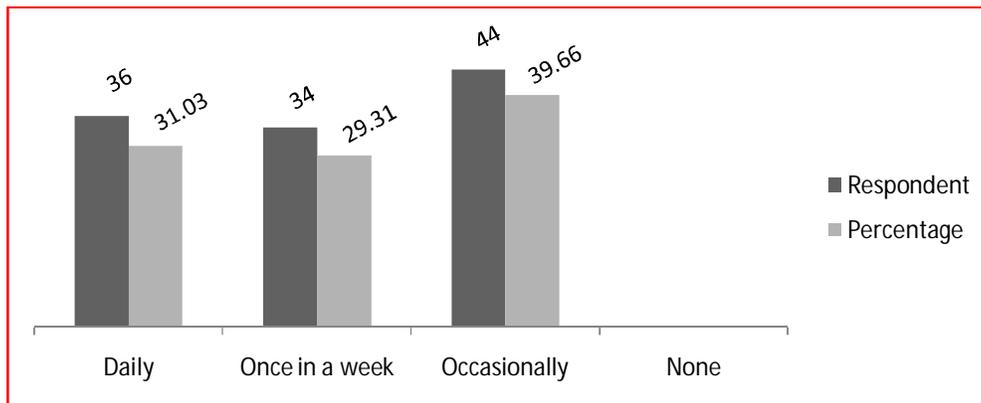
Figure: 1 Indicates gender wise distribution of respondents. Of the 116 respondents surveyed, 48 (41.38%) are male and about 68 (58.62%) respondents are female. It can be observed that female respondents dominate than male respondents.

**Figure 2: Age of the Respondents**



It is revealed from Table 2 that, 59 (50.86%) respondents are between 22 to 26 years, 44 (37.93%) are between 27 to 31 years of age, 13 (11.21%) respondents are between 32 to 36 and only 0(0%) respondent are age of 37 and above. So it can presume that the respondent's age groups 22 to 26 year are higher than other age groups.

**Figure 3: Frequency of Visits to the Library**



The frequency of users visiting the library depends upon the resources, organisation, maintenance and better services that library provides. Figure 3 shows that the majority of respondents i.e. 36 (31.03%) visit the library daily. About 34 (29.31%) respondents visit the library once in a week, and around 44 (39.66%) respondents visit the library occasionally.

**Figure 4: Purpose of Library visit**

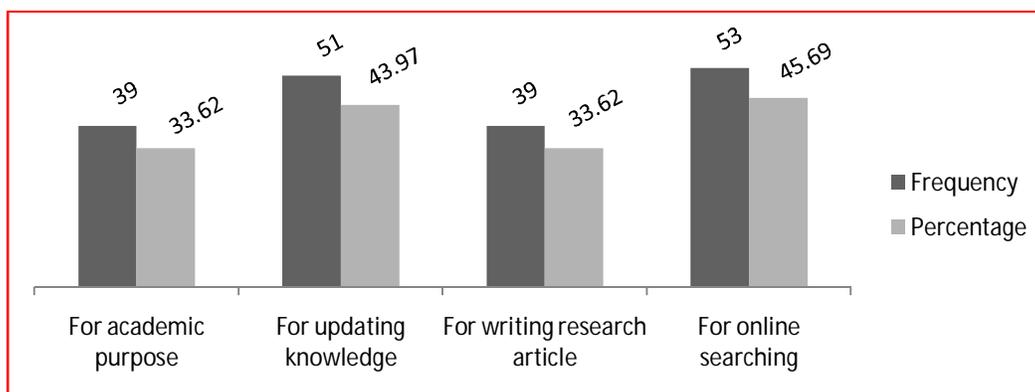


Figure 4 revealed that 39(33.62%) respondents visit the library for the academic purpose, for updating knowledge which is 51(43.97%) of total respondents, 39 (33.62%) of respondents visits library to writing research articles. In addition, 53(45.69%) of respondents are visiting library for online searching.

**Table 1: Use of Library resources by the research scholars**

Available Resources	Frequently Uses	Least Uses	Not Uses
Journals (Print)	69 (59.48%)	23 (26.68%)	9 (10.44%)
E-Journals	76 (65.52%)	23 (26.68%)	6 (6.96%)
Back Volumes (Journals)	45 (38.79%)	38 (44.08%)	10 (11.6%)
Theses\Dissertations	53 (45.69%)	38 (44.08%)	7 (8.12%)
Reference books	55 (47.41%)	36 (41.76%)	5 (5.8%)
Annual Reports	13 (11.21%)	35 (40.6%)	30 (34.8%)
Govt. Reports	15 (12.93%)	39 (45.24%)	26 (30.16%)
E-Contents	35 (30.17%)	32 (37.12%)	19 (22.04%)
Online Databases	47 (40.52%)	26 (30.16%)	19 (22.04%)

Table 1 reveal that different types of resources used by the research scholars. It is observed that 76(65.52%) e- journals are frequently used by respondents out of all resources, frequently used print journals 69 (59.48%) and reference books 55 (47.41%). Out of twelfth library resources, the respondents of frequently use of other resources was indicated as Back Volumes 45(38.79%), Theses\Dissertations 53 (45.69)%, E-Contents 35(30.17%) and Online Databases 47(47.52%). It is clear from table six use of annual reports and gov. report is least use / not use than other resources.

**Table 2: Sources through which e-resources are known**

Sources	Respondents	Percentage
Guidance from teachers	96	82.76
Guidance from Seniors	53	45.69
Classmate Consultant	62	53.45
Online catalogue	64	55.17
Guidance from library Staff	32	27.59
Surfing website	68	58.62
Consulting other libraries	23	19.83
Browsing through racks	34	29.31

As indicated in Table 2, it is interesting to note that among the research scholars who responded to the study, 96 (82.76%) learned through guidance from their teachers, 53(45.69) followed by guidance from senior and 62(53.45) learned through classmate consultant. Of research scholars 64(55.17%) have learnt through online catalogue, 32 (27.59%) have learnt skill through guidance from the library staff, 68(58.62%) acquired the skills through surfing websites, 23(19.83%) learnt from other libraries and 34 (29.31%) of the scholars have reported that they learnt from browsing through rack. We can say that above analysis the most popular method of acquiring the necessary skills for using e-resources is guidance from teachers/classmate because most of the time they discuss with them.

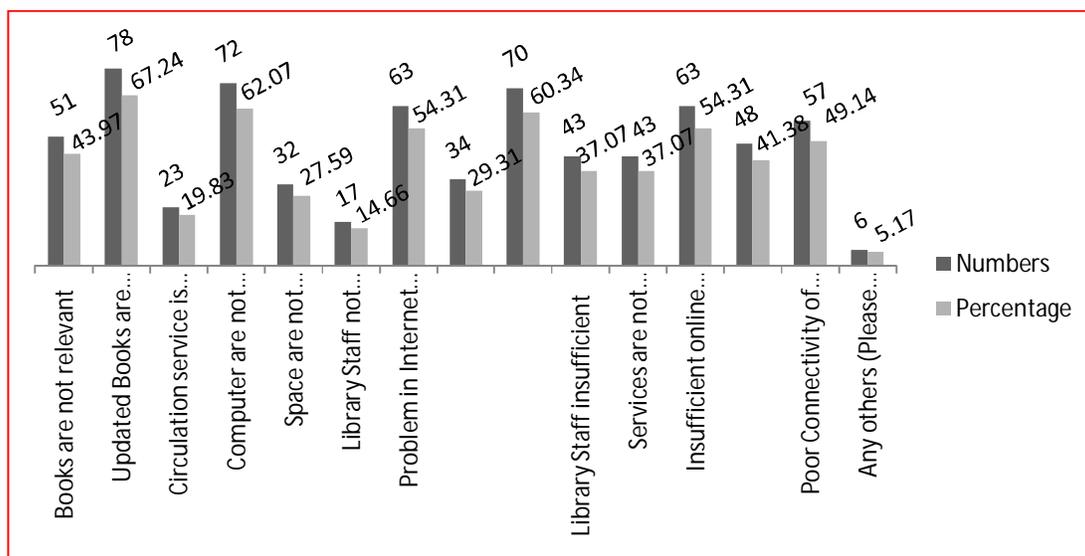
**Table 3: Aware and use of Services providing by Library Services**

Services	Aware and Use	Aware but Not use	Not Aware
Circulation Services	26 (30.16)	24 (27.84)	22 (25.52)
Renewal of books	41 (47.56)	35 (40.6)	4 (4.64)
SDI	4 (4.64)	19 (22.04)	47 (54.52)
CAS service	5 (5.8)	20 (23.2)	43 (49.88)
Abstracting service	10 (11.6)	24 (27.84)	38 (44.08)
Reference /Referral	14 (16.24)	20 (23.2)	36 (41.76)
Document Delivery	33 (38.28)	19 (22.04)	23 (26.68)
Bibliography service	9 (10.44)	29 (33.64)	35 (40.6)
Reprographic service	35 (40.6)	14 (16.24)	25 (29)
Online database/ e-journal	14 (16.24)	21 (24.36)	33 (38.28)
Connectivity of Wi-Fi Services	58 (67.28)	12 (13.92)	12 (13.92)
Internet services	56 (64.96)	13 (15.08)	8 (9.28)

Table 3 reveal that 67.28% (58) of respondent are aware and use of connectivity of Wi-Fi services and 13.92 % (12) of respondents are aware but not use connectivity of Wi-Fi, whereas 64.96 % (56) of respondents are aware and use of internet service and 15.08 % (13) of respondent are aware but not use internet service. 47.56% (41) of respondent are aware and use of renewal of books, 40.6% (35) of respondent are aware but not the use of renewal of books and 4.64 % respondent are not aware of renewal of books. The opinions on the remaining problems are presented in the above Table.

**Table 4: Problems faced using the library resources**

Barriers	Numbers	Percentage
Books are not relevant	51	43.97
Updated Books are not available	78	67.24
Circulation service is not flexible	23	19.83
Computer are not sufficient	72	62.07
Space are not sufficient for study	32	27.59
Library Staff not cooperative	17	14.66
Library Staff not cooperative	17	14.66
Problem in Internet Connection	63	54.31
Inter Library Loan is not convenient	34	29.31
Journal are not enough and update	70	60.34
Library Staff insufficient	43	37.07
Services are not displayed by library staff	43	37.07
Insufficient online journal regarding subjects	63	54.31
Photocopy service is not convenient	48	41.38
Poor Connectivity of Internet	57	49.14
Any others (Please specify)	6	5.17



**Figure: 5**

Research scholars face many problems in using library resources during their research work. The problems such as lack of updated book, insufficient computers available, the journal not

sufficient and updated, problems in internet connection, insufficient online journals regarding subjects and books are not relevant etc. Feedback from the research scholars in this respect is elicited and shown in Table 4 & figure 5. The 67.24 % (78) of the respondents expressed that the library has 'updated books are not available'; whereas 62.07 % (72) of respondents express that they face the problem of 'computer are not sufficient'. The 60.34% (70) journals are not enough and updated and 54.31% (63) of respondents face problems in internet connection and insufficient online journal regarding subjects. The opinions on the remaining problems are presented in above Table and figure.

### **Findings of the Study**

The major findings of the study are:

- 1) Finding revealed that the majority of respondents i.e. 31.03% visit library daily. About 29.31% respondents visit the library once in a week, and around 39.66% respondents visit the library occasionally.
- 2) 33.62% respondents visit the library for the academic purpose, for updating knowledge 43.97% of total respondents, 33.62% of respondent's visits library to writing research articles and 45.69% of respondents are visiting library for online searching.
- 3) 65.52% E- Journals are frequently used by respondents out of all resources, frequently used print journals 59.48% and reference books 47.41%. Out of twelfth library resources, the respondents of frequently use of other resources was indicated as Back Volumes 38.79%, Theses\Dissertations 45.69%, E-Contents 30.17% and Online Databases 47.52%. It is clear from table six use of annual reports and gov. report is least use / not use than other resources.
- 4) It is observed that table no.2 the research scholars who responded to the study, 82.76% learned through guidance from their teachers, 45.69% followed by guidance from senior and 53.45% learned through classmate consultant. Of research scholars 55.17% have learnt through the online catalogue, 27.59% have learnt the skill through guidance from the library staff, 58.62% acquired the skills through surfing websites, 19.83% learnt from other libraries and 29.31% of the scholars have reported that they learnt from browsing through the rack.
- 5) 67.28% of respondent are aware and use of connectivity of Wi-Fi services and 13.92 % of respondents are aware but not use connectivity of Wi-Fi, whereas 64.96 % of respondents are aware and use of internet service and 15.08 % (13) of respondent are aware but not use internet service. 47.56% of respondent are aware and use of renewal of books, 40.6% of respondent are aware but not use of renewal of books and 4.64 % respondent are not aware of renewal of books
- 6) Table no 12 reveal that 67.24 % of the respondents expressed that the library has updated books are not available, whereas 62.07 % of respondents express that they face the problem of the computer are not sufficient. The 60.34% journals are not enough and updated and 54.31% of respondents face problems in internet connection and insufficient online journal regarding their subjects.

### **Recommendations**

Based on the data suggested by the respondents and on the findings of the study, the following suggestions are put forwarded to improve and maximize the optimum utilization of library facility and resources among the research scholars.

On the basis of survey following recommendations are made:

- 1) To develop effective user-centered library to understand the information need of the users. The library should conduct user studies at regular intervals, in order to know user's information needs.
- 2) In this study, we observed that the respondent university libraries do not have exclusive facilities for research scholars. The study recommends the provision of the comfortable physical environment by separate reading space and internet enabled computers, printers and seating facility for research scholars.
- 3) In order to fully exploit the available resources and facilities library should conduct user awareness program at the beginning of each academic session. It will encourage research scholars and students to use library facility and resources.
- 4) Research scholar first preference of choice is e- journals. It is observed the lack of sufficient e- Journals, print journals, reference book and non-availability of its latest edition. It is recommended that latest edition of e-journals, print journals and reference book should be added to the library collection regularly and users should be guided meticulously to use these library resources.
- 5) The library should subscribe a number of e-resources, such as e-journals, online databases, and print journals in their collection to fulfill the demand of the research scholars in their area of interest.
- 6) The library should need to take immediate and necessary action to acquire the missing issues/back volumes required for researchers.

### **Conclusions:**

The libraries should provide user-centric services. The university libraries being the heart of university need to provide best facilities, resources and services to satisfy the needs of its users. The university libraries which serve the undergraduate, postgraduates, researchers and faculty need to understand their role in the present changing information surroundings. In order to maximize the use of libraries facilities, resources and services library should build their collection online resources as well as print resources keeping in mind present and potential need of users in changing information environment. The present study has revealed the use of library facilities and resource by research scholars. University libraries have to close attention on various facilities, resources and services that deserve more attention to satisfy the researcher's needs and also have to tackle the problems and train the researchers in various areas for the better use. Therefore, the future of university libraries depends upon the collection of e- resources, as well as print resources, provide according to the changing needs of users also enhance electronic infrastructure and recruit skilled personnel to provide effective and efficient service to users without any bias. The findings and recommendations of this study may provide useful insights for the management to take necessary action to strengthen the existing facilities, resources and services to maximize use.

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