

# **Review of Literature on Utilization of College Library Resources of Mumbai City: A Study**

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### **ABSTRACT**

**Introduction:** A literature review is an academic survey on a particular subject. It provides a summary of the available information, helping identify relevant theories, approaches, and gaps in the literature.

**Objective:** This literature review provides a framework for understanding the optimal utilisation of college libraries in Mumbai. This study is a literature review that covers national and international-level information sources.

**Methods:** Print and online resources, including journals, periodical articles, books, e-books, and dissertations, are used for research related to these literature reviews, which are available at both national and International levels.

**Results:** The evidence shows that research was conducted using resources from the college library in my domain of expertise. It also indicates that the study was conducted in my specialisation and with the support of the college library resources. A review of the literature has been done to highlight the significance of the steps taken by library professionals to ensure the best use of their resources. ICT is essential in accomplishing the same objectives.

**Conclusion:** This literature review enables the researcher to conduct their study thoroughly. The available information will serve as a basis for formulating a questionnaire for further research and suggesting measures to optimise the utilization of the academic library.

**KEYWORDS:** Optimum Utilization of library resources and services, Use of ICT in libraries, Academic libraries, College Libraries.

### **1. INTRODUCTION**

The primary goal of any academic library is to meet the demands of its users, and to achieve this, it allocates substantial funds to purchase information sources. But are users aware of the resources that have been developed? To what extent do they use these resources? More importantly, are they satisfied with the available resources and the services offered for their utilisation? Researchers, students, and librarians have conducted various studies to determine users' awareness, usage, satisfaction, and the problems they face in properly utilising library resources. (Kumar & Pandey, 2020)

A literature review analyses the background work of researchers, drawing on published sources from multiple libraries, including both print and non-print materials. A literature review's main objective is to gather information for conducting the research work and to indicate that the researcher is familiar with the published literature in the field. Research work of other scholars who have probed similar topics & issues guides a great deal.

## **2. METHOD**

A review of papers, articles, research reports, and websites related to each group is presented. Although a vast amount of literature has been published, this review focuses solely on materials that address research and related aspects. The review of the related literature included print and online resources such as research articles, books, e-books, research reports, websites, dissertations, and theses. A survey of the literature available in India (National) and abroad (International) is presented under the subheading given below :

1. Awareness and Utilization /Use of Library Resources and Services
2. Effective Techniques for Promotion of Library Services and Resources
3. New Roles/Future /Concepts of College Library
4. Use of the Internet
5. Utilization /Use of Library Resources
6. Utilization / Use of Library Services
7. Utilization /Use of College Library
8. Library Utilization Behaviour/ Utilization of Library Resources and Services.

## **3. LITERATURE REVIEW**

**The selected literature is conveniently grouped under the following eight facets;**

### **3.1 . Awareness and Utilization /Use of Library Resources and Services**

Under the above sub-topic, the researcher found 15 studies done, which include (Dong, 2021) discussing the concept of "Utilization of Resources and Optimization of Services in Libraries" and analysing the various reasons for the low utilization of library resources. He suggested several measures to optimize the service patterns, enabling the service to reach a more targeted audience and increase the utilization of existing resources.

LakshmiPriya et al. (2021) surveyed two Medical College Libraries in the Vellore District of Tamil Nadu, India. To examine the utilisation of different formal information sources, primary and secondary sources, their usefulness, and familiarity in accessing the online full-text journals and overall information services given to users. Most Professors rated their opinion on comprehensive Services among the selected surveyed medical college libraries as good. In professional education, students and faculty mainly depend on e-resources from reputable authors and scientific publishers worldwide.

A case study by Vinoda et al. (2021) examined the use of information sources and services in engineering college libraries in Secunderabad. The study was conducted to explore information-seeking behaviour, the services provided by library staff, and the process of obtaining relevant information and identifying problems facing information retrieval. The study's results indicated that the teaching faculty of engineering college libraries were satisfied with most of the physical facilities. The library should regularly organise User Orientation/Training Programmes.

Kumar & Pandey (2020), as discussed in the paper "Use of Library Resources by Users of Doon University, Dehradun," emphasised users' awareness, use, and satisfaction levels. The study highlighted the user's difficulties in properly using library resources. It was noted that library users consistently identified areas for improvement in current library practices. It was observed that the library was not effectively utilising the resources it had acquired.

Ningoji & Sadashivappa (2020) conducted a study to determine the time spent using library resources and to assess user satisfaction with the information services provided by the library staff. The study suggested that the users were satisfied with the physical infrastructure facilities and well-developed libraries. They should arrange literacy programs & more user studies at regular intervals to provide optimum library and information services. To achieve optimal library and information services, libraries must enhance their resources and services to support learners and the educational process. The cognitive skills should be developed by providing innovative services to student teachers and faculty, allowing them to reap the maximum benefit.

(Johnson et al., 2020) Studied in the survey of Management College Libraries, which focused on the different services provided, such as traditional, electronic, and web-based applications and facilities. Specific programs include user awareness, user interaction, library weeks, and user education and awareness programs to be arranged for users. Adopt innovative technological tools, techniques, and social network applications to market and attract users.

(S. Kumar & Sharma, 2019) The study was conducted to explore the use of library resources and services among P.G. students and researchers, with a focus on data assets and services. It was found that students visit the library to borrow books related to their syllabus. However, students are also interested in using the library to refer to various reference sources and periodicals. The library authority's prominent role is to provide the students with independent instruction on information-finding skills.

(Maria, 2019) The researcher conducted a pilot study on Awareness and Use of Library Services among Postgraduate Students in Nigeria. This study examined library services and usage among postgraduate students at the Federal University of Agriculture; email and internet services are the most commonly used ICT services. Based on the study's findings, it was suggested that user satisfaction evaluations be encouraged. Additionally, the training program should be conducted regularly to enable effective use of library services. There is a need to raise awareness and promote the use of library services among undergraduate students across universities in the country.

(Rajpurkar & Powdwal, 2019). Their research paper discussed awareness regarding information needs, library resources, and services. The understanding of resources and services, and their relationship with the urge to use the library, was tested qualitatively and quantitatively. B. Ed. college libraries do conduct information literacy programs, which should be regularly evaluated to find out the level of awareness of students and teachers to recognize, search, receive and make use of them effectively to satisfy their information needs.

(Vennila K., 2019) In her case study, she examined the use of ICT-based resources and services in engineering college libraries. She discovered that SMS is the most used ICT tool by the respondents. The library could implement Group Mail Services for groups. Most of the respondents use ICT to download the necessary software and tools. The library should conduct user education programs or orientation programs. The library should have

ergonomic furniture and well-organised sections to enable users to use ICT-based library products and services comfortably for extended periods.

(Angadi, 2018) investigated the Use Pattern of Electronic Information Resources (EIR) and Services in Libraries. The study also focused on awareness of Electronic Information Resources and Services, the most preferred types of Electronic Information Resources, and the impact of Electronic Information Resources on academic activities. Therefore, it is recommended that libraries acquire appropriate and sufficient information resources to meet the needs of all their users. The library should conduct frequent user education programs to inform the clientele about the available resources.

Mondal (2017) conducted a study to examine the availability and accessibility of e-resources and their services in colleges. The results depicted a mixed picture of the e-resource collection's development, service, and usage patterns. It was found that private engineering college libraries in India faced challenges due to a cut in library budgets, reduced staff, the devaluation of the rupee, a steep hike in the conversion rate for foreign currencies, and an escalation in the cost of publication. It was suggested that these libraries develop various schemes for the optimum use of library resources and provide access to increased information resources through consortia. By overcoming all barriers, library professionals should be more alert and efficient in selecting and managing these resources and services effectively in the digital environment.

Kumari et al., 2014). The study's primary objective was to assess awareness and utilization of library services. Based on the data collected, they analyzed and concluded that more than half of the library users from both colleges were satisfied with the library's physical facilities, including the library environment, study space, furniture, location, opening hours, and book collection. At the same time, newspapers and reference books were mainly used as information resources.

(Saikia & Gohain, 2013) A study was conducted to examine the use of library resources, user satisfaction with them, and the information-seeking behaviours of Tezpur University students and researchers. After the analysis, the results showed that nearly half of the respondents visited the library regularly, with borrowing books as the primary purpose of their visits. It was found that printed books still occupied a predominant place in the library to meet students' information needs. It was recommended that the university library establish a digital library of theses and dissertations to support scholars' research activities.

(Gunasekera, 2010) The study examined the students' use of the University of Peradeniya's main academic library. The study was undertaken primarily to assess library users' satisfaction with current information services and resources and to identify their needs. The undergraduates were generally satisfied with the library's resources, services, and facilities. Under these results, an exhaustive information literacy program has been suggested to improve understanding and utilization of electronic information resources.

### **3.2. Topic: Effective Techniques for Promotion of Library Services and Resources**

(Ravi, 2019) In a study by Ravi (2019), the effectiveness of outreach techniques in promoting library information sources and services was determined, popular outreach techniques were chosen, and a SWOT analysis was conducted for the Outreach method of promotion. It was found that the library and information science professionals were familiar with outreach methods to promote library information sources and services. Popular

outreach methods consist of print, Non-print, technology, and social media for promoting the Library, and Information Sources and Services are growing daily. The study identified cognizable strengths and weaknesses in the use of Library and Information Services.

(Sanap, 2019) planned to study re-engineering libraries to evaluate the present status of library and information activities and services, and determine the status of re-engineering library services of Arts, Commerce, and Science College (aided) libraries. The primary objective of this research was to understand the current state of college library systems and services and to enhance these activities by leveraging advanced technologies and reimagining libraries for improved user utility. Re-engineering was found to be beneficial for the college libraries and their needs of the time. The study suggested that the appropriate guidelines have been provided for re-engineering library and information services. The model has been tested in college libraries and developed in accordance with an approach that aims to meet user expectations and address the current state of college library services.

(Malekani & Benard, 2018) The researchers investigated the practical techniques used by students, researchers, academic staff, and librarians to promote library information services and resources, as well as the factors that shape their perspectives on these approaches, to understand their attitudes and opinions toward these techniques. A library might implement several kinds of highly considered outreach techniques to motivate its users to make good use of its resources and services, which include in-person events, training sessions, workshops, brochures, catalogues, websites, phones, flyers, ads, emails, classroom instructions, social media, posters, and library tours. These are some of the highly rated outreach techniques the library could use to encourage the utilization of services and resources among library users.

(Desai, 2017) The Author surveyed “Re-engineering of College Libraries: The study focussed on assessing the present status of the college libraries concerning library collection and services provided to users, staff status, the process followed for the management of collection, services, and staff, the status of automation, Use of ICT, an initiative towards digitization, re-engineering strategies used by college libraries, the researcher has suggested the college libraries to adopt the systematic re-engineering process for collection development, ICT infrastructure, and management of human resources in the college libraries and Use of ICT for library services, provision of value-added services to the users for enhancing their teaching, learning and research activities. The researcher has proposed a model for the effective re-engineering of college libraries, facilitating a smooth, efficient implementation.

(Yi, 2016) This study aims to provide a clear understanding of Australian academic librarians' attitudes and views toward practical techniques for promoting services and resources, as well as the factors influencing their perceptions of these approaches. This study provided a clear picture of academic librarians' attitudes and views on practical techniques for promoting or enhancing the use of services and resources. While promoting services and resources, librarians should be thoroughly aware of their demographic characteristics and human capital. It will give them a good idea of which techniques they are more likely to apply in a given situation.

(Tikam, 2007) This researcher aimed to examine various factors influencing the promotion of college libraries and to gauge the gap between expected and current conditions. It attempted to specify and suggest solutions to observed problems and to improve the promotion of Libraries. The study revealed that the available standards for various aspects

of libraries, such as collections, environments, staff, and services, were ambiguous and advisory. As a result, most college libraries were lagging, which adversely affected their condition and the interests of library users. Some of these studies may focus on collection development trends in college libraries, measuring the collection gaps of various libraries, and other related topics.

### **3.3 Topic: New Roles /Future /Concept of College Libraries**

(Jagtap, 2015). The primary objective of the study by Jagtap (2015) was to evaluate the library's overall development and services, intending to enhance productivity and academic excellence. All library services were proposed to be computerized to initiate user training programs and preserve information for a long time. It was also advised that all sources be digitized and updated frequently to move them to new storage devices.

### **3.4. Topic: Use of the Internet**

Another study by Naik and Kishore Kumar (2019) investigated awareness and use of the Internet, analysed its use alongside other information sources, and explored how individuals recognise the advantages of the Internet and the problems associated with accessing it. It was found that users were aware of the Internet and used it primarily for general information, email, finding relevant information, writing research articles, and searching for jobs. Most users saw the college library's webpage. Awareness campaigns such as orientations, seminars, and workshops should be held to help people become more proficient Internet users. One way to address the issue of slow access is to allocate the library's internet services a dedicated bandwidth allocation.

Gurikar (2014). This study discussed the use of the Internet with particular reference to college students. In conclusion, it was observed that proper infrastructure is required in colleges to provide smooth internet facilities. Internet facilities in many colleges are poor or slow. College library users should be provided with computer and internet user training programs, and students may be educated about new techniques and opportunities in the field of information and communication technology (ICT). College library patrons and students could benefit from a computer and Internet training program that would educate them on the new techniques and opportunities shaping the ICT world.

### **3.5.Topic: Utilization of Library Resources**

(Doraswamy & Naidu, 2020) The researchers conducted a study to observe the usage levels of different print resources such as textbooks, reference books, competitive books, periodicals/magazines, dissertations/project reports; hence, it was recommended that more orientation programs at periodical intervals should be arranged for their library users by the authorities of the surveyed colleges, to promote effective and optimal use of their library resources.

A survey of user opinions on the convenience of library working hours and the usage of electronic information resources examines satisfaction with their use by Pitla et al. (2020). Many users were interested in using IEEE, S.C.O.P.U.S., Springer, and N.P.T.E.L. services. The study recommended that information literacy programs on electronic resources be conducted to inform users about the various electronic information resources available in engineering college libraries.

(Subha, 2020) This investigation was undertaken to present a survey of the electronic resources of library resources and services, to identify the problems in accessing resources, and to find out the solutions for the issues identified through the study to enhance the usage and impact of library resources and services and to find further ways to improve the initiation. The study also stated that most users were satisfied with online electronic resources. It was suggested that some institutions needed to increase the web-based services in library activities. The awareness and satisfaction with library infrastructure facilities were more satisfactory. However, some faculty require training and orientation programs.

(David-West, 2019) The investigator conducted a study investigating the availability and utilization of reference sources in Nigerian academic libraries. It was concluded that all available reference sources were outdated and underutilized. There was a notable difference in the availability and utilization of reference sources in academic libraries. There is a need to update Reference sources periodically. Reference librarians should raise awareness and guide students to utilize all available reference sources and digital platforms, develop a comprehensive marketing strategy, and regularly update these resources to ensure their effectiveness. Users should have access to all sources of information so they can use them effectively. Creating a perception of the availability of reference sources and directing students to maximise their use are the primary tasks of the library.

(Subbaiah, 2019) The analysis of undergraduates' and postgraduates' needs for Resources, the perceived impact of these resources on academic efficiency, and the problems they face when using them is the main objective of Subbaiah's study. The results showed that the priority was for general awareness and research purposes. At the same time, the second option aimed to write a paper presentation by gathering current data for this essential research. It was recommended that a high-tech library equipped with the latest infrastructure be established at each college. All resources, in various formats, should be available at any time to gather the required data, even without the librarian's assistance. With its modern facilities, the digital library is designed to support students' learning by meeting the information-seeking needs of its users. (Chandrasekhar, 2018) The study was conducted to examine the effectiveness of using E-Resources. The study's objectives included users' utilization of online and e-resources available in the libraries, the purpose of their use, and the level of satisfaction with these resources. The provision of resources, facilities, and training to the library personnel in the Engineering College library, the technical and infrastructure assistance by national and international governments, and the integration of Information and

(Shinde, 2018) examined the Collection Management and Use of e-resources in Science Research Institute Libraries in the Pune Metropolitan Area. It was found that all science research libraries in Pune had an excellent collection of print and e-resources. However, electronic collections in science research libraries are increasing rapidly and include e-journals, e-books, databases, and PhD theses. The use of Internet resources was also growing fast. To avoid IPR issues, a unique orientation is suggested to be organized that highlights knowledge of copyright and plagiarism. It is recommended that libraries develop digital preservation programs for their electronic resources.

(Dhuri, 2017) A researcher conducted the study with the primary objective of assessing users' use and needs, as well as the availability of library resources. The findings confirmed that the importance of e-resources in these fields was on the rise. One of the most important findings of this study was that e-resources within the institution of medicine and engineering were extremely useful and, therefore, needed to be assessed for awareness of their availability, their use in libraries, and the knowledge required to access them correctly.

Olajide and Adio (2017) surveyed resource utilization and found that library users, primarily undergraduates, complained about their inability to meet their information needs. The needs of the users must be considered while developing the library collection. The researchers noted that some of the significant issues that prevented students from effectively utilizing the library's resources for their information needs were irregular power supply, functional resources, inadequate reading space, and lack of physical facilities such as toilets, construction of a standard library building equipped with necessary physical facilities such as toilets, spacious reading rooms, conference centres, and so on. An inverter or solar power, along with a standby generator, was considered a solution to increase patronage and improve the effective utilisation of library resources.

(Rajamansingh & Manoharan, 2016) examined the library's use pattern and information resources by the teachers working in the College of Education. Librarians are a professional group that bridges the gap between traditional methods and modern techniques used in the organisation, management, and retrieval of information. The study's results indicated that the frequent visits of faculty from teacher education colleges to the library demonstrated that education and libraries coexist. The librarian needed to conduct information awareness programs, especially for the faculty.

(Onye, 2016) The researcher investigated students of the Federal University of Technology, Owerri, to examine the availability, accessibility, and utilization of information resources. The result revealed that the library had some information resources, mainly print materials, that students could use efficiently. Students' use of the Internet confirmed the library's significant need to provide technology and digital information resources. There was a strong need for the library to increase the availability and accessibility of information resources for students as an alternative to the current print format.

Examining the impact of student use of three library resources on academic performance by Kot & Jones (2015) revealed that the library has a positive effect on students' educational performance. This study aims to motivate and assist researchers in using similar analytical tools to investigate the impact of academic libraries on student success.

### **3.6.Topic: Utilization /Use of College Library**

(Maddisetty, 2014) The study examined the use of libraries in Prakasam District, Andhra Pradesh. India. The study examined the current conditions and professional competencies of library staff in delivering services and utilising libraries effectively. The primary objective of the study was to evaluate the library's status and services for its users. It's an excellent recommendation to ensure students are well-informed about library services and that effective organisational programs are in place to support them. It will help students better understand and use the library's resources. There is a need to create awareness of the proper use of the Internet and its applications in engineering colleges.

(Rao, 2014) The present study focused on understanding the procedures followed in the acquisition, classification, cataloguing, circulation, stock verification, and management of reading materials; physical facilities; automation; human resources; finance; and readers' services, and on suggesting measures to improve library sources, facilities, and services. Hence, the authorities of these college libraries should take the necessary steps to conduct orientation programs for the freshers. It was suggested that a proposal for networking degree college libraries in Andhra Pradesh is known as APDCLIBNET (Andhra Pradesh Degree College Libraries Network).

(Dass, 2013) Researchers examined Utilization of college libraries – A Study among the postgraduate students of Arts and Science College under Bharathiar University, Coimbatore, regarding the awareness of library utilization, services, adequacy of library resources, and their perspectives on library services. He also examined the utilization levels of college library users and the services provided by the library. An attempt has been made to determine the true nature of the existing situation, including the facilities, resources, and services of the arts and science college library, as well as its utilization by postgraduate students.

The study, showcased by Singh (2010), assessed the use of resources and services by libraries in colleges of education in the state. It was revealed that the organisation and administration of the libraries were unsatisfactory. Libraries lacked basic infrastructure and adequate staff to serve their users. Students frequently visited libraries to meet their information needs for academic purposes, and teachers visited to stay up to date. It was also observed that users were less aware of library services and the implementation of computers. It was suggested that users needed to create awareness about the importance of libraries in education and society. Utilizing emerging technologies is essential for adapting to the evolving landscape while delivering library resources and services.

(Mandal, 2009) The study was conducted with some objectives, which include evaluation of the library facilities available in the colleges as perceived by the students and teachers, exploring the pattern of library use, determining the relationship between the library use pattern and the academic achievement level of students and identify the action-oriented innovative measures to be adopted for improving the library use pattern as well as the quality of higher education. After the detailed analysis, the results revealed that the available library facilities for teachers and students were not different in terms of reading and borrowing literature, or in the duration of library use. )

(Shrestha, 2008) carried out this study to determine the "Students' use of the library resources and self-efficacy."

### **3.7. Topic Library Utilization Behaviour/ Utilization of Library Resources and Services**

The researcher analyzed variations in the usage of information sources. The study revealed that most colleges have only limited subscribed e-resources/e-journals; hence, the library authority should consider subscribing to more E-resources and new editions of reference books, both in print and Electronic Formats.

(Bansal, 2014) The study was focused on the existing library and information service facilities. Some of the study's primary objectives were to examine users' attitudes toward library information sources and services, analyse usage patterns, assess the adequacy of the library's collection, and determine users' opinions of these sources and services. Compared to other sources of information, most users come to the library to read newspapers or borrow books rather than use a CD-ROM. A significant percentage of users were unaware of C.A.S., reprographics, and OPAC services. Users were not using the OPAC to its full potential. Every user has specific information needs that drive them to visit the library.

(Shanmugam, 2013) The researcher examined the information-seeking and utilization behaviour among the student community. The study aimed to elicit students' opinions on various types of information sources, which include primary, secondary, e-resources, and unpublished documents, that are pertinent to their academic needs. The study identified the barriers and problems while searching for information.

Roy (2011) conducted a study to determine the root causes of problems in Government college libraries in West Bengal, with a focus on ensuring the proper utilisation of resources given users' information-seeking behaviour. This study's findings will be beneficial in preparing more realistic and operational policies and programs to ensure the proper functioning, utilization, and development of these college libraries. As the library user is the primary object of any library, it is vital to design library resources and services to fulfil users' needs. Library users must have a substantial influence on many stages of the resource and service management process.

Vashishta (2008) surveyed library users and their use patterns and assessed the facilities and services provided in college libraries in terms of their ability to cater to various user requirements, library collections, and collection development policies vis-à-vis library users. Most libraries primarily use information technology for administrative tasks, which need to be expanded and focused more on need-based, value-added user services.

### **3.8. Topic Utilization /Use of Library Services**

(Chegoni, 2019) This research was conducted to study the availability of resources, facilities, and innovative Services. The study will benefit library and information professionals and college-level library and information officers by enabling them to understand the available collection, user attitudes, and document usage. Every library inevitably copes with the rapid pace of technological development depicted by this information age.

(Jadhav, 2017). A Researcher examined the evaluation of Digital Reference Services in Engineering College Libraries affiliated with the University of Pune using digital reference services. The study's results revealed that although users of engineering college libraries were aware of various digital reference services, their usage was limited. The study also showed that providing digital reference services was financially expensive. Despite all this, users of engineering college libraries were satisfied with the digital reference services offered by their libraries.

Kumar (2015) conducted an extensive study of the digital collection and development initiatives of engineering college libraries. The study's findings revealed that organizing information and knowledge was necessary for the effective extraction and dissemination of its prerequisites. Various ways of collecting information have been utilized since the earliest times. There are two fields, which include advancements and changes in computation and ICT. The integration of the two fields plays a prominent role in the methods of information processing and dissemination in academic libraries.

## **CONCLUSION**

According to the study cited in the above article of literature review, significant research has been conducted on the Utilisation of college library resources at both national and international levels. For the study, various surveys have been evaluated regarding the use of library resources and services, the application of Information and Communication Technology (ICT) in libraries, and the use of the Internet, among other topics. Several programs, such as library weeks, user education and awareness initiatives, and user awareness and interaction programs, aim to increase the number of end users who should be organized for users. Utilise innovative technological tools and techniques, as well as social networking applications, to market and attract users; these efforts will increase the use of academic libraries. The libraries substantially use Information Technology for housekeeping operations, which need to be extended and focused more on need-grounded, value-added student services.

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