

# USE OF INFORMATION SOURCES AND SERVICES BY THE LIBRARY USERS OF PUNJAB UNIVERSITY CHANDIGARH: A STUDY

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## **Abstract**

This study is a fruitful attempt to find as well as to look into the use of information sources and services by the users in the library of the Punjab University, situated at Chandigarh. The survey method was adopted to carry out this study with the sample size of 240 users and a structured questionnaire with close ended questions was prepared for data collection. The findings of this study highlight that a maximum number of users i.e. 179 (76.58%) visited the library on daily basis and around same proportion of the students visit the library for the purpose of reading newspaper and magazine and 37.17% of the total users spent more than 3 hours in the library. It was found that E-journals were most used (83.75%) e-resources in the library and 65.42% user visit daily for using E-resources. The satisfaction level regarding E-resources found quite high as 48.33% and 28.75% user were highly satisfied and satisfied respectively.

**Key Words:** Information Sources, Information Services, PG Students, Punjab University.

## **1.0 Introduction**

Libraries are mainly meant to satisfy the various information need of the users and to accomplish these job information sources are the main tools and to disseminate the available information to the users the help of various information services are taken. In the present era of information explosion when a huge amount of information is generated at each second simultaneously, the information need of the users is also growing at alarming rate. At this juncture, the role of library and librarian comes at the forefront as users look at them for fulfilling their information need because it is a herculean task for the users to get the exact as well as the accurate information from a huge bunch of available information.

We all know that information gets generated and a substantial bulk of it gets recorded. The recorded information is processed, organized, retrieved when necessary, and disseminated. Steps are also taken to preserve information. Newspapers, broadcasts by radio and television, communication by e-mail, fax and soon bear testimony to the fact that information is getting generated in the world every moment. Recorded information has a characteristic of accumulation (Santhi & Ravi, 2010). Thus information has been accumulating for thousands of years. The preaching's

of Buddha which were recorded on stones during the reign of Asoka (3rd century BC) are still useful and provide valuable information of the period (Mangla, 1989).

## **2.0 Information: Concept and Meaning**

It is very difficult to exactly define information. Perhaps the most explicit definition in the literature defines information as 'recorded experience that is used in decision making.' Information has now become a vital resource. According to Webster's Third New International Dictionary "Information as knowledge of a particular event or situation or as the knowledge communicated by others or obtained through investigation". (Webster online English Dictionary, 2017) The forms of information which are commonly known or information can be used as Commodity, Energy, Communication, Fact, Data and Knowledge

## **3.0 About A. C. Joshi Library, P. U., Chandigarh**

The Panjab University Library, named officially as "A. C. Joshi Library", after the name of an illustrious Vice-Chancellor of this University, was established in the U.S. Club, Shimla in the year 1947 after the Partition of the country. The Library building centrally air-conditioned and equipped with computer and communication network houses more than six lakh volumes and has a seating accommodation of 500 readers. Besides the two main reading halls there are reading rooms in the Periodicals and Special Collections Sections, and an Outer Reading Hall for studying personal books. There is a provision of 24 research carrels for teachers engaged in serious research work, and 90 lockers for research scholars. The Library has a collection of over 6.4 lakh publications which include books, bound volumes of journals, theses/dissertations, rare books, reports, government documents, back files of newspapers, and a prized collection of 1490 manuscripts. ++The Library is now fully computerized with an integrated system connected to the Campus Network providing Internet and e-mail facility to the University community. The reference collection of the Library is continuously updated, and augmented with the acquisition of CD-ROM databases and access to on-line databases on Internet. On-line Public Access Catalogue facility is available at the Reference Desk on the First Floor of the Library. OPAC can also be accessed through any terminal on the Campus Network. Library collection can also be searched through Web OPAC.

## **4.0 Objectives of the study**

The present study has the following objectives:

- To understand the users need regarding information sources available in their library
- To check the awareness level of the users about the available information services in libraries
- To augment the information sources for future, based on users views
- To get the users feedback about the whole ambience of the library.
- To know the users hope and desire from the library as well as librarians.
- To know and recommend changes in the role of librarian and library staff members according to ever changing user needs

## **5.0 Literature review**

Ankrah & Atuase (2018) examined the use of electronic resources by post graduate students of the university of Cape Coast. The cross-sectional survey design was used for the current study, questionnaire was adopted as the sole data collection instrument for the study. 185 (73.0 %) respondents had knowledge about the available e-resources. 123 (48.8%) respondents came to know about e-resources from the library's orientation programmes. 147 (57.9%) of respondents preferred to access information from other sources such as Google search, Google scholar, Yahoo, Wikipedia and amazon more than once a week. 158 (62.7%) respondents indicated that they were trained on online database, 183 (72.6%) respondents were of the view that poor internet connectivity was the major challenge they faced in accessing e-resources. Khan & others (2017) conducted a study on the impact of digital library resources usage on engineering research productivity in Pakistan. Survey method was adopted for the study and well-structured questionnaire was prepared for conducting the survey. 177 instruments were processed as suitable for data analyses, while five instruments were excluded. It was found in the study that the frequency of use of DLRs and purposes of DLRs significantly contributed to the research students' satisfaction and research productivity. A significant relationship was found between the predictors (DLRs purposes, DLRs frequency) and outcome variables (users'

satisfaction and research productivity).it was further found that the provision of information sources by university libraries to support research efforts and make a scientific knowledge-based society in the country. Reddy and Reddy (2017) conducted a study on use of electronic sources in selected engineering college libraries in Acharya Nagarjuna University, Andhra Pradesh. Survey method of research was used in the present study. Majority of the librarians (71.4%) believed that there must be separate allocation of budget for procuring electronic sources. (80%) users viewed that the budget allotted was sufficient to meet their requirements with regard to electronic sources. (85.7%) users replied that there should be a separate committee for selection of electronic sources. (71.4%) librarians classified electronic sources in their libraries. (57.1%) would prepare a catalogue for electronic sources. (75%) librarians prepared computerised form of catalogue. Musa & Muhammad (2017) examined utilization of online Arabic information resources by the academics in Ahmadu Bello University Zaria and Bayero University. A survey method was employed in the conduct of this study. The total number of 126 (62.7%) academics were used for this study. Brill Online (Journal of Arabic Literature), JAIS Online Database were the types of online Arabic information resources known by academics with highest frequency of over 50%. It was also observed that over 61% of the respondent in both ABU Zaria and BUK were not aware of the available of online Arabic information resources on University Library's websites. Downloading the information resource and printing the content of the document with the highest frequency of over 70% and 100% responses scores respectively. Kumar (2016) conducted a study among the research scholars about the use pattern of electronic resources by the research scholars of Haryana Agriculture University, Hissar, India. The survey was conducted using a structured questionnaire. 40 (61.5 %) researchers consulted library webpage to make themselves familiar with e-resources. 58 (89%) use ERs for their research/development work. e-resources and printed material are being used equally by the majority (58%) of research scholars. 97% of the total researchers were able to find the key material from the e-resources. 50.7% were using AGNIC, Biology Browser and AGRICOLA databases. 93.46% of total research scholars use Consortium for e-Resources in Agriculture (CeRA) e-jouranls. E-reference sources provided by the Nehru Library, sources of educational information are being used by 55.38%. Slow access speed was the major problem while using e-resources as pointed out by the 91% scholars.

## 6.0 Methodology

This study is empirical in nature and involving assessment of the usage of information services and sources by the library users of the Punjab University, Chandigarh. A structured questionnaire was prepared to collect data from the users of A. C. Joshi library of Punjab University, Chandigarh regarding the general information, use of information sources and services provided by the library. The questionnaire contains number of questions which are open ended in nature. The investigator personally visited the Punjab University, Chandigarh for understudy and administered the questionnaires among the students inside an outside the library. Random sampling method was used to collect the data and 300 questionnaires were distributed among the students of Punjab University, Chandigarh, out of which 240 filled in questionnaires were received back with the response rate of 80 percent. The collected data was analysed using Statistical Package for Social Sciences (SPSS) software (version 20.0) and Microsoft Excel.

## 7.0 Results analysis and discussion

In the present Section, analysis and interpretation of the total response of the study have been discussed. The analyzed data is presented in tabular form.

**Table 1: Gender wise distribution of the users**

Gender	No. of Users	Percentage
Male	116	48.34
Female	124	51.66
Total	240	100.0

In Table 1, Out of the total 240 users on whom this survey was conducted and there were 116 (48.34%) male users and 124 (51.66%) were female users.

**Table 2: Frequency of library visits**

Frequency of Visit	No. of Users	Percentage
Daily	179	74.58
Weekly	39	16.25
Fortnightly	13	5.42
Monthly	9	3.75
<b>Total</b>	240	100.0

Table 2 deals with the frequency of visit of the users in the library and the result were as follows that out of the total 240 library users understudy, 179 (74.58%) used to visit library on daily basis, 39 (16.25%) visited the library on weekly basis, 13 (5.42%) users visited fortnightly and 9 (3.75%) users visited library on the monthly basis.

**Table 3: Purpose to visit the library**

Purpose	No. of Users	Percentage
Issue and Return	178	74.16
Reading text books	162	67.5
Use of internet	143	59.58
Read Newspapers and Magazines	182	75.83
Check information from varied sources	138	57.5
Assignment Preparation	102	42.5
Access to online database	159	66.25

In Table 3, it was tried to enquire about the purpose for which library users used to visit the library and it was noticed that 178 (74.16%) library users used to visit library for the purpose of issue and return of books, another 162 (67.5%) users visited library for the purpose of reading text books, next 143 (59.58%) users visited library to use internet, 182 (75.83%) number of users visited library for reading newspapers and magazines another 138 (57.5%) users main purpose was to check information from varied sources in library, 102 (42.5%) users went for preparing assignment in the library and at last 159 (66.25%) number of users the main purpose was to accessing online database.

**Table 4: Time spend in library**

Time	No. of Users	Percentage
0-1 hour	37	15.42
1-2 hours	50	20.83
2-3 hours	71	29.58

more than 3 hours	82	34.17
<b>Total</b>	240	100.0

In Table 4, here the opinion was sought from the users regarding how much time users spent on their per visit to the library and the results were as follow, 37 (15.42%) number of library users were inclined to spend less than 1 hour in the library another 50 (20.83%) users spent between 1 to 2 hours in the library, next 71 (29.58%) users used to spend between 2 to 3 hours in the library and finally above all, 82 (34.17%) remained there in the library for more than 3 hours.

**Table 5: Awareness about information sources**

Information Source	No. of Users	Percentage
<b>Books</b>	217	90.41
<b>Periodical</b>	187	77.91
<b>Newspaper</b>	209	87.08
<b>Magazines</b>	178	74.16
<b>Reference Books</b>	143	59.58
<b>Audio-Visual Materials</b>	58	24.16

In Table 5, awareness about information is presented where it is clearly shows that 217 (90.41%) users were aware of the books available in the library, 187 (77.91%) library users were aware of the availability of periodicals in the library, 209 (87.08%) users were aware of the existence of newspapers in the library, 178 (74.16%) library users knew that magazines are also available at the library, 143 (59.58%) users were aware of the availability of reference books in the library and at last only 58 (24.16%) users were having an idea about the availability of audio visual materials in the library.

**Table 6: Frequency of using information sources**

Frequency	No. of Users	Percentage
<b>Daily</b>	161	67.08
<b>2-3 times a week</b>	49	20.43
<b>2-3 times a month</b>	23	9.58
<b>Once in a month</b>	7	2.92
<b>Total</b>	240	100.0

In Table 6, when the library users were asked about how often they use information sources in the library, it was found out that out of the total 240 users on whom survey was conducted, 161 (67.08%) users were of the opinion that they use information sources in the library on the daily basis thereafter 49 (20.43%) users used information sources in library 2-3 times a week then 23 (9.58%) users were inclined to use information sources only 2-3 times in a month and eventually it was found that only 7 (2.92%) users disclosed that they use information sources once in a month.

In Table 7, the survey was done to find out the awareness level of the users about the various information services available in the library, here it was found that a maximum number of users i.e. 217 (90.41%) were aware about the Internet as the information service available in the library. Secondly, comes the reference service, of whom 129 (53.75%) users were aware of it as information sources. Thirdly, 119 (49.58%) number of users were aware of newspaper clipping available as information service in the library. Fourthly, 96 (40%) users knew about current awareness service, next comes the category of users who were aware of Referral Services, here 63 (26.25%) number of users were there. With regarding Selective Disseminate Service, only 59 (24.58%) number of users were aware of the availability of this service in the library. At last comes the Document Delivery Service, about which only 53 (22.08%) users were aware of information service available in the library.

**Table 7: Awareness about Information Services available in the Library**

Information Services	No. of Users	Percentage
Reference Service	129	53.75
Referral Service	63	26.25
Internet	217	90.41
Newspaper Clipping	119	49.58
Current Awareness Service	96	40
Selective Disseminate Service	59	24.58
Document Delivery Service	53	22.08

Table 8 refers to the use of information services by the users in the library, here come the internet services at first place according to its use by the users of the library as the highest number of 198 (82.5%) users. Thereafter comes the newspaper clipping service which was preferred by a second highest number of 102 (42.5%) users in the library. At third place comes the turn of reference service, of whom only 95 (39.58%) number of users used it. Then comes the turn of current awareness service, which 81 (33.75%) number of users referred as information service in the library. 54 (22.5%) number of users used referral service available in the library. Next, comes the turn of users who preferred Selective Disseminate Service of which 47 (19.58%) users fall under this category. At last, comes to the document delivery service and this service was used by 38 (15.83%) number of users in the library.

**Table 8: Use of Information Services available in the Library**

Information Services	No. of Users	Percentage
Reference Service	95	39.58
Referral Service	54	22.5
Internet	198	82.5
Newspaper Clipping	102	42.5
Current Awareness Service	81	33.75
Selective Disseminate Service	47	19.58

Document Delivery Service	38	15.83
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**Table 9: Frequency of using Information Services**

Frequency	No. of Users	Percentage
Daily	168	70
2-3 Times a Week	41	17.08
2-3 Times a month	22	9.17
Once in a Month	9	3.75
Never	0	0
Total	240	100.0

Now in Table 9, I tried to find out in detail that how often the users use information services in the library, the results were as follows, 168 (70%) users tend to use information services daily thereafter comes to the category of users who were using information services on 2-3 Times a week basis and its number was 41 (17.08%) users. Now the users who used the information services 2-3 times a month were 22 (9.17%) and the category of users who used information services once in a month were 9 (3.75%).

**Table 10: Awareness about availability of E-resources**

E-resource	No. of Users	Percentage
E-Book	184	76.67
E-Journal	211	87.91
E-Newspaper	142	59.17
E-Magazine	136	56.67

Table 10 deals with the awareness of users about the availability of E-resources in the library and the findings are as follow, highest number of users i.e. 211 (87.91%) were aware of E-journals availability thereafter comes the category of E-books about which 184 (76.67%) users were aware of its availability. When it was tried to find out the awareness of users about E-newspaper then the result was like 142 (59.17%) users were there under this category. Eventually, only 136 (56.67%) users were aware of E-magazines available in the library.

**Table 11: Use of E-resources available in Library**

E-resource	No. of Users	Percentage
E-Book	173	72.08
E-Journal	201	83.75
E-Newspaper	129	53.75



<b>E-Magazine</b>	117	48.75
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Table 11 deals with the findings regarding the use of E-resources in the library here it was found that 201 (83.75%) users used E-journals as E-resources, then in next category comes the E-books, which were used by 173 (72.08%) users, 129 (53.75%) users were there who used E-newspapers and finally 117 (48.75%) users used E-magazines in the library as a form of E-resources.

**Table 12: Frequency of using e-resource in library**

<b>Frequency</b>	<b>No. of Users</b>	<b>Percentage</b>
<b>Daily</b>	157	65.42
<b>2-3 Times a Week</b>	40	16.67
<b>2-3 Times a month</b>	34	14.67
<b>Once in a Month</b>	9	3.75
<b>Never</b>	0	0
<b>Total</b>	240	100.0

Here in Table 12, users were enquired about their frequency of using E-resources and the findings are as follow, out of the total 240 users on whom survey was conducted there were 157 (65.42%) users who used E-resources daily basis then, there were 40 (16.67%) users who used E-resources 2-3 times a week then comes those category of users who used E-resources on 2-3 times a month which were 34 (14.67%), further, there were 9 (3.75%) number of users who used E-resources once in a month.

**Table 13: Satisfaction with regard to availability of e-resources**

<b>Satisfaction Level</b>	<b>No. of Users</b>	<b>Percentage</b>
<b>Highly Satisfied</b>	116	48.33
<b>Satisfied</b>	69	28.75
<b>Moderately Satisfied</b>	28	11.67
<b>Dissatisfied</b>	16	6.67
<b>Highly Dissatisfied</b>	11	4.58
<b>Total</b>	240	100.0

In Table 13, it was tried to find out the satisfaction level of users with relation to the availability of E-resources in the library in which it was found out that 116 (48.33%) number of users were highly satisfied with the availability of E-resources in the library, secondly comes those users who were totally satisfied and their number was 69 (28.75%) another category of users were of moderately satisfied and under this category 28 (11.67%) users were there, thereafter, 16 (6.67%) users were found who were dissatisfied with the availability of E-resources and at last only 11 (4.58%) users were of the opinion that they are highly dissatisfied with the availability of E-resources.



### 8.0 Conclusion

The enhancement of the knowledge base, general awareness, as well as fulfilment of information needs of users, largely depends on the availability of the best available information sources and services in the respective library. Users in the library deserve to avail most nascent as well as detailed information on any subject through various means available in the particular library. As far as information sources are concerned, the focus must be on the quality preceded by the quantity and must be provided with the help of modern technologies like e-resources. If we talk about the information services then the majority of them are made available by any good library. Somehow, these information services make the task of the user of retrieving any information more easy at the same time more and more steps are implemented so that maximum number of users can avail these services. These sources and services get more prominence if the library staff, as well as librarian itself, take this prerogative to spread out the usefulness of these information variables among the users. Eventually, the ambience of the library depends to the larger extent of the positive fusion among all the constituents of the library.

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