

AWARENESS AND USE OF LIBRARY PRINT AND DIGITAL RESOURCES AND SERVICES AMONG THE BIOTECHNOLOGY STUDENTS: A CASE STUDY OF JAMIA HAMDARD UNIVERSITY

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Abstract: The present paper is to study about the awareness and use of library resources and services among the students of biotechnology department in JamiaHamdard University, New Delhi. With the advent of ICT, Information resources and services have been available in various forms. Present study has been done keeping in view the availability of different forms of resources and services and their further effective use and awareness among users by Information Centers. The study will help the librarian to know the awareness among users which in turn will further help in improving the library services.

The purpose of the study is to know the awareness of users regarding the print and electronic information resources and services and its frequency of use. Survey method was conducted by distributing the questionnaire among the users of biotechnology department in the University. Results revealed that users are more aware about books and newspapers and they frequently use issue return and photocopy service of the library. Very less no. of users are aware about Inter library loan service and electronic document delivery service and consequently these are among the least used service. More training sessions and user orientation programs need to be organized to increase the awareness among users.

Keyword: Print, Electronic, JamiaHamdard University, Information resources, Information services

1.0 Introduction : University library plays a vital role in shaping up the knowledge sphere of students. They play an important part in a knowledge society. The libraries spend huge amount every year in acquiring the information resources to serve its users better. Information Technology has changed the way resources and services are being served to users by library and information centres. The information seeking behavior of the users has also changed with the advancement of technology. Users have many options to access the information. To cope up in this competitive race, libraries have to remain well connected with the society. Libraries are required to promote the library products and services to meet the needs of end user. The need of the hour is to act proactively to attract users, make them aware, in such a technological world, about the latest updates in the information world.

The role of the Libraries is to provide required Information to the users whenever they need it. Thus it is very important that these information centres remain aware of the users information needs and their information seeking behavior in order to provide them better information facilities. The richest information centre is also of no use, until the end users knows about the availability of that information in the library and use it effectively. With the advancement of technology, the forms and variety of information resources has increased to a large extent. Information Technology has lead to the development of high performance computers, high bandwidth internet, digitized printed material, electronic resources like e-books, e-journals, e-thesis, dissertations, online databases, electronic storage media like CD-ROMs. Availability of information in such diverse forms has led to the global access to the information. It has become necessary to conduct these types of studies for the librarians. While

selecting the information resources for the library, some of the important factors are awareness, convenience and adequate knowledge of information needs of the users. The present study intends to know the status of awareness and use of information resources and services by the users.

1.1 Hamdard University

The Founder-Chancellor of JamiaHamdard University was a renowned physician, Late Janab Hakeem Abdul Hameed. The University was inaugurated on 01 August, 1989 by Late Shri Rajiv Gandhi. University emerged in the form of a “Deemed to be University”.

1.2 University’s Department of Biotechnology

As per the University, the Department of Biotechnology is the fourth top Biotechnology schools in India. The department of biotechnology of JamiaHamdard University was established in 1997. It offers two courses namely, M.Sc. and Ph.D. Department also receives grant from various sources like DBT, DST, CSIR, ICAR, ICMR, DRDO, UGC, DOEN, ISM&H, CCRUM, AYUSH, and World Bank. Department also has a placement cell to aid the students to get placement and training in various Biotechnology R&D institutions, Universities and Industries.

1.3 HamdardUniversity Library and Information System

The Central Library of the University is named as Hakim Mohammad Said (HMS) Central Library. The library remains open on all working days from 9.00 a.m to 5.00 p.m. The library was established in 1960. Library has approximately 4000 members, which includes, 3000 Undergraduates, 1000 PG student, 100 Research Scholars and 200 faculty members. Library is fully automated and Libsyssoftware is being used in library systems. There was no major problem faced during automation of the Library and Library staff receives training for handling Electronic resources on regular intervals. However if funds will be provided to the library, first priority would be given to train the Library Staff in IT and purchase of computers. Librarian would also be interested in investing funds in the infrastructure related to Training. There is no separate budget for print and electronic resources in the library. Also there are no policy, guidelines or rules for purchasing print and electronic resources separately. Library provides latest updates about Library Resources and Library Services to its users through Library bulletin, Library Website and User Orientation, workshops and seminar programmes. Library is member of Infflibnet consortia.

2.0 Objectives of the Study

1. To identify the purpose of visiting library by the users.
2. To know the awareness of users in Library resources.
3. To know the awareness of users in Library services.
4. To know the user’s awareness about the availability of University Library Resources.
5. To know the user’s awareness about the availability of University Library Services.
6. To know the frequency of usage of Library resources by the users.
7. To know the frequency of usage of Library services by the users.
8. To know the sources of information from which users get to know about the resources and services of Library.

3.0 Hypothesis of the Study

Hypotheses of the study is based on the presumptions that since users of the JamiaHamdard University visit the Library Daily because of marking their attendance, they must be knowing about the resources and services of the library very well.

1. Students are aware about the library resources.
2. Students are aware about the availability of library resources in the university library.
3. Students use library resources very frequently since they visit the library daily
4. Students are aware about the library services.
5. Students are aware about the availability of library services in the university library.
6. Students use library services very frequently since they visit the library daily.

4.0 Review of Literature

Khan and Alam (2016) studied the information seeking behaviour of users in TERI University, New Delhi and found that borrowing books was the major purpose among post graduate students. Results also showed that Books were used most frequently by post graduate students followed by periodicals, whereas periodicals were used most frequently by Research scholars followed by books. It has also been found that majority of the students were aware about lending service of books and periodicals. **Gupta and Sharma (2015)** studied the use of resources and services in IIT Mumbai Library and found that approximately 60% of the users use both print and electronic resources, 65% users widely use library resources and services, and more than 74% users felt the need of training for optimum use of electronic resources and services. **Joshi (2014)** study revealed that electronic resources are more used by faculty members than students. It has also been found that undergraduate students only use printed textbooks and rarely use electronic resources because of lack of awareness. **Saikia and Gohain (2013)** studied the use and satisfaction of library resources and services of Tezpur Library and found that 32.07% of the users visited the library daily. Main purpose of visiting the library was to borrow books followed by for accessing periodicals and reference sources. Study revealed that maximum no. of users used text books as information source, followed by online journals and newspapers. Use of back volumes, thesis, CD/DVD was very less as compared to other resources. Most of the users were satisfied with collection online journals and text books. Author suggested that Information marketing techniques should be devised to create more awareness among users, so that library resources and services can be better utilized. **Chauhan et. All (2012)** studied about the user's awareness, knowledge about availability of e-resources and their preference of using e-resources. Results revealed that users have fair awareness and sufficient knowledge about e-resources and they preferred to use OPAC instead of print catalogue. Study concluded that ICT has made an increase use of e-resources over print resources. **Camacho and Spackman (2011)** discussed about the awareness and extent of use of e-books by the faculty members at Brigham Young University. Results showed that 57% faculty was aware about e-books and 69% faculty said that they used e-books atleast once in past month. 62% of the faculty members said that they read only portions of e-books and not the entire e-book. 61% preferred printed books and 39% preferred e-books. **Kacherki and Thombare (2010)** said that majority of users use electronic journals just for browsing the content and they don't read the entire electronic journal. Users referred electronic journals infrequently due to lack of awareness and referred printed journals more regularly.

5.0 Scope and Methodology

Questionnaire method was adopted to study about the awareness of library resources and services among the biotechnology students of Hamdard University. 75 questionnaires were received back out of 100 questionnaires that were distributed among Students, Research Scholars and Faculty members. SPSS (statistical software) was used to analyse the data.

It is a case study of JamiaHamdard University, New Delhi. The Library resource persons would be benefitted from the present study after knowing the status of awareness of the biotechnology students. The study will also help the university library in devising new techniques to make the students more and more aware about its resources and services. Overall it will help in promoting the library resources and services among the users.

6.0 Analysis and Interpretation**Table 1: Gender Population**

Gender	Frequency	Percentage
Male	11	14.7 %
Female	64	85.3 %
Total	75	100.0 %

Table 1 depicts the no. of males and females included in the study. Out of 75 respondents, 64 were females and 11 were males.

Table 2: Age of the Population

Age	Frequency	Percent
UP to 25 Years	72	96.0 %
26-30Years	3	4.0 %
Total	75	100.0 %

Table 2 depicts the Age of the population. Since the population comprises of Postgraduate students and Research Scholars only, 96.0% of users belong to the age group of upto 25 years and only 4% students are in the age group of 26-30Years.

Table 3: Status of the Respondents

Status	Frequency	Percentage
PG	70	93.3 %
RS	5	6.7 %
Total	75	100.0 %

Table 3 shows the status of the respondents. 93.3% respondents are PostGraduate students, whereas only 6.7% respondents are Research Scholars of the population in the Department of Biotechnology.

Table 4: Purpose of visiting Library

Purpose		Yes	No	Total	Mean	Std Deviation	Rank
Issue Return of Books	n	57	18	75	.76	.430	1
	%	76.0	24.0	100.0			
Research Work/ Assignment	n	34	41	75	.45	.501	2
	%	45.3	54.7	100.0			
Consult E-Books	n	30	45	75	.40	.493	3
	%	40.0	60.0	100.0			
Internet Surfing/ Browsing Websites	n	22	53	75	.29	.458	4
	%	29.3	70.7	100.0			
Research Work/ Assignment	n	21	54	75	.28	.452	5
	%	28.0	72.0	100.0			
Consult Online Databases	n	12	63	75	.16	.369	6
	%	16.0	84.0	100.0			
Consult Journals/ periodicals	n	11	64	75	.15	.356	7
	%	14.7	85.3	100.0			
Consult Electronic Journals/ periodicals	n	11	64	75	.15	.356	8
	%	14.7	85.3	100.0			

Consult Reference Sources	n	10	65	75	.13	.342	9
	%	13.3	86.7	100.0			
Consult Electronic Thesis/ Dissertations	n	5	70	75	.07	.251	10
	%	6.7	93.3	100.0			
Consult Thesis/ Dissertations	n	4	71	75	.05	.226	11
	%	5.3	94.7	100.0			
Read Newspaper/clippings	n	3	72	75	.04	.197	12
	%	4.0	96.0	100.0			
Consult Electronic Reference Sources	n	3	72	75	.04	.197	13
	%	4.0	96.0	100.0			

Table 4 shows the purposes of visiting the library. The topmost purpose of visiting the library is for issue return of books, followed by going to library for doing research work/Assignment which ranked second. The least common purpose is to go for consulting Electronic Reference Sources which ranked last among all the purposes. It is also interesting to note that mean value for the purposes of consulting print journals and consulting electronic journals and periodicals has come out to be same i.e. ($\bar{x} = .15$)

Another interesting fact which was noted down was that every student wrote that they visit library daily and the purpose of visiting library is "For Attendance". On asking the students about this, it has been found that, university has made it a mandatory rule for the students to visit the library daily to mark their attendance in the register. This is an interesting method to make students visit library daily. Once they will visit the library for attendance purpose, it can be expected that at least half of them will use other library resources and services.

Table 5: Awareness about Library Resources

Awareness		Yes	No	Total	Mean	Std Deviation	Rank
Books	n	75	0	75	1.00	.000	1
	%	100.0	.0	100.0			
Newspapers/ clippings	n	61	14	75	.81	.392	2
	%	81.3	18.7	100.0			
Printed Journals/periodicals	n	56	19	75	.75	.438	3
	%	74.7	25.3	100.0			
Reference Sources	n	54	21	75	.72	.452	4
	%	72.0	28.0	100.0			
E-books	n	48	27	75	.64	.483	5
	%	64.0	36.0	100.0			
Theses/ Dissertations	n	43	32	75	.57	.498	6
	%	57.3	42.7	100.0			
Online Databases (Biotechnology)	n	38	37	75	.51	.503	7
	%	50.7	49.3	100.0			
Electronic Journals/periodicals	n	32	43	75	.43	.498	8

	%	42.7	57.3	100.0			
E-Thesis/E-Dissertations	n	31	44	75	.41	.496	9
	%	41.3	58.7	100.0			
Electronic Reference Sources	n	31	44	75	.41	.496	10
	%	41.3	58.7	100.0			
CD-ROM Databases	n	20	55	75	.27	.445	11
	%	26.7	73.3	100.0			

Table 5 shows the awareness of users for library resources. Awareness about books ranked first among all the resources with 100% users aware about it, followed by Newspapers and printed journals as library resource with which 81.3% and 74.7% users are aware respectively. Only 26.7% students are aware about CD-ROM Databases which is the least among all the library resources. Hypothesis 1 proved to be right as students are aware about library resources, though the level of awareness varies alongwith every different library resources. In today’s modern world of ICT, students are less aware about electronic resources and more aware about print resources.

Table 6: Awareness about the Availability of Library Resources in the Library

Availability		Yes	No	Don't Know	Total	Mean	Std Deviation	Rank
Books	n	63	12	0	75	.84	.369	1
	%	84.0	16.0	.0	100.0			
Newspapers/ clippings	n	58	2	15	75	20.57	39.478	2
	%	77.3	2.7	20.0	100.0			
Reference Sources	n	49	3	23	75	31.01	45.520	3
	%	65.3	4.0	30.7	100.0			
Printed Journals/periodicals	n	48	5	22	75	29.68	44.963	4
	%	64.0	6.7	29.3	100.0			
E-books	n	38	6	31	75	41.43	48.652	5
	%	50.7	8.0	41.3	100.0			
Theses/ Dissertations	n	33	7	35	75	46.64	49.309	6
	%	44.0	9.3	46.7	100.0			
Online Databases (Biotechnology)	n	30	5	40	75	53.20	49.293	7
	%	40.0	6.7	53.3	100.0			
Electronic Journals/periodicals	n	25	4	46	75	61.05	48.114	8
	%	33.3	5.3	61.3	100.0			
E-Thesis/E-Dissertations	n	23	5	47	75	62.35	47.808	9
	%	30.7	6.7	62.7	100.0			

Electronic Reference Sources	n	22	4	49	75	64.97	47.027	10
	%	29.3	5.3	65.3	100.0			
CD-ROM Databases	n	16	2	57	75	75.45	42.184	11
	%	21.3	2.7	76.0	100.0			

Table 6 shows the awareness of users about the availability of Library Resources in the Library. Table depicts that 84% of the users are aware about the availability of books, followed by the awareness about the availability of newspapers. If we compare Table 5 and 6, it can be seen that 74.7% users are aware about printed journals/periodicals but only 64.0% users are aware about its availability in the Library. The same trend can be seen with all other Library Resources as well. Users are aware about library resources, but they don't know about its availability in their university library. Hence, hypothesis 2 does not hold true. Users are not as much aware about the availability of library resources, as they should be. It can be seen from the above table, that in all the library resources, percentage level of awareness about the availability of library resource is less than the percentage level of only awareness about the library resource.

Table 7: Frequency of usage of Library Resources

Frequency of use		Always	Mostly	Someti mes	Rarely	Never	Total	Mean	Std Deviation	Rank
Books	n	8	21	38	7	1	75	3.37	.851	1
	%	10.7	28.0	50.7	9.3	1.3	100.0			
Newspapers/ clippings	n	8	14	7	19	27	75	2.43	1.416	2
	%	10.7	18.7	9.3	25.3	36.0	100.0			
Printed Journals/periodicals	n	4	11	13	16	31	75	2.21	1.277	3
	%	5.3	14.7	17.3	21.3	41.3	100.0			
Reference Sources	n	8	6	13	15	33	75	2.21	1.369	4
	%	10.7	8.0	17.3	20.0	44.0	100.0			
E-books	n	5	8	11	11	40	75	2.03	1.315	5
	%	6.7	10.7	14.7	14.7	53.3	100.0			
Theses/ Dissertations	n	2	7	9	14	43	75	1.81	1.135	6
	%	2.7	9.3	12.0	18.7	57.3	100.0			
Online Databases (Biotechnology)	n	2	7	8	11	47	75	1.75	1.140	7
	%	2.7	9.3	10.7	14.7	62.7	100.0			
Electronic Journals/periodicals	n	3	5	6	8	53	75	1.63	1.136	8
	%	4.0	6.7	8.0	10.7	70.7	100.0			
E-Thesis/E-Dissertations	n	1	5	8	6	55	75	1.55	1.017	9
	%	1.3	6.7	10.7	8.0	73.3	100.0			
Electronic Reference Sources	n	1	4	6	7	57	75	1.47	.949	10

	%	1.3	5.3	8.0	9.3	76.0	100.0			
CD-ROM Databases	n	1	3	3	7	61	75	1.35	.846	11
	%	1.3	4.0	4.0	9.3	81.3	100.0			

Table 7 shows the Frequency of usage of different Library resources. Books ranked top among all other library resources with highest mean value of (\bar{x} =3.37). Newspapers and Printed Journals ranked second and third respectively as far as frequency of usage is concerned. CD-ROM Databases ranked last in the list of extent of usage with least mean value of (\bar{x} = 1.35). Hypothesis 3 neither proved to be fully right nor proved fully wrong in this case, as frequency of usage of library resources varies with the type of library resource. Some library resources are being used by the users very frequently, whereas other library resources are not getting used as much. E.g. Books are used very frequently whereas CD-ROM databases are used least by the users.

Table 8: Awareness about Library Services

Awareness		Yes	No	Total	Mean	Std Deviation	Rank
Issue /Return of Books	n	75	0	75	1.00	.000	1
	%	100.0	.0	100.0			
Photocopy services	n	63	12	75	.84	.369	2
	%	84.0	16.0	100.0			
Reference Services	n	52	23	75	.69	.464	3
	%	69.3	30.7	100.0			
Newspaper clippings service	n	50	25	75	.67	.475	4
	%	66.7	33.3	100.0			
Internet Web Browsing Service	n	49	26	75	.65	.479	5
	%	65.3	34.7	100.0			
CAS through bulletin / Newsletter	n	43	32	75	.57	.498	6
	%	57.3	42.7	100.0			
Access to Online Database services	n	41	34	75	.55	.501	7
	%	54.7	45.3	100.0			
Current Awareness Services through E-mail	n	29	46	75	.39	.490	8
	%	38.7	61.3	100.0			
WEB OPAC (Online Public Access Catalogue)	n	28	47	75	.37	.487	9
	%	37.3	62.7	100.0			
E-Newspaper clippings service	n	27	48	75	.36	.483	10
	%	36.0	64.0	100.0			
Inter Library Loan Service (ILL)	n	21	54	75	.28	.452	11
	%	28.0	72.0	100.0			
Remote Access Technology for Electronic Resources	n	19	56	75	.25	.438	12
	%	25.3	74.7	100.0			

Electronic Document Delivery Service (EDD)	n	14	61	75	.19	.392	13
	%	18.7	81.3	100.0			

Table 8 shows the awareness of users for library services. Awareness about issue/return of books ranked first among all the services with 100% users aware about it, followed by Photocopy service and Reference Service as library services with which 84.0% and 69.3% users are aware respectively. Inter-Library Loan service (ILL), Remote Access Technology for Electronic resources and Electronic document Delivery Service (EDD) are the least popular service among users. Only 28.0%, 25.3% and 18.7% users are aware about these services, respectively. Hypothesis 4 proved to be right as students are aware about library services, though the level of awareness varies along with every different library service. Again users are more aware about print services than electronic services except the Internet web browsing service which holds 5th rank among awareness of library services.

Table 9: Awareness about the Availability of Library Services in the Library

Availability		Yes	No	Don't Know	Total	Mean	Std Deviation	Rank
Issue /Return of Books	n	73	2	0	75	.97	.162	1
	%	97.3	2.7	.0	100.0			
Photocopy services	n	55	8	12	75	16.57	36.218	2
	%	73.3	10.7	16.0	100.0			
Internet Web Browsing Service	n	45	3	27	75	36.24	47.387	3
	%	60.0	4.0	36.0	100.0			
Newspaper clippings service	n	44	4	27	75	36.23	47.398	4
	%	58.7	5.3	36.0	100.0			
Reference Services	n	43	7	25	75	33.57	46.576	5
	%	57.3	9.3	33.3	100.0			
Access to Online Database services	n	37	3	35	75	46.69	49.258	6
	%	49.3	4.0	46.7	100.0			
CAS through bulletin / Newsletter	n	34	5	36	75	47.97	49.356	7
	%	45.3	6.7	48.0	100.0			
Current Awareness Services through E-mail	n	23	5	47	75	62.35	47.808	8
	%	30.7	6.7	62.7	100.0			
WEB OPAC (Online Public Access Catalogue)	n	21	4	50	75	66.28	46.585	9
	%	28.0	5.3	66.7	100.0			
E-Newspaper clippings service	n	18	7	50	75	66.24	46.642	10
	%	24.0	9.3	66.7	100.0			
Remote Access Technology for Electronic Resources	n	13	5	57	75	75.41	42.256	11
	%	17.3	6.7	76.0	100.0			
Inter Library Loan Service (ILL)	n	12	5	58	75	76.72	41.431	12
	%	16.0	6.7	77.3	100.0			

Electronic Document Delivery Service (EDD)	n	9	4	62	75	81.96	37.464	13
	%	12.0	5.3	82.7	100.0			

Table 9 shows the awareness of users about the availability of Library Services in the Library. Table depicts that 97.3% of the users are aware about the availability of Issue /Return of Books service in the library, followed by the awareness about the availability of photocopy service and Internet web browsing service. If we compare Table 8 and 9, it can be seen that 69.3% users are aware about Reference Service but only 57.3% users are aware about its availability in the Library. The same trend can be seen with all other Library Services as well. Users are aware about Library Services, but they don't know about its availability in their university library. Hence, hypothesis 5 does not hold true. Users are not as much aware about the availability of library services, as they should be. It can be seen from the above table, that in all the library services, percentage level of awareness about the availability of library service is less than the percentage level of only awareness about the library service.

Table 10: Frequency of usage of Library Services

Frequency of use		Always	Mostly	Sometimes	Rarely	Never	Total	Mean	Std Deviation	Rank
		n	14	16	36	9	0	75	3.47	.935
Issue /Return of Books	%	18.7	21.3	48.0	12.0	.0	100.0			
Photocopy services	n	10	15	20	10	20	75	2.80	1.385	2
	%	13.3	20.0	26.7	13.3	26.7	100.0			
Internet Web Browsing Service	n	11	7	13	9	35	75	2.33	1.501	3
	%	14.7	9.3	17.3	12.0	46.7	100.0			
Reference Services	n	7	5	19	11	33	75	2.23	1.331	4
	%	9.3	6.7	25.3	14.7	44.0	100.0			
Access to Online Database services	n	8	4	12	9	42	75	2.03	1.385	5
	%	10.7	5.3	16.0	12.0	56.0	100.0			
Newspaper clippings service	n	8	4	10	12	41	75	2.01	1.370	6
	%	10.7	5.3	13.3	16.0	54.7	100.0			
CAS through bulletin / Newsletter	n	6	4	6	13	46	75	1.81	1.270	7
	%	8.0	5.3	8.0	17.3	61.3	100.0			
Current Awareness Services through E-mail	n	4	5	5	7	54	75	1.64	1.193	8
	%	5.3	6.7	6.7	9.3	72.0	100.0			
E-Newspaper clippings service	n	4	0	8	7	56	75	1.52	1.057	9
	%	5.3	0	10.7	9.3	74.7	100.0			
WEB OPAC (Online Public Access Catalogue)	n	4	2	5	6	58	75	1.51	1.095	10
	%	5.3	2.7	6.7	8.0	77.3	100.0			
Remote Access Technology for	n	3	3	1	7	61	75	1.40	1.000	11

Electronic Resources	%	4.0	4.0	1.3	9.3	81.3	100.0			
Inter Library Loan Service (ILL)	n	3	1	3	2	66	75	1.31	.930	12
	%	4.0	1.3	4.0	2.7	88.0	100.0			
Electronic Document Delivery Service (EDD)	n	3	1	1	5	65	75	1.29	.897	13
	%	4.0	1.3	1.3	6.7	86.7	100.0			

Table 10 shows the Frequency of usage of different Library services. Issue/Return of Books ranked top among all other library services with highest mean value of ($\bar{x} = 3.47$). Photocopy service and internet Web browsing service ranked second and third respectively in the list of extent of usage of library service. As Inter-Library Loan service (ILL), Remote Access Technology for Electronic resources and Electronic document Delivery Service (EDD) is the least popular among users, so is its extent of usage. Hypothesis6 neither proved to be fully right nor proved fully wrong in this case,as frequency of usage of library services varies with the type of library service. Some library services are being used by the users very frequently, whereas other library services are not getting used as much. E.g. Issue/Return of Books service is used very frequently whereas ILL, EDD and Remote Access are used least by the users.

Table 11:Source of Information about Library Resources and Services

From where you obtain Information for resources and services of library		Yes	No	Total	Mean	Deviation	Rank
From teachers	n	54	21	75	.72	.452	1
	%	72.0	28.0	100.0			
From colleagues	n	47	28	75	.63	.487	2
	%	62.7	37.3	100.0			
Email	n	32	43	75	.43	.498	3
	%	42.7	57.3	100.0			
Library Professionals	n	30	45	75	.40	.493	4
	%	40.0	60.0	100.0			
Workshop / Seminar / User Orientation	n	22	53	75	.29	.458	5
	%	29.3	70.7	100.0			
Library website	n	14	61	75	.19	.392	6
	%	18.7	81.3	100.0			
Library bulletins	n	12	63	75	.16	.369	7
	%	16.0	84.0	100.0			
Pamphlets and Posters	n	12	63	75	.16	.369	8
	%	16.0	84.0	100.0			
Library training sessions	n	7	68	75	.09	.293	9
	%	9.3	90.7	100.0			

Table 11 depicts that 72% of the students/ users of library obtain most of the information about latest and updated library resources and services from their teachers. 62.7% of the users obtain information from their fellow

colleagues. Library Training Sessions ranked last in the list for sources for obtaining information as only 9.3% of the users said that they obtain information through training.

7.0 Discussion and Conclusion

Study revealed that the topmost purpose of the users for visiting the library is for Issue/Return of Books, followed by the purpose of doing Research work/Assignment. Purpose of visiting the library for Internet surfing ranks 4th among all the purposes. The least important purpose of the users is to go for consulting electronic reference sources. It may be noted here that 93.3% of the population comprises of Post Graduate students and 6.7% comprises of Research Scholars. Another important factor which came out while studying about the purpose of visiting library is that almost all the users wrote in the questionnaire and told verbally to the investigator that they visit the library daily compulsorily for marking their attendance. It has also been found that this has been made mandatory rule by the university for every student to mark their attendance in the university library daily. In a way, this is a unique way of making students visit library and get aware about its resources and services.

Results showed that users are aware about library resources, but the level of awareness varies with different types of resources. 100% users are aware about books. Majority of the users are about newspapers and printed journals as library resource. CD-ROM Databases is the least popular library resource among users. It can also be seen that users are more aware about print resources in comparison to electronic resources. It has also been found that users are less aware about the availability of the library resources in the university library. Books and Newspapers are used most frequently by the users, followed by printed journals/periodicals. E-Thesis/E-Dissertations, Electronic Reference Sources and CD-ROM Databases are among the least used library resources.

It has also been found that users are aware about library services, but again the awareness varies with types of Library services. 100% users are aware about Issue Return of Books service of the library. 84% users are aware about photocopy service. Inter Library Loan Service (ILL), Remote Access Technology for Electronic Resources, Electronic Document Delivery Service (EDD) service are least popular among users, therefore ranked last in the list. Users are aware about the availability of Library service, but the percentage of users who are aware about the availability is less than the percentage of users who are aware about the library services. Majority of users are aware about the availability of Issue/Return of Books, Photocopy Service, Internet Web browsing service. But again very less no. of users are aware about the availability of ILL, EDD and Remote access service of the library. Issue/return of books, Photocopy service and Internet web browsing service is among the most frequently used services of library, whereas ILL and EDD are among the least used services.

Majority of the users said that they get the information about the library resources and services from teachers and from colleagues. Only 9.3% of the users said that they get information and updates about library resources and services from Library Training Sessions.

Users have suggested to keep the library open on holidays as well and increase the timings of the library opening hours. Users have also suggested to increase the no. of computers in the library and to improve the internet speed. Users have expressed the need for training to get information about library products, to be more aware. Users have also shown the need to increase the books in biotechnology field. Many users showed the need for updating about library products on email.

The present study revealed that users are aware about library resources but are not aware about their availability in the university library. Also it has been seen from the results that users are aware and most frequently use print resources than electronic resources. This may be because majority of population is post graduate students. It is suggested that more no. of workshops and training sessions should be organized by the library to make the users aware about its resources and services. Libraries must evaluate the information seeking behaviour of the users and re-formulate the methods to provide the information to the users.

8.0 References:

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