

Analyzing Awareness and Utilization of Library Resources and Services among Undergraduate Students of Tirhut College of Agriculture, Dholi

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ABSTRACT

Academic libraries are essential to educational institutions and support both teaching and research activities for students and faculty. They are really instrumental in the nation-building process, as they serve as an anchor for the educational curriculum and research projects. This research explores the awareness and use of library resources at Tirhut College of Agriculture. It seeks to understand what kind of resources exists in the college library, how frequently such resources are used and what are the barriers to access. This study also makes suggestions for improvement. The sample included 180 undergraduate students who were randomly selected to complete the survey. Out of the distributed ones, 150 useful questionnaires were completed and returned for analysis.

Keywords: Usage of the Library, Library Facilities and Services, Library Resources, Satisfaction level of users, Tirhut College of Agriculture, Dholi.

INTRODUCTION

Libraries play an essential role in the academic environment of any educational institution; they are places where knowledge is acquired, intellectually developed and supported for research. Academic libraries specifically are structured to serve the information needs of students and faculty and typically provide resources and services beyond what is available in the classroom and that help self-directed education. The library's role is all the more crucial in programs such as agriculture where students need access not only to popular literature but also to up-to-date scientific research journals and practical manuals.

About Tirhut College of Agriculture (TCA), Dholi: TCA, Dholi is a constituent unit of Dr. Rajendra Prasad Central Agricultural University and is fulfilling a vital role in the development of agricultural education, research and extension in northern Bihar. The college has played an important role over the years and has served well because of its dedicated faculty and staff who have persisted with creating new programs to meet the needs of

agriculture and associated jobs and the needs of a changing climate. The college has a well stocked library which supports the students in their academic and research work.

The present study aim to find out the awareness and use of the library resources and services of undergraduate students of Tirhut College of Agriculture. It seeks not only to determine the level of awareness of the library's resources by students, but the extent of their use and how well these resources are utilized as well as the challenges students may face in doing so. These findings can be used to determine where there is room for improvement as well as to shape strategies to improve the overall effectiveness of library services in supporting students' academic success.

LITERATURE REVIEW

Mohan and Devi, (2021) examined the use of print and electronic resources by postgraduate students in the teaching departments of University of Kerala, Thiruvananthapuram. The study explored the print and non-print resources, their appropriateness, level of satisfaction, difficulties encountered as well as suggestions and recommendations of these resources. The paper utilized survey method for collection of data and analysis of data through SPSS and MS Excel , concluded that majority of the students preferred print resources and were more satisfied using them than e-resources. Unavailability and damaged copies of print were the predominant challenges in the use of print resources, while access restrictions were the main challenge in electronic resources.

Bavaskar et al. (2023) studied the use of library resources and services by PG students at J. E. S. College, Jalna. Data were collected using a questionnaire-based survey on college campus. Out of a total of 180 questionnaires distributed to the users, 164 questionnaires were filled by the Postgraduate students of JES college . The present study investigates the use of these library-related resources and services, user satisfaction, purpose of library visit and challenges using them.

Mangli, Deepak Kumar. (2017) conducted a study to find out about the access of library resources and services by post graduate students of Amity University, Galgotia University and Shiv Nadar University, three of the selected private universities in Uttar Pradesh. For this study, 250 questionnaires were sent out and 203 responses were analyzed by the users. 89% of respondents report that they used the library resources for educational reasons, while 14.28% users visit the library for research. Among the other primary sources of information, online databases were the ones most commonly used by the users, followed by electronic journals and print journals. The problems were also revealed such as out dated books, lack of print journals, and ineffective circulation services.

Olatoya et al. (2020) explored the user attitude-based behavior and perceptions of undergraduate students utilizing electronic information resources EIRs at the University of Fort Hare and Rhodes. For this research, surveys and interviews were conducted; total 377 questionnaires were distributed among the undergraduate students. According to surveys and interviews many had faced trouble in utilizing electronic information resources (EIRs) and thought they needed specific computer abilities and skills. The research also highlighted the some major recommendations to improve EIRs utilization, with significant implications for higher education institutions in South Africa and international higher education institutions.

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Surwade et al. (2023) have studied the use of J. S. S. P. College, library, Goveli by post graduate students. This study sought to understand how library resources and services were used, why patrons come to the library, user satisfaction level with library resources and services, how often patron visited the library and what difficulties and barriers users experienced in accessing library resources and services.

Yamson et al. (2018), conducted a cross-sectional survey study which investigated the perception, use and preferences of electronic and print resources among university students. Its purpose was to find out students' knowledge and awareness of electronic library resources, valuations of electronic and print resources, perceptions of usefulness and intention to use the resources. The outcome of the study indicated 134(57.0%) of the respondents preferred print resources for academic studies, whereas 101(43%) sometimes preferred electronic resources.

Roman et al. (2020), performed a user survey between the third and fourth year students of the college. Total 201 questionnaires were distributed among the students and on the base of these respondents data was prepared and analyzed by using SmartPLS. The study mainly focused on utilization of electronic resources accessed via digital and electronic devices. This paper also examined the awareness, usefulness, and challenges on the utilization of electronic resources.

Abdullahi et al (2019), conducted a survey of a comparative study to investigate the knowledge and use of library resources in Bauchi State College of Agriculture. This study assessed the resource types, user awareness of the resources, how often the resources were used as well as the challenges experienced by the users in using the resources..

Swamy, and Rao (2023), study investigated the utilization of library resources and services by undergraduate and postgraduate students at Sri Sathya Sai Institute of Higher Learning (SSSIHL), Anantapur Women's Campus. A comprehensive dataset was responded to by the group of 150 users who participated in an online survey. The result of the study showed that the majority of participants 32.67 percent visited the library twice a week. Most users 62.67% visit the library to borrow books and read the competitive materials. The main aim of this study was to examine the types of resources, frequency of library visits, challenges being faced by the users, satisfaction levels of resources by the students and suggestions for improvement of library services.

In this study, Lakra and Verma (2021), examined the awareness and utilization of library resources and services among the research scholars of CSIR-CDRI, Lucknow. A well-structured questionnaire was designed and distributed among the 70 research scholars of which 50 responses were received. The findings of the survey revealed that the majority of users visit the library by weekly in the utilization of library resources and services. It was also examined that 74% of the researchers mostly used Library Resources for Research purposes followed by 62% of scholars for updating knowledge, and 70% of users used electronic journals very frequently. Results also showed that most of the research scholars are highly aware of library resources and services and also satisfied with these. However some challenges encountered included slow internet speed, difficulty in identifying relevant information and limited knowledge of information sources.

OBJECTIVES OF THE STUDY

- ❖ To find out how many undergraduate (UG) students are aware of and use the print and digital resources in the TCA Library.
- ❖ To understand why and how often students visit the library.
- ❖ To find out the challenges being faced by the students in the utilization of the resources in TCA Library.
- ❖ To make recommendations to the library on how to better engage and support students with its resources, spaces, and services.

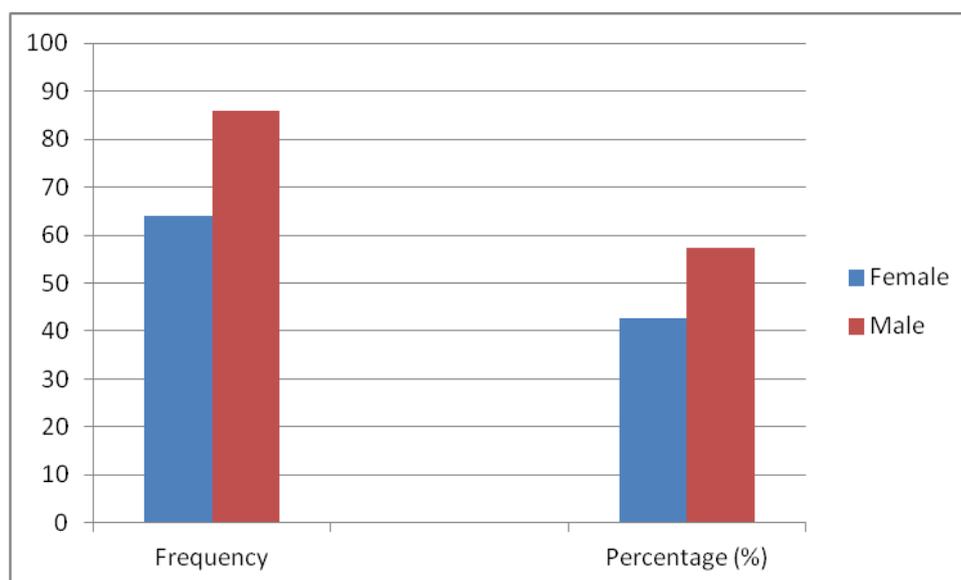
METHODOLOGY

The data were collected using a questionnaire survey to assess the awareness and utilization of Library resources and services by Tirhut College of Agriculture, Dholi's students. A well-structured questionnaire used to determine students' awareness of library resource availability, utilization, satisfaction and problems in utilizing library resources. The study sample consisted of one hundred and fifty undergraduate students who were obtained through simple random sampling. From the questionnaires distributed, 120 completed forms were returned yielding an 80 percentage response. The answers were collected and organized in such a way that trends in the responses could be ascertained in terms of how the library system was used and how it could be improved.

Comprehensive Evaluation and Interpretation of Collected Data

Table 1: Gender-wise distribution of the survey participants:

S.No.	Gender	No. of Respondents	% (Percentage)
1.	Male	86	57.33 %
2.	Female	64	42.67 %
	Total	150	100 %



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Table 1 represents the demographic characteristics and distribution of respondents based on gender. There are 64 female respondents which make up 42.67% of the total while 86 male answered comprising 57.33% of the total. These percentages indicate that the majority of respondents are male (57.33%), while females account for a smaller proportion (42.67%).

Table 2: Library visit frequency by the users:

Frequency of Visit	No. of respondents
Daily	27(18%)
Twice a Week	46(30.67%)
Once a Week	25(16.67%)
Fortnightly	40(26.67%)
Occasionally	12(8%)
Total	150 100%)

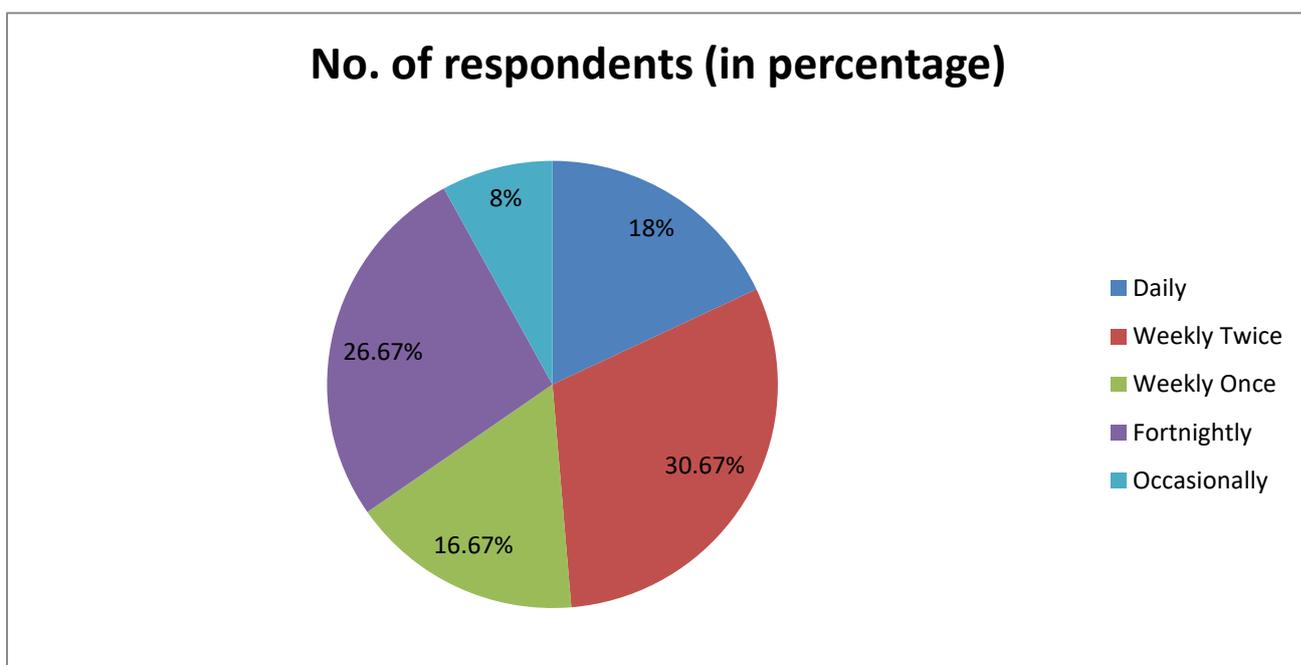


Table 2 table represents the frequency of students' participation or engagement in a library activity. It shows both the number of respondents and their respective percentages. 30.67 per cent of users visited the library two times in a week. Following them with 26.67 percent of respondents make fortnightly visits and 8 percent of users visited the library occasionally. This data helps to understand, the visiting of users as per their needs and requirements at different frequencies.

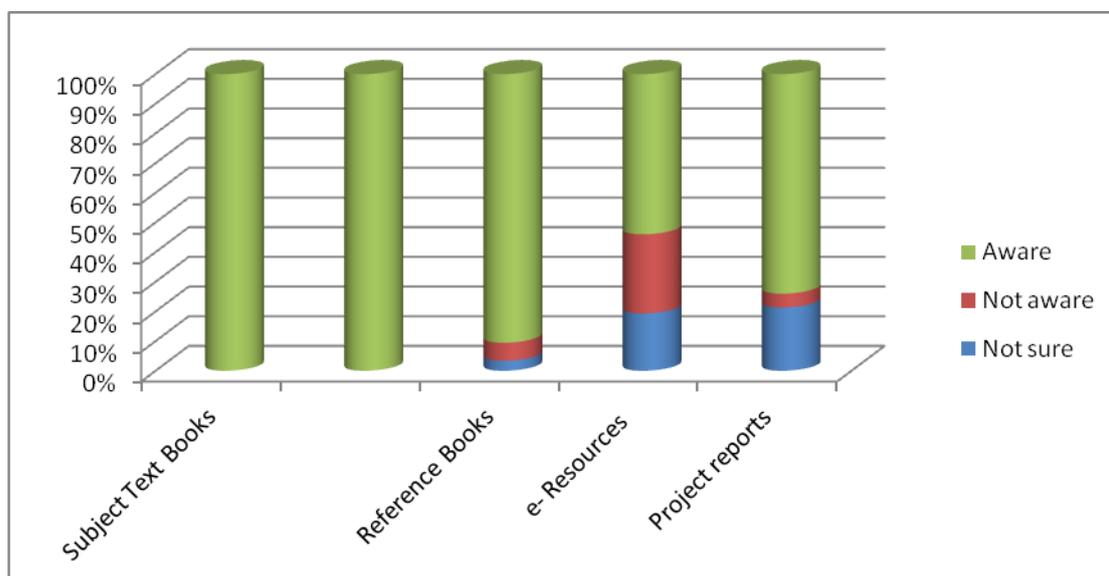
Table 3: Purpose to visiting the library by the users (Multiple Choices)

Purpose of Visit in the Library	Total respondents N=150
For borrowing books	90 (60%)
To access reference materials	12(8%)
For updating knowledge	55(36.67%)
For writing articles and Paper	15(10%)
For academic assignment work	45(30%)
For reading newspapers and periodicals	69(46%)
To browse internet and digital resources	88(58.67%)
For reading competitive examination books	23(15.33%)
Utilization of textbook books for academic purpose	75(50%)
In my view the library is the best place to sit and read long hours	42(28%)

Table 3 indicates that borrowing books, digital resources, and textbooks had the highest percentages at 60%, 58.67%, and 50% respectively. Other frequent uses were reading newspapers (46%); Knowledge updating (36.67%); assignment work (30%). Reading for long hours (28%), preparation for competitive examinations (15.33%), article writing (10%), and reference reading (8%) were lesser used categories. This shows high use of the library academically and digitally, and low engagement with research.

Table 4: User awareness of library resources

Resources	Aware	Not sure	Not aware
Subject Related Text Books	150 (100%)	0	0
Print Newspapers and Periodicals	150 (100%)	0	0
About Reference Books	134(89.33%)	5(3.33%)	9(6%)
e- Resources (e-books, e-journals, online databases etc)	81 (54.00%)	29 (19.33%)	40 (26.67%)
Collection Project Reports	111 (74%)	32 (21.33%)	07 (4.67%)



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The data of Table 4 represents the feedback of users on three basic categories which are Aware, Not Sure and Not aware on awareness of different library resources. Subject Textbook and Print periodicals and Newspaper section show that all respondents are aware of these two sections and the percentage rate of this category is 100. Awareness rate from respondents on Reference Books, E-Resources and Project reports are 89.33 percent, 54 percent and 74 percent respectively.

Table 5: User awareness of following services provided by the TCA Library

Services	Aware	Not sure	Not aware
Circulation related services	150(100.00%)	0	0
Reference related services	106 (70.67%)	28 (18.67%)	16 (10.67%)
KOHA-OPAC	69 (46.00%)	54 (36.00%)	27 (18.00%)
Reprography service / Print / Scanning services	124 (82.67.00%)	22 (14.67.00%)	6 (4.00%)
Current Awareness Services / New Arrivals	91 (60.67%)	25 (16.67%)	34 (22.67%)

This table explains respondent`s awareness of different kinds of library services provided by TCA Library. 100 percent of users are aware of circulation services for borrowing and returning books while 70.67 majorities of respondents are familiar with reference services. 82.67 percent a large number of respondents are familiar with and utilized Photocopy, Print and Scanning services only 4 percent are not aware of these one. Talking about OPAC and Current awareness services, the awareness rate of respondents are 46 and 60.67 percent respectively.

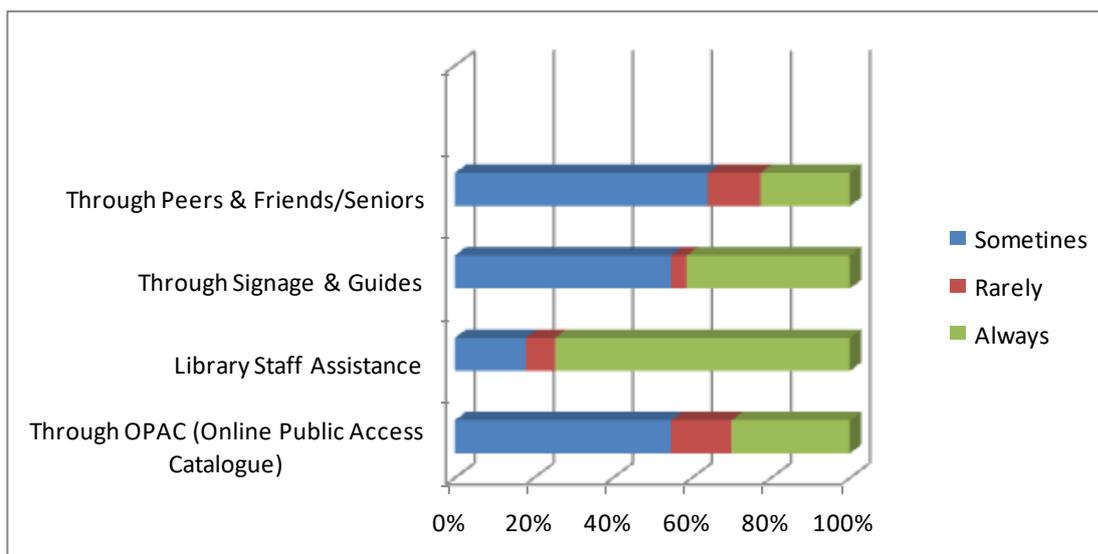
Table No 6: Utilization of library resources

Pattern of Resources	Always	Sometimes	Rarely
Subject Related Text Books	136 (90.67%)	14 (9.33%)	00
Print Newspapers and Periodicals	112 (74.67%)	30 (20.00%)	08 (5.33%)
Reference Section Books	98 (65.33%)	42 (28.00%)	10 (6.67%)
e- Resources (e-books, e-journals, online databases etc)	54 (36%)	65 (43.33%)	31 (20.67%)
Library Project Reports	45(30.00%)	78(52.00%)	27(18.00%)

This table illustrates the usages of various library resources by respondents into three main categories; Always, Sometimes and Rarely. 90.67 percent response shows that a vast majority regularly use Subject Textbook while no response came out in the rare category. 74.67 percent of respondents read newspapers and periodicals frequently only 5.33 percent use them rarely. 65.33 percent use reference-related resources while 6.67 percent rarely. Only 36 percent of users utilized e- Resources-based services while 43.33 percent occasionally. Out of 150 respondents only 45 (30 %) use project reports, more than half 52 percent use them occasionally while 18 percent rarely.

Table No 7: Methods used by users to access library resources

Mode of approach	Always	Sometimes	Rarely
Through OPAC	45 (30%)	82(54.67%)	23(15.33%)
Library Staff Assistance	112(74.67%)	27(18%)	11(7.33%)
Through Signage & Guides	62(41.33%)	82(54.67%)	06(4%)
Through Peers & Friends/Seniors	34(22.67%)	96(64%)	20(13.33%)

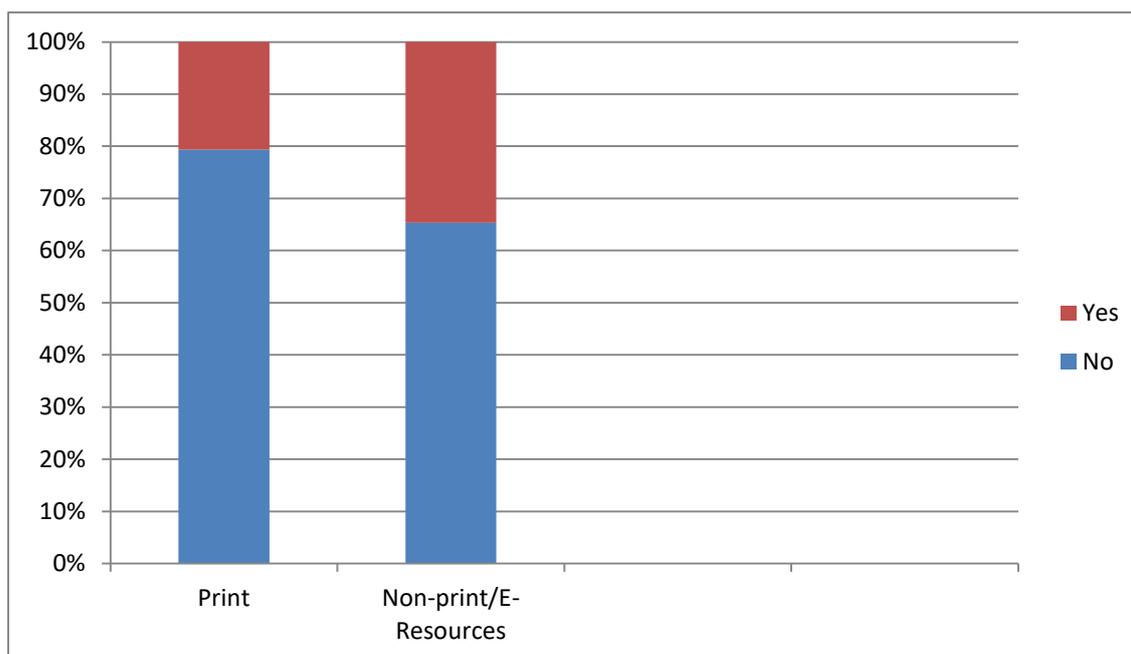


This table reveals the different modes of approaches for locating library resources by the users. Table 8 shows that out of 150 respondents, 112 respondents (74.67%) always seek help from library staff. 62 respondents (41.33%) directly search for materials through library signage and guides, 45 respondents (30%) regularly use OPAC (Online Public Access Catalog) for utilizing library resources while 34 (22.67%) take help from friends or seniors.

Table 8: Do you face any difficulties in accessing library resources (Print and E-Print)

Library Resources	Yes	No	Total
Print	31(20.67%)	119(79.33%)	150 (100%)
Non-print/E-Resources	52(34.67%)	98(65.33%)	150 (100%)

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This table indicates whether respondents face difficulties accessing the library resources and distinguishing between print and non-print materials. Table 8 represents that 31 respondents (20.67%) reported problems in accessing print materials, while 119 users (79.33%) said they did not face any difficulties. In the case of non-print materials, 52 respondents (34.67%) experienced problems in accessing non-print materials, while 98 respondents (65.33%) said no.

Table 9: Overall satisfaction with library services and facilities

Services and facilities	Satisfied	Neutral	Dissatisfied
Circulation Services	119 (79.33%)	27 (18.00%)	04 (02.67%)
OPAC Services	52(34.67%)	74(49.33%)	24(16%)
Current Awareness Services/New Arrivals	62 (41.33%)	51 (34.00%)	37 (24.67%)
Reprographic Services	68 (45.33%)	61 (40.67%)	21 (14%)
Reading space	99 (66.00%)	37 (24.67%)	14 (09.33%)
Drinking water facility	38 (25.33%)	86 (57.33%)	26 (17.33%)
Lighting / Ventilation	98 (65.33%)	44 (29.33%)	08 (05.33%)
CCTV	89 (59.33%)	61 (40.67%)	00
Staff Attitude/ Behavior	128(85.33%)	14(9.33%)	08(5.33%)

Table 9 reveals the satisfaction levels of various library services and facilities categorized into three categories Satisfied, Neither Satisfied nor Dissatisfied, and Dissatisfied. 128 respondents (85.33%) indicated that library staff are helpful and professional in contrast, very few 08 respondents (5.33%) are dissatisfied. Nearly 80% of respondents are satisfied with the circulation service, and the book borrowing and returning functions are smooth only 02.67 percent are not satisfied. Followed by satisfaction levels of 45.33% for reprographic services, 41.33% for current awareness services and 34.67% for OPAC services. A significant 66% of users are satisfied with the reading

area, 65.33 respondents express their satisfaction with lighting and ventilation facilities, 59.33% are satisfied with the CCTV facility and only 25.33% with the drinking water facility.

MAJOR FINDINGS

1. Gender distribution, as indicated by the respondents, shows that 72% (108) are males while 28% (42) are females. This also means that College library is utilized more by male than female users.
2. Users visit the library as per their requirements and needs; 46 (30.67%) use library twice in a week while 40 (26.67%) visits library fortnightly.
3. The primary reason and purpose for visiting the library are borrowing books 90(60%), whereas 88(58.67%) users come to the library to access the internet and digital resources. Followed by half 75(50%) of the users visit for academic purposes, while 69(46%) read periodicals and newspapers. Additionally, 55(36.67%) users update their knowledge, 45(30%) complete their assignments, and 42(28%) use it as a peaceful study space.
4. Respondents are highly aware of subject-related textbooks 150 (100%) and Print periodicals and Newspapers 150 (100%), followed by an awareness of reference books 134(89.33%), while e-Resources 81 (54.00%) have the lowest awareness. Project reports have a moderate awareness rate of 111 (74%).
5. The result shows that most respondents possess knowledge of the library's circulation services 150(100.00%) and high awareness of photocopy, print, and scanning services 124 (82.67.00%). Reference services are known to 106 (70.67%) of respondents, while awareness of OPAC is 69 (46.00%) and current awareness services are 91 (60.67%).
6. The other finding of the study shows that the library resources in various category are largely used in the library of Tirhut College of Agriculture. It indicates that, respondents used Textbooks 136 (90.67%) , Print periodicals & newspapers 112 (74.67%) , Reference materials 98 (65.33%) , E-resources 54(36%) and Project reports 45(30.00%).
7. The majority of respondents, 112(74.67%) show that they rely on library staff for locating library resources. 62(41.33%) users used library signage and guides, while 45 (30%) took help from OPAC 34(22.67%) sought help from friends or seniors.
8. After analyzing the data, findings also showed that 31(20.67%) of respondents face difficulties accessing print materials, while 52(34.67%) struggle with non-print materials. However, the majority 119(79.33%) for print and 98(65.33%) for non-print report no difficulties.
9. The result shows the level of overall satisfaction with library services and facilities. It was revealed high satisfaction with library staff's behaviour 128(85.33%) and circulation services 119 (79.33%). The satisfaction level of users is moderate for the reading area 99 (66.00%), lighting/ventilation 98 (65.33%), and CCTV 89 (59.33%). It was also discovered that lower satisfaction levels are seen for reprographic 68 (45.33%), current awareness 62 (41.33%), OPAC 52(34.67%), and drinking water facilities 38 (25.33%).

CONCLUSION

From the discussion and interpretation of key findings, it can be inferred that out of the total respondents, 108 (72%) were male users and 42 (28%) were female users of the Tirhut College of Agriculture library. It also concluded that text books and print periodicals and newspaper were the most accessed and used library resources among users.

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Approximately 46(30.67%) of the users engaged in library on twice a week, while 40(26.67%) visit it fortnightly. The analysis of the data reflects very high awareness of print documents among the respondents printed or subject specific text books 150 (100%) and Print periodicals and Newspapers 150 (100%). But very few of them are familiar with or aware of the library resources and services available to them in Tirhut College of Agriculture Library.

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