USE OF LIBRARY RESOURCES AND SERVICES BY FEMALE USERS IN SRI VENKATESWARA UNIVERSITY, TIRUPATI: A STUDY

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Abstract: To examine the use and awareness of library e resources and services among the Female users of Sri Venkateswara University, Tirupati. Survey method was used with a structured questionnaire following accidental sampling method. The data was collected from 125 respondents out of 150.Questionnaires distributed to the post-Graduate students, Research scholars and Project Fellows. The study revealed that majority of the participants (28.8%) visit library for preparation of competitive examinations,28% of the scholars and project staff visits to write synopsis, research papers. 91.2% Female users prefer print resources. Most of the female users were satisfied with Library OPAC services, reprographic services and reference services provided by the library.

Key words: use of e-resources, Female users, SV University. Library Resources and Services.

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1.0. Introduction
University library has an important role and responsibility to encourage and motivate the users from generating the reading habits to build the development of skills in the users to become a knowledgeable, skillful and everlasting societal behavioral person to the society though its services by supporting reading materials along with libraries effective reference services. Library always promote the students, research scholars and faculty by facilitating the up to date information and encourage the academic community with their adequate resources and services to fulfill the university's objectives by promoting research buildups and extends the knowledge in their respective subject domains. The library must provide books, journals, databases and other materials including e-resources. It should build its collections up to date according to the educational programs of the university from time to time.
Library sources and services are important aspects in any academic libraries. These libraries are providing information to its users from different sources and services available in the library. University libraries are providing different kinds of information sources both print and electronic versions. In the present electronic age, ICT based sources and services playing a vital role in catering the information needed to the university student's scholars and project fellows. Hence, the study was chosen to know how the Female users seek information, awareness and use of print online resources.

2.0 Sri Venkateswara university library, Tirupati:
Sri Venkateswara University, was established in Rayalaseema region of Andhra Pradesh to promote higher education for the development of Rayalaseema area. and become affiliating university came to existence on the 2nd September, 1954. The Library building was begun in the year 1955 with a small collection of like books including some other documents in a small portion of Sri Venkateswara College, Tirupati. which is under the administrative and financial control of by Tirumala Tirupati Devasthanams. Later, all the Library material shifted to the present building on 12th july 1964. The carpet area of the main library building is about 56,637 sq. ft. out of which the Stack Area occupied in 19,558 square feet's, reading area contains 16,980 sq. ft. The library has occupancy capacity for 400 users at a single time by covering four reading halls. The total library is

systematically divided into seven units for smooth functioning of daily functional operations on all working days by supporting all colleges of the university.

3.0 Objectives:

The main objective of the research was to know the perception and utilization of Library resources and ICT-enabled electronic resources and services among women P.G students, research scholars and project fellows of SVU library.

> ➢ To know the format of the library resources preferred by the female users
> ➢ To know the time spent by the female users students and type of format they prefer for their studies
> ➢ To examine the Female users awareness and utility of e resources and services.
> ➢ To examine the familiarity in using e resources by the women users
> ➢ To know the Female users satisfaction on the available resources and services in the library.

4.0 Review of literature:

Rajani Mishra & Ashok Kumar Shukla. (2020). this study reveals that the importance of electronic information resources in an academic library by the social scholars. A survey with questionnaire method fallowed to identify the types and methods of e-resources and it's of extent of use in BHU. Findings conclude that the social scientist aware of online journals and internet based web resources with 94.3% and 91.4% and mostly uses journals with 90% accepted by social scholars.

Daulat Jotwani (2013). This paper comprehensively gives the glimpses of the information, about the various aspects of library operations including automation, the automation, services parts and different resources available and the functioning process and methods of existing IITs by studying the various resources subscribed by individual IIT's excluding the e resources provided through consortium based electronic resources which can help and support to the mission and vision of futuristic research to the engineering faculty and scholars among the IIT system. It's suggested to apply web 2.0 tools and cloud computing for users to inform the current information through interactive WebPages and for betterment of library operations and services to the scholar community.

Chakrapani, D & Dhanaraj, D (2021) the study made a driven about the ICT application in engineering college and internet effect and use for complete transformation of traditional libraries and its basic library operations and services provided to the students. it focused on the awareness, use and satisfaction levels of the sure community and library staff and their role in proper information providing through ICT enabled resources in library and offering services in the engineering colleges of North Coastal districts, Andhra Pradesh. 48.82% M. Tech students and 69% of B tech students uses for games and entertainment and 51.74% of students use ICT based library services 47% mostly uses for searching online databases with 32.4% for downloading PDF format of articles. 60% of the library users express that current up to date information access for their academic purpose.

5.0 Methodology

In the study, survey method was employed for accumulating the data from the female users. A structured questionnaire was developed for collecting data containing the questions on the user's frequencies of library visit, purpose , use of library resources, services, preference of library material and their satisfaction level on the availability of e –resources.

A questionnaire tool was used for collecting the data from the respondents. 150 questionnaires were distributed among the Female users including Post Graduate students (P.G), research scholars and project fellows in Sri Venkateswara University, Tirupati. The researcher has distributed questionnaires personally in the university library, women's hostel by using accidental sampling method. The researcher has clarified the doubts raised by the respondents while fulfilling the questionnaire. The researcher has received 125 usable questionnaires. After collecting the data, the data was exported into excel sheet, then the data was examined and simplified in the form of suitable tables and figures in the following paragraphs.

5.1 Data analysis:

The age of the respondents of Female users was given in the table 1.

Table-1: Distribution of respondents by Age wise

Age Group	Category			Total
	Research Scholars	PG Students	Project Fellows	N=125

	(n=35)	(n=75)	(n=15)	
< 25 Years	6 (17.1)	69 (92.0)	0 (0.0)	75(60.0)
25-30 Years	15 (42.9)	6 (8.0)	3 (20.0)	24 (19.2)
30-35 Years	9 (25.7)	0 (0.0)	6 (40.0)	15 (12.0)
Above 35 Years	5 (14.3)	0 (0.0)	6 (40.0)	11 (8.8)
Total	**35 (100)**	**75 (100)**	**15 (100)**	**125 (100)**

Table.1 disclosed that the majority of the questioner's age below 25 years was with (60.0%) and followed by an age of female users with 25-30 years (19.2%), 30-35 years (12.0%) and remaining of them are above 35 years.

5.2 Native background:
Table-2:Native Background of the Respondents

Category	Native Background		Total
	Rural n=74	Urban n=51	
Research scholars	23 (31.0)	12 (23.5)	35 (28.0)
PG Students	42 (56.8)	33 (64.7)	75 (60.0)
Project fellows	9 (12.2)	6 (11.8)	15 (12.0)
Total	**74 (100)**	**51 (100)**	**125(100)**

Table-2 shows that majority of the respondents (60.0%) belongs to post-graduation female users followed by research scholars (28.0%) and remaining of them (12.0%)are from Project fellows. It is also clear from the study that majority of the postgraduate students are from urban background and research scholars are from rural background respectively.

5.3. Purpose of library visit:
Table-3: Purpose of library visit

Motivation of library visit	Number	Percentage (%)
For writing research papers/ synopsis/ theses	35	28.0
For preparation of competitive exams related	36	28.8
To keep up-to-date knowledge in research work	25	20.0
For accessing Print Resources	9	7.2
For browsing internet	8	6.4
For accessing online Resources	6	4.8
For collecting reference materials	6	4.8
Total	**125**	**100**

Table-3 elucidates that majority of the female users (28.8%) visit the library for the purpose of preparation of competitive exams and 28% of the female users are coming for writing research papers/ synopsis/ theses and next followed by to keep up-to-date knowledge in research work (20.0%), for accessing Print Resources (7.2%), for browsing internet (6.4%), for collecting reference materials and for accessing online resources (4.8%).

5.4 . Time spent in the library
A query has been asked to the Female users to know how much time that they spent in the library per day. The replies given by them are shown in Table-4.

Table-4: Time spent in the library per day

Time spent	Category			Grand Total (N=125)
	Research scholars (n=35)	PG Students (n=75)	Project fellows (n=15)	
>1 hour	9 (25.7)	21 (28.0)	6(40.0)	36 (28.8)
1-2 hours	5 (14.3)	14 (18.6)	6 (40.0)	25 (20.0)
2-3 Hours	10 (28.6)	19 (25.3)	3 (20.0)	32 (25.6)
3-4 hours	7 (20.0)	17 (22.6)	0 (0.0)	24 (19.2)
< 4 Hours	4 (11.4)	4 (5.3)	0 (0.0)	8 (6.4)
Total	**35 (100)**	**75 (100)**	**15 (100)**	**125 (100)**

Table-4 depicts that majority of the respondents (28.8%) spent less than one hour in the library followed by 2-3 hours (25.6%), 1-2 hours (20.0%), 3-4 hours (19.2%) and remaining of them (6.4%) spent above 4 hours in the library. It is presumed that most of project fellows spent their time less than one hour in the library per a day.

5.5.   Type of format prefer by the users: The respondents were asked to which format material that they preferred. The answer's given by replier are shown in table-5.

Table-5: **Type of format prefer by the users**

Prefer format	Category			Grand Total (N=125)
	Research scholars (n=35)	PG Students (n=75)	Project fellows (n=15)	
Print	6(17.1)	42 (56.0)	2 (13.3)	50 (40.0)
Online	17 (48.5)	19 (25.3)	9 (60.0)	45 (43.2)
Both Print and Online	12 (34.2)	14 (18.6)	4 (26.0)	30 (29.2)
Total	**35 (100)**	**75 (100)**	**15 (100)**	**125 (100)**

Table-5 enumerates that majority of the respondents (43.2%) prefer to use online format followed by print format (40.0%) and remaining of them (29.2%) prefer both print and online formats. It is concluded that majority of the project fellows and research scholars preferred online format in their library and (56%) of the PG students prefer print format resources.

5.6.   Type of print materials use:

Table-6: Use of print materials by the respondents

Print materials	Category			Grand Total (N=125)
	Research scholars	PG Students	Project fellows	
Books	33 (26.4)	69 (55.2)	12 (9.6)	114 (91.2)
Journals	29 (23.2)	12 (9.6)	9 (7.2)	50 (48.2)
Theses/Dissertations	24 (19.2)	2 (1.6)	6 (4.8)	32 (30.8)
Magazines	16 (12.8)	28 (22.4)	4 (3.2)	48 (47.2)
Conference Proceedings	21 (16.8)	0 (0.0)	2 (1.6)	23 (22.6)

(Respondents are permitted tick more than one answer)

It is evident from the Table-6 that majority of the respondents(91.2%) replied that they use books mostly other then the library materials and next followed by using journals (48.2%),Magazines (47.2%), Theses/Dissertations (30.8%)**,** and remaining of them(22.6%) replied that they use conference proceedings.

5.7. Type of library services use:

Table-7: Type of library services use by the respondents in university library

Library Services	Category			Grand Total N=125
	Research scholars	PG Students	Project fellows	
Book Lending service	6 (4.8)	15 (12.0)	2 (1.6)	23 (18.4)
Remote access service	31 (24.8)	18 (14.4)	14 (11.2)	63 (50.4)
Reprographic services	27 (21.6)	69 (55.2)	9 (7.2)	105 (84.0)
Abstract services	19 (15.2)	2 (1.6)	7 (5.6)	28 (22.4)
Indexing services	1 (0.8)	1 (0.8)	6 (4.8)	8 (6.4)
Inter Library loan services	33 (26.4)	47 (37.6)	12 (9.6)	92 (73.6)
OPAC services	32 (25.6)	71 (56.8)	14 (11.2)	117 (93.6)
Reference services	29 (23.2)	56 (44.8)	11 (8.8)	96 (76.8)
Current Awareness Service	34 (27.2)	23 (18.4)	8 (6.4)	65 (52.0)

Newspaper clipping services	17 (13.6)	63 (50.4)	11 (8.8)	91 (72.8)
Bulletin Board services	7 (5.6)	39 (31.2)	2 (1.6)	48 (38.4)
Document delivery services	28 (22.4)	16 (12.8)	13 (10.4)	57 (45.6)

(Respondents are tick more than one answer)

Table-7 portrays that maximum number of users (93.6%) replied that Female users utilizing OPAC service in their university library followed by reprographic service (84.0%), reference service (76.8%), Inter library loan service (73.6%), newspaper clipping service (72.8%), current awareness service (52.0%), remote access service (50.4%), document delivery service (45.6%), bulletin board service (38.4%), abstract service (22.4%), book lending service (18.4%) and remaining of them (6.4%) use indexing services use in their university library. It is concluded that most of the postgraduate students replied that they use OPAC service use in their university library. Research scholars prefer to use current awareness service with 27.2% and project fellows are mostly prefer the services of OPAC service and remote access service with (11.2%).

5.8. Familiarity in searching e-resources: A query has been asked to be female users to know the familiarity in searching e- resources by the library users. The opinion given by Female users are shown in Table-8.

Table-8:**Familiarity in searching e-resources by the library users**

Reply	**Category**			**Grand Total N=125**
	Research scholars	**PG Students**	**Project fellows**	
Yes	29 (82.9)	46 (61.3)	13 (86.76)	88 (70.4)
No	6 (17.1)	29 (38.7)	2 (13.3)	37 (29.6)
Total	**35 (100)**	**75 (100)**	**15 (100)**	**125 (100)**

Table-8 explains that maximum of the female users (70.4%) are familiar in searching e-resources and remaining of them (29.6) replied negatively It is concluded that most of project fellows and research scholars and PG students familiar in searching e-resources.

5.9.   Type of materials use for academic/research:
A question has been put to be respondents to know what kind of reading materials, they use mostly by the users for academic/ research purpose. The response given by Female users are shown in Table-9.

Table-9:**Kind of materials use by the users for academic/ research purpose**

Type of materials use	**Category**			**Grand Total N=125**
	Research scholars	**PG Students**	**Project fellows**	
Print material	29 (23.2)	71 (56.8)	8 (6.4)	108 (86.4)
E-resources	33 (26.4)	26 (20.8)	14 (11.2)	73 (58.4)
Project reports	21 (16.8)	11 (8.8)	13 (10.4)	45 (36.0)
Databases	31 (24.8)	8 (6.4)	9 (7.2)	48 (38.4)
Theses/ Dissertations	27 (21.6)	2 (1.6)	11 (8.8)	40 (32.0)

(Respondents are tick more than one answer)

It is perceptible from Table-9 that majority of the participants (86.4%) replied that their use of print material for academic/research purpose followed by e-resources (58.4%), databases (38.4%), project reports (36.0%) and remaining of them (32.0%) of respondents replied that their use theses/dissertations for academic/research purpose. It is concluded that majority of the postgraduate students use print materials for academic purpose. The research scholars mostly uses e-resources (26.4%) fallowed by Databases (24.8%). The project fellows also mostly uses E-resources (11.2%) fallowed by databases (10.4%).

5.10.   Type of e-resources use mostly: A query has been placed in front of Female users to perceive about what kind e-resources that they use mostly. The replies given by them are shown in Table-10.

Table-10: **Type of e-resources use mostly for research purpose**

Type of e-resources	**Category**			**Grand Total**
	Research	**PG Students**	**Project fellows**	

use	scholars			N=125
E-journals	14 (11.2)	22 (17.6)	7 (5.6)	43 (34.4)
E-books	12 (9.6)	51 (40.8)	12 (9.6)	75 (60.0)
Online databases	13 (10.4)	39 (31.2)	14 (11.2)	66 (52.8)
ETD (E-Theses/ Dissertations)	9 (7.2)	11 (8.8)	9 (7.2)	29 (23.2)
Project reports	12 (9.6)	3 (2.4)	3 (2.4)	18 (14.4)

(Respondents are tick more than one answer)

Table-10 shows that majority of the participants (60.0%) replied that their e-books as a type of e-resources use mostly for research purpose followed by online databases (52.8%), e-journals (34.4%), ETD (Electronic Theses and Dissertations) (23.9%) and remaining of them (14.4%) of respondents replied that they use project reports for research work. It is concluded that maximum of the postgraduate students answered that e-books uses mostly for academic purpose. Research scholars mostly use e-journals (11.2%)and project fellows mostly uses online databases (11.2%).

5.11. Satisfaction with overall library sources
A query has been placed to be replier to know their satisfaction with overall library resources available in the library. The replies given by them are shown in Table-11.

Table-11: Satisfaction with overall library sources

Library Resources	Level of Satisfaction		
	Highly satisfied	Neither satisfied Nor dissatisfied	Dissatisfied
Print Books	75 (60.0)	41 (32.8)	9 (7.2)
Journals	73 (58.4)	39 (31.2)	13 (10.4)
Online databases	62 (49.6)	26 (20.8)	37 (29.6)
Open access resources	70 (56.0)	30 (24.0)	25 (20.0)
Online open course wares	59 (47.2)	28 (22.4)	31 (24.8)
Theses/ dissertations	61 (48.8)	57 (45.6)	4 (3.2)

(Respondents are tick more than one answer)

Table-11 shows that majority of the respondents(60.0%) have satisfied in using Print Books followed by(58.4%) using journals,(49.6%) using online databases,(49.6%) using open access resources,(47.2%) using online open course wares and (48.8%) in using theses/dissertations.

5.12. Satisfaction with overall library services : A query was asked to the Female users to identify the level of satisfaction with overall library services available in the library. The received perception of the Female users are shown in Table-12.

Table-12: Satisfaction with overall library services

Library Services	Level of Satisfaction		
	Highly satisfied	Neither satisfied Nor dissatisfied	Dissatisfied
Library OPAC	68 (54.4)	55 (44.0)	2 (1.6)
Internet services	73 (58.4)	51 (40.8)	1 (0.8)
Electronic reference services	7 (5.6)	68 (54.4)	50 (40.0)
SDI	10 (8.0)	88 (70.4)	27 (21.6)
CAS	16 (12.8)	87 (69.6)	22 (17.6)
Printing/ scanning services	64 (51.2)	46 (36.8)	15 (12.0)

(Respondents are tick more than one answer)

From the Table-12 reveals that most of the library users have highly satisfied with the internet service (58.4%) followed by OPAC services and printing and scanning services. The users least satisfied with the electronic reference services providing by the library. More than 50% of the users they have replied neutrally regarding electronic reference services and SDI and CAS services.

6.0 Findings of the study:

- Majority of the Female users prefer the print resources with 56% by the Post Graduate students by spending the time 2-3 hours (28.6%) and the research scholars prefer online format by spending less than one hour, the Project fellows are also preferring online resources with 60% and spent 1-2 hours per day.
- Most of the respondents (91.2%) prefer to read books fallowed by journals and magazines with 48.2% and 47.2% respectively.
- Female users with age group of below 25 years prefer to prepare for competitive examinations with 28.8% by reading print resources mostly books with 91.2%.
- Maximum of the responder's (70.4%) are known about electronic resources and utilizes with 58.4% for their academic and research purpose and mostly prefer e books with 60%.
- Most of Female users uses and priorities' in the order of Library OPAC services, reprographic services, reference services, service of Inter library loan, news paper clipping services, Current awareness services and remote access services are satisfied by Female users and utilizes maximum of the library resources with books with 60%, Journals with 58.4% and open access resources provided through library website with 56%.
- Most of the Female users are satisfied with internet services with 58.4% printing and scanning services with 51.2%.

7.0 Recommendations and Suggestions

The following suggestions have been made for improving the sources and services in Sri Venkateswara University, Tirupati

- The study shows 56% of the PG students spent their time 2-3 hours only per a day. It may be due to the access of social media using smart phone. Hence the PG students may be motivated to spend most of their time in library for searching print and online resources.
- About 30% of the Female users are not aware and use of electronic resources. Hence, library orientation programs should be conducted among the PG students by creating awareness and use of e resources and searching tools.
- Library should be improved by conducting information literacy programs and reference management tools for proper using of e journals and data bases will be helpful for adding the ICT based library services for easy access of information by the research scholars and project fellows.

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