USERS' PERCEPTIONS TOWARDS RESOURCES AND SERVICES IN UNIVERSITY LIBRARY: A STUDY

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Abstract: This study demonstrates that future generations are becoming more interested in e-resources, particularly Open Access Resources. This study examines the data gathered from 140 students on change in their information seeking behaviour. The majority of students (80.71%) visit libraries during exams, while only 22.14% of library visits are for research purposes. Nearly half of the pupils utilize both electronic as well as print resources. The majority of students go to the library to look for books, then databases and internet resources. It is critical to support and guide them in obtaining information from services and resources of library. The majority of pupils go to the library on their own to get the information they need. The gathering, use, analysis, and transmission of information have all achieved new heights as a result of advancements in information technology.

Keywords: Information, Information seeking, ISB, Internet, E-Resources

1.0 Introduction:

Students' learning styles are influenced by the growing variety of digital and analogue media available to them. In the previous ten years, Twitter, Facebook, Blogger, My Space, Live Journals, chat rooms, and Instant Messaging, to mention a few, have all seen rapid acceptance – and, at times, rapid abandonment – of digital platforms that allow students to communicate knowledge and seek information. Although their use has increased rapidly in recent years, they have yet to completely replace earlier media such as telephones and handwritten notes, as well as the postal system's transmission of letters, which continue to be utilised as a mode of communication despite obstacles. Since the dawn of the "Information Age," information technology has been a vital part of our daily lives. IT has had a huge impact on our daily lives in recent years. From smart phones to e - books users to gaming PCs; from corporate storage systems to web applications to quantum computers; from digital imaging and Image editing to MP3 music players, multimedia applications, and tracking systems; from home automatically generated vacuums to customizable automatic mode in automobiles and real-time control mechanisms in hybrid electric vehicles; from the Online platform and the WWW.

1.1 Definitions of Information

Information is everywhere in the comparable manner that energy and gravity are. Information, on either hand, appears to be more sophisticated than other basic aspects or conceptions like matter, energy, or force.

Furthermore, there is no generally applicable definition of information that can be applied to all types of information processes and objects, such as art, symbols, communications, texts, books, and other documents, hypermedia,

multimedia, and so on. However, in a nutshell, information can be defined as the outcomes of organised data analysis and organisation.

Belkin (1978) defined information as "the 'structure' of any text, which is capable of changing image structure of some recipient".

1.2 Information Seeking

In 2005 Ingwersen & Järvelin said "Information seeking is a form of human behavior that involves seeking for information by means of the energetic inspection of information sources or information retrieval systems to satisfy the information need, or to solve a problem. In order to acquire information the user has to select information from a particular source, system, channel or service."

According to Ellis in 2005 "the information-seeking process involves the activities of starting, chaining, browsing, differentiating and monitoring."

Students' use of knowledge networks and applications, such as libraries and databases, along with individuals and frequently available sources of information, such as textbooks and journals, review, and fundamental acts, are all examples of information-seeking. The term refers to a student's use of informal information sources such like personal references for information, such as continuing to call or sending an email to friends and colleagues or distribution partners, having to look for confidential info, attending seminars, scouring the Digital platform, and trying to visit other presumptive libraries or related projects and see what other individuals have attained.

1.3 Information Seeking Behavior (ISB)

ISB refers to the method by which people search for and use information effectively. Wilson coined the phrase for the first time in 1981. Humans' perceptions of their need to have, desire of, and the use of information are referred to as information-seeking behaviour.

2.0 Chandigarh University

CU is a private Indian university in Mohali (Gharuan), Punjab, near Chandigarh. The university was formed in 2012 by the Punjab State Legislature and is approved by the UGC under Section 2(F) of the UGC Act, 1956, with the authority to issue degrees. The University's teaching and research activities are supported by the Knowledge Resource Center (KRC). The University has a KRC with 16 fully equipped libraries spread across more than 14000 square metres in various academic blocks.

The library also offers print subscriptions to 508 national and international periodicals and publications. The library's main feature is a subscription to numerous local, regional, and national newspapers in Punjabi, Hindi, and English. With the support of in-house Library Management Software, known as 'CUIMS,' the KRC activities are totally automated. The KRC is making every effort to provide high-quality services to its users by utilising cutting-edge technology. More than 1,20,000 books, E-journal databases- 7, Print journals-284, Print Magazines-224, E-Books-8.7 lakh, and the library has subscribed to about 30000 electronic journals spread across all the libraries located in different academic blocks of the uni campus, whose bibliographic information can be accessed remotely throughout the campus via OPAC.

3.0 Literature Review

Atoy, Manny B. et.al. (2020) conducted this research to explore the moderating effect of mindfulness on digital literacy and tactics used for searching information online in a set of students of a university in Philippines. To test a hypothesised model and investigate the factors that affected the ISB of 321 students from the one of the most comprehensive universities of Philippines, structural equation modeling was utilised. This study used a multi-aspect instrument that included a robotfoto and three different scales. Students' online information searching tactics had a direct beneficial association with digital literacy, according to the findings. Unexpectedly, mindfulness had no effect on the relationships between digital literacy and strategies for finding information online. Digital literacy was discovered to be a one of the driving factor in university students' information-gathering practices. This study discusses the implications of these findings for library practice and policy.

Gunasekera , Balasubramani and Arumugam (2019) attempted this research to examine school teachers' information seeking pattern. This survey included only teachers who enrolled for following PG courses in the Department of Edu., University of Peradeniya, Sri Lanka. For this purpose the survey method was adapted and tool used for collecting most of the data was questionnaire method. SPSS was used to analyse the data. Total 440 postgraduates of dept. of edu. was surveyed. Study revealed that most widely used communication channels were face to face discussions and mass media, as it included study curriculums, teachers' guides and students' text books, resources

available in school library. The majority of the teachers seek information considering an apparent thought and they considered whether the contents of the document covered the topics of the syllabus appropriately. This study additionally distinguished several issues that are encountered by the teachers while seeking information for planning the Curriculum.

4.0 Objectives of the study
The purpose of the research is to know:
1. How much people know about library resources and how do make use of them.
2. How often do they visit the library and look for both printed and electronic resources?
3. What is their purpose in using library resources?
4. Which website is visited the most by them?
5. What are the problems encountered by them while they access the resources of the library?

5.0 Scope
The scope of this study covered a fraction of students from Computer Science Engineering discipline studying at Chandigarh University, Mohali.

6. 0Methodology
The following is the process used to acquire primary and secondary data and information:

6.1 Surveying: Patrons were polled on their behaviour, preferences, conditions, values and/or attributes, and their responses were taken straight from them. A total of 200 questionnaires were distributed, however only 140 were completed by the students, resulting in a 70 percent response rate. The data was evaluated, classified, and tabulated using statistical techniques.

6.2 Observation: observing how users interact under certain circumstances, activities, and different times, for instance.
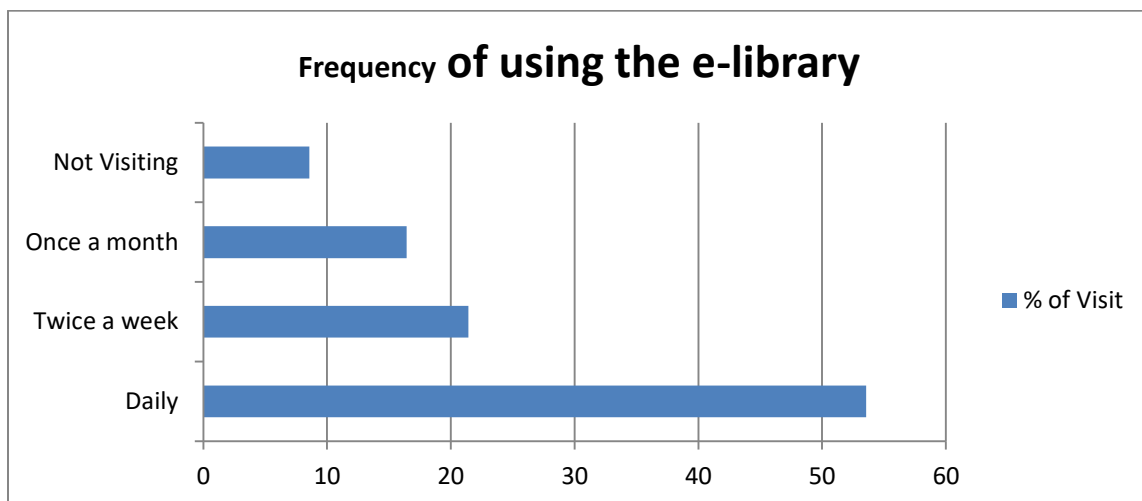
6.3 Record analysis: Attaining written records or any other artifacts of earlier communication and deriving generalizations about clients from these documents is referred to as record analysis.

6.4 Analysis
The ISB of pupils is primarily determined by eight characteristics:

Table 1: Time analysis – Frequency of use of e-library by the students

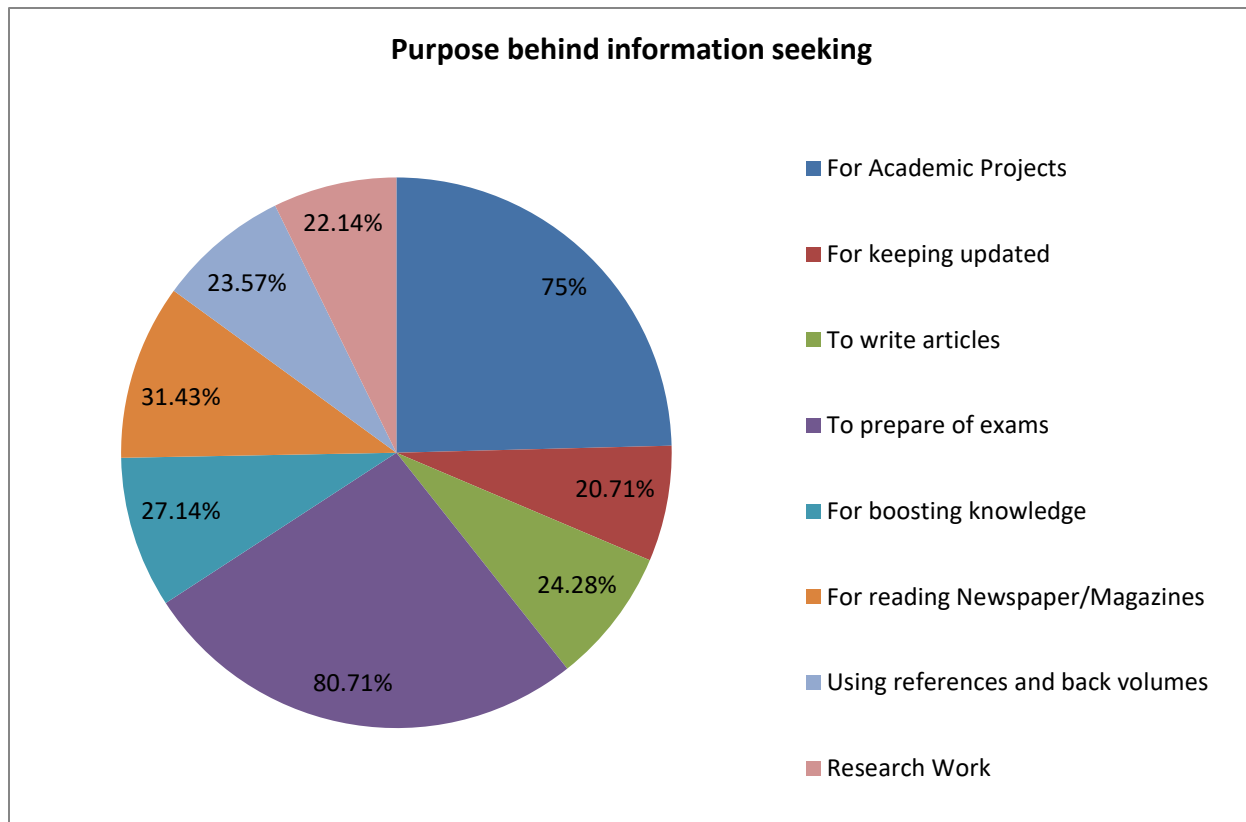| Frequency of Visits	No. of Respondents	Percentage
Daily	75	53.57
Twice a week	30	21.43
Once a month	23	16.42
Not Visiting	12	8.57
Total	140	100

Figure1. Frequency of usage of e-library by the students.

It is observed from the data represented in figure1, that majority of students-75(53.57%) visit e-library to obtain information on daily basis, 30 (21.43%) users visiting it two times a week, 23 (16.42%) of users visit hardly one time in a month and only 12 (8.57%) users don't even visit the library.

Table 2 Purpose of information seeking

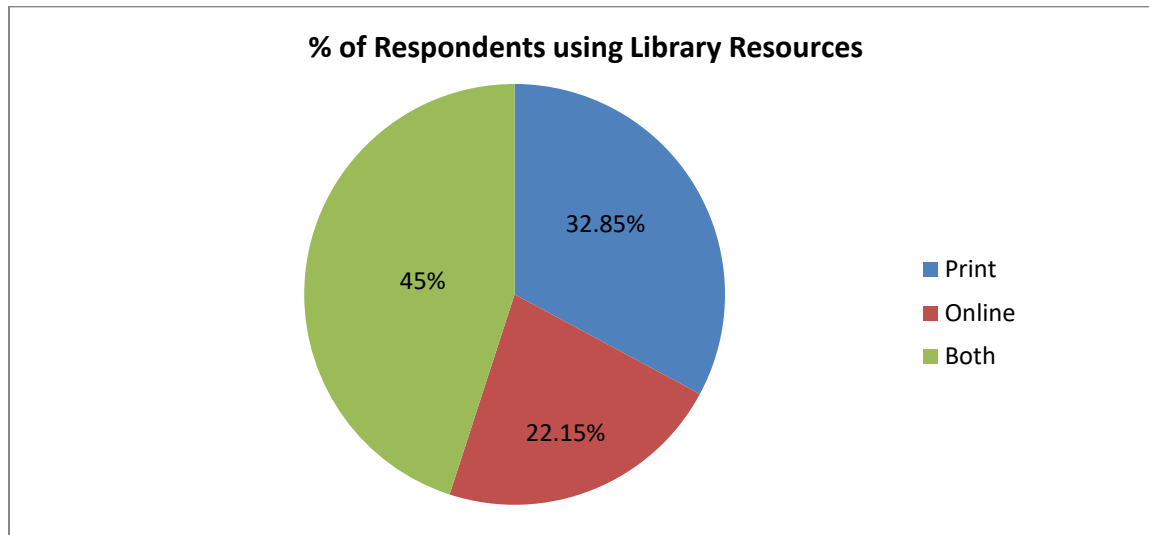| Purpose	No. of Respondents	Percentage
For Academic Projects	105	75
For keeping updated	29	20.71
To write articles	34	24.28
To prepare of exams	113	80.71
For boosting knowledge	38	27.14
For reading Newspaper/Magazines	44	31.43
Using references and back volumes	33	23.57
Research Work	31	22.14

Figure2. Purpose behind information seeking

It is seen from fig. 2, approximately most of the users visit library to prepare for exams (80.71%) next being preparation of academic projects (75%). Less users use the library for the purpose of research (22.14%). It can be concluded that the motive behind establishing the e-library & subscribing e-journals hasn't been fulfilled, as very few researchers use e-resources & e- library for their research practice.

Table 3 Type of information source utilized by students

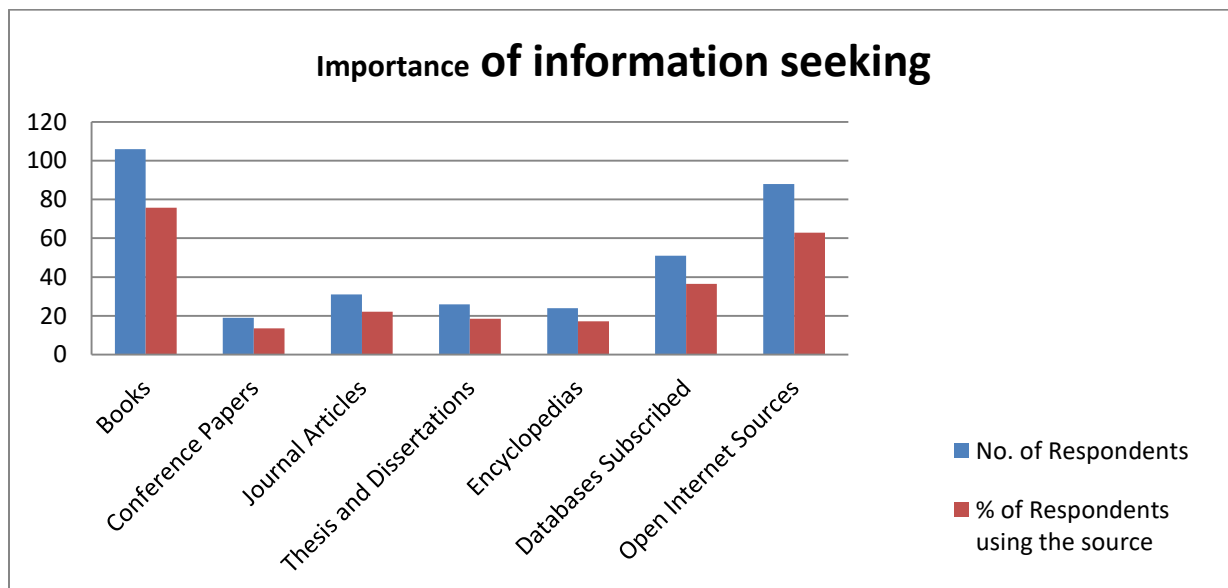| Source	No. of Respondents	Percentage
Print	46	32.85
Online	31	22.15
Both	63	45.00

Total	140	100

Figure 3: Type of information source utilized by students

As per data in Table & fig. 3, 63 (45%) users use print as well as online resources, 46 (32.85%) utilize print resources & 31 (22.15%) use online resources to fulfill their information needs. Therefore, it's sure that printed resources have significant role in satisfying their requirements in digital environment also.

Table4. Importance of information sources available in the Library for the students

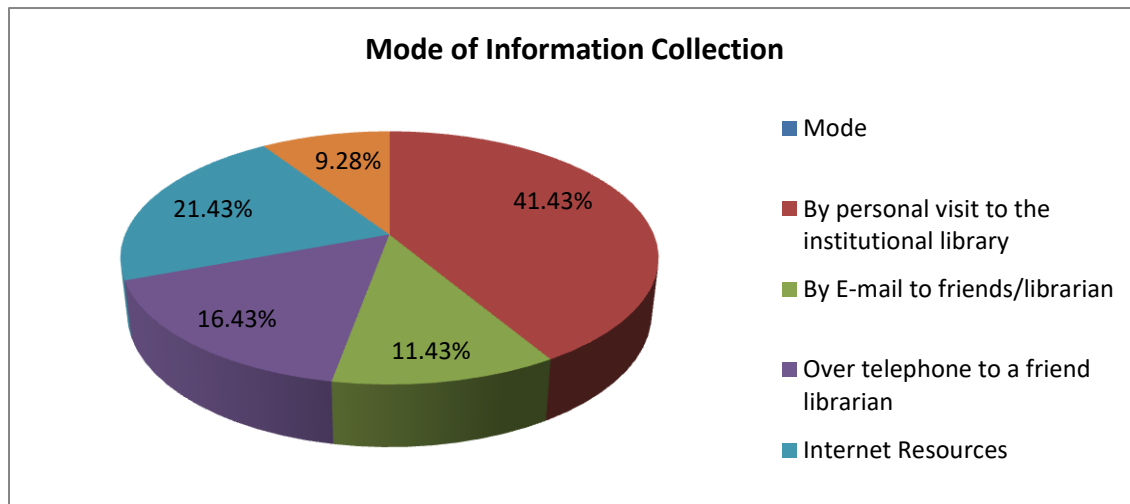| Source of Information	No. of Respondents	Percentage
Books	106	75.71
Conference Papers	19	13.57
Journal Articles	31	22.14
Thesis and Dissertations	26	18.57
Encyclopedias	24	17.14
Databases Subscribed	51	36.43
Open Internet Sources	88	62.86

Figure 4 Importance of information sources available in the Library for students

According to this data, significance of books is still in more among users: 106 (75.71%), then comes browsing Open Internet sources 88 (62.86%) users, databases subscribed 51 (36.43%) users, Journal articles 31 (22.14%)students, Encyclopedias 24 (17.14%), Thesis and Dissertations are significant for 26 (18.57%) users only.

Table 5: Approach used to collect information

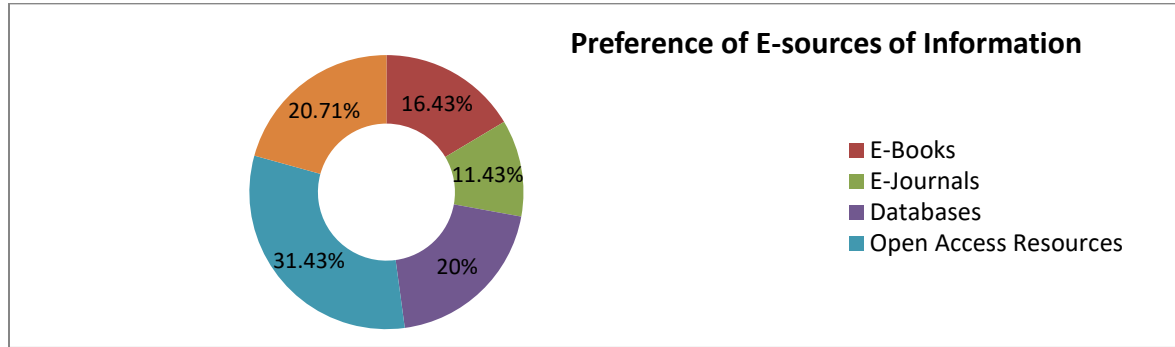| Mode	No. of Respondents	Percentage
By personal visit to the institutional library	58	41.43
By E-mail to friends/librarian	16	11.43
Over telephone to a friend librarian	23	16.43
Internet Resources	30	21.43
Any other Mode	13	9.28

Figure 5: Approach used to collect information

This figure shows that 58 (41.43%) students themselves visit library for collecting the required information, 23 (16.43%) students gather information through telephone to Librarian/ friend, 30 (21.43%) gather using resources available on Internet, 16 (11.43%) students gather by e- mail to Librarian/ a friend and 13 (9.28%) gather information by other modes.

Table 6: Preferred E- information source of students

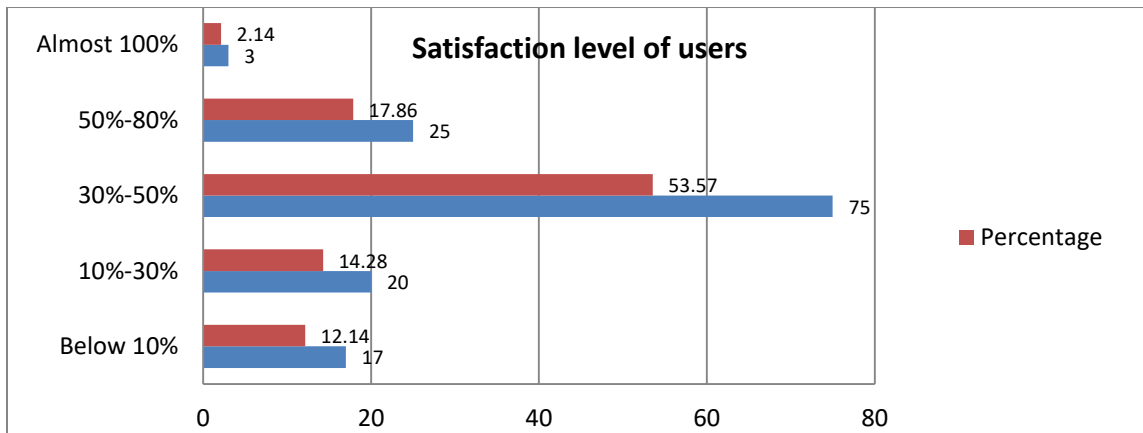| Preference	No. of Respondents	Percentage
E-Books	23	16.43
E-Journals	16	11.43
Databases	28	20.00
Open Access Resources	44	31.43
Any other	29	20.71

Figure 6: Preferred E- information source of students

It is observed from the above figure that most students prefer OA resources i.e. 44 (31.43%) followed by databases 28 (20%), e- books 23 (16.43%), e- journals in fifth place with 16 (11.43%) students preferring them. So it is clear that most of the students browse Open Access resources.

Table 7: Satisfaction level of users by library's own e- resources.

% of Information Requirement Fulfilled	No. of Respondents	Percentage
Below 10%	17	12.14
10%-30%	20	14.28
30%-50%	75	53.57
50%-80%	25	17.86
Almost 100%	03	2.14

Figure 7: Satisfaction level of users by library's own e- resources.

It is clear from this figure, 75 (53.57%) users are 30-50% satisfied by the information from e-resources availed by the library, 17 (12.14%) users said that their information requirement fulfilled by the library through e-resources is less than 10%, 20 (14.28%) users are 10% - 30% satisfied, 25 (17.86%) users' 50%-80% information requirement is fulfilled and only 3 (2.14%) respondents are completely satisfied with information requirements from e-resources.

Table 8. Searching Strategy Used for searching e-resources

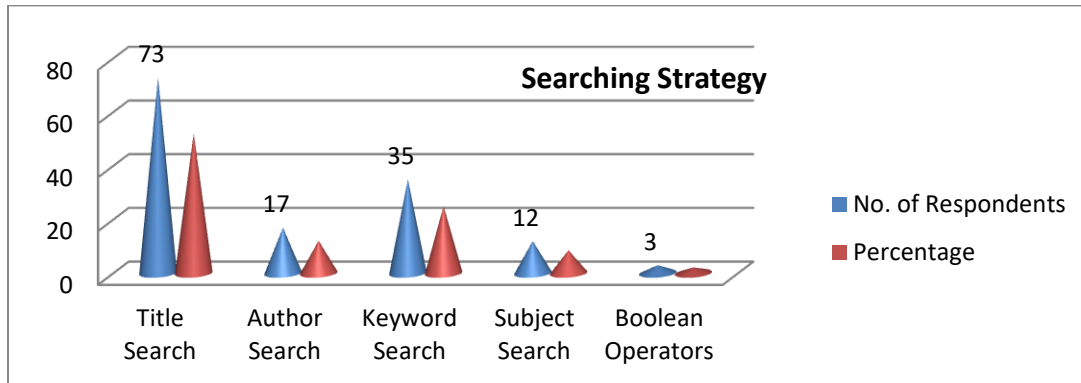| Searching options used	No. of Respondents	Percentage
Title Search	73	52.14
Author Search	17	12.14
Keyword Search	35	25.00
Subject Search	12	8.57
Boolean Operators	03	2.15

Figure 8. Searching Strategy Used for searching e-resources

Careful observation of this data shows that most of the students prefer title search method for searching information (52.14%), followed by keyword searching (25%), Author Searching (12.14%) and Subject Searching (8.57%). Boolean Operators proved to be the least used searching technique amongst the students, with just 2.15% respondents.

7.0 Problems faced while using library resources
According to the investigation, students don't fully utilize information sources of library when they are seeking information, this is because of not much knowledge about ICT facilities or the conventional teaching approach employed in classrooms, this discourages them from utilizing library information. Users have a misunderstanding regarding values and roles of a library and information experts in their study, this leads to the increases usage of a variety of information-gathering tactics that do not involve the usage of library or its professionals.

8.0 Conclusion
According to studies on student information competency, children must demonstrate various distinct behaviours and abilities to accomplish that competence. It was discovered that, even in today's environment, students depend on conventional methods and techniques for obtaining and utilizing information resources, and that a shift in their information seeking patterns is required because students do not use advanced skills such as Boolean search, etc. caused by lack of knowledge. When participants were asked to include subject of their current assignment and keyword they use, it was observed that the most of students have difficulty choosing the apt keywords, subject headings, and Boolean search methods. Instead of limiting vocabulary descriptors, students typically make the mistake of relying only on free-text, basic language searching strategy. Students should also know how to use filtering and broadening tactics to conduct a search in the right direction. Remembering and précising are often described as maximising the retrieval of proper records while restricting inappropriate items from being retrieved. Students should attend library awareness seminars and workshops to enhance their understanding of how to use library's resources and services, enabling them to utilize all of the library's services and resources.

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