



Awareness And Use Of Library Resource And Services In Babasaheb Dr.B.R.Ambedkar Central Library, Bangalore University: A Study

Vijaykumar N*

Library Apprentice Trainee, Central Library, Jnana Bharathi (JB) Campus
Bangalore University, Bangalore, Karnataka, India

Roopa G **

Library Apprentice Trainee, Central Library, Jnana Bharathi (JB) Campus
Bangalore University, Bangalore, Karnataka, India

Abstract:

The present study explores the use and awareness of information resources and library services among students and research scholars of Babasaheb Dr. B.R. Ambedkar Central Library, Bangalore University. A survey method was employed using a structured questionnaire, which was distributed to library users, resulting in 215 filled questionnaires and a response rate of 100%. The majority of users visit the library daily and express interest in accessing newspapers, magazines, textbooks, journals, theses, dissertations, newspaper clippings, and e-resources available in the Bangalore University Library's collection. However, the study reveals that users are primarily aware of and utilize textbooks, theses, and dissertations. The library sees significant traffic from users borrowing textbooks.

Keywords: Awareness, Information resources, Library Collections, Babasaheb Dr. B R Ambedkar Central Library, Bangalore University

1. Introduction:

Academic libraries play a crucial role within educational institutions by providing essential resources and services tailored to the diverse needs of students and educators. In today's educational landscape, an effective library serves as a dynamic instructional service, aiming to empower users to extract maximum value from the wealth of information resources available. Modern libraries are far more than repositories of books; they are dynamic centres of learning, designed to facilitate users in optimizing their utilization of information resources and services.

Specifically established to benefit both teachers and students, academic libraries are integral components of educational institutions. They offer a wide range of services encompassing traditional print materials, non-book resources, and advanced digital content across various academic disciplines such as arts, commerce, management, and science. In the current era, marked by diverse types of libraries evolving within educational institutions, academic libraries stand out for their multifaceted functions. They serve as dynamic hubs catering to the distinctive needs of a broad spectrum of academic disciplines, thereby significantly contributing to the intellectual growth and research pursuits of the academic community.

It is essential to conduct an analytical study on the awareness and utilization of Resources and services at Babasaheb Dr. B.R. Ambedkar Central Library. Such a study is crucial to ensure the library's continued effectiveness, responsiveness to user needs, and alignment with contemporary trends in information access and utilization.

2. Babasaheb B.R. Ambedkar Central Library Collections:

The BAC Library boasts an extensive collection, including 380,000 books, 60,000 back volumes, and subscriptions to 200 periodicals and 60 daily newspapers and magazines. It offers access to 52,000 e-books, 150,000 e-journals, and hosts eprints through its institutional repositories such as Prashnantaranga and Shodhaganga. Under the E-Shodhsindhu program by INFLIBNET, the library provides access to over 7,000 e-journals and online full-text databases from 13 prestigious publishers, including ACS, AIP, AR, EPW, Nature, Oxford, Springer, Taylor & Francis, Web of Science, and Wiley.

Additionally, the library subscribes to EBSCO, Emerald database for Journals and Books, Manupatra, IndiaStat, and Sage journals. Utilizing KOHA integrated open-source software on cloud technology, the library has automated its in-house operations and services. This technology allows all libraries within Bangalore University, including constituent colleges, the PG Centre, and departmental libraries, to share a common distributed database, enhancing efficiency in their respective administrative functions.

3. Objectives of the Study:

- To identify frequency of using library Resource and services
- To find out the Purpose of visits to the library
- To know the awareness levels and use of various types of library resources
- To assess level of Bangalore University Library Facilities

4. Scope and Methodology:

The study was conducted among the Post Graduate Students, Research Scholars & faculty members of the BAC Library, Jananabharathi Campus, Bangalore University. A survey was conducted with the help of a structured questionnaire containing various questions related to the awareness and use of resources & Services. A total of 215 questionnaires were collected from the faculty, Research scholars and students of various disciplines through Google Forms. Subsequently, the data was analysed, tabulated, interpreted, and presented in this research paper.

5. Data Analysis and Interpretation:

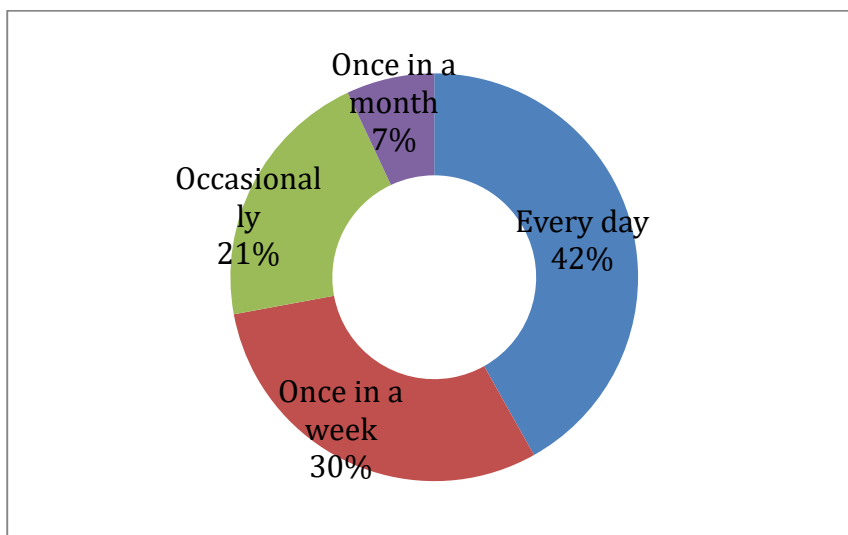
Table 5.1: Status-wise distribution and response rate

Status of respondents		N =215	
		Count's	%
Gender	Male	115	53.49
	Female	100	46.51
Category	PG Students	165	76.74
	Research Scholar	30	13.95
	Faculty Members	20	9.30
Subject Disciplines	Arts	95	44.19
	Science	60	27.91
	Commerce	55	25.58
	Education	5	2.33

The table 5.1 indicates that there are 115 female respondents, accounting for 53.49%, and 100 male respondents, representing 46.51% of the total. The majority, comprising 165 respondents (76.74%), are PG students, followed by 30 respondents (13.95%) who are research scholars, and 20 respondents (9.30%) who are faculty members.

Table 5.2. Frequency of Using the BAC Library Resources & Services

Sl no	Frequency	No of respondents	%
1	Every day	90	41.86
2	Once in a week	45	30.23
3	Occasionally	15	20.93
4	Once in a month	65	6.98
Total		215	100

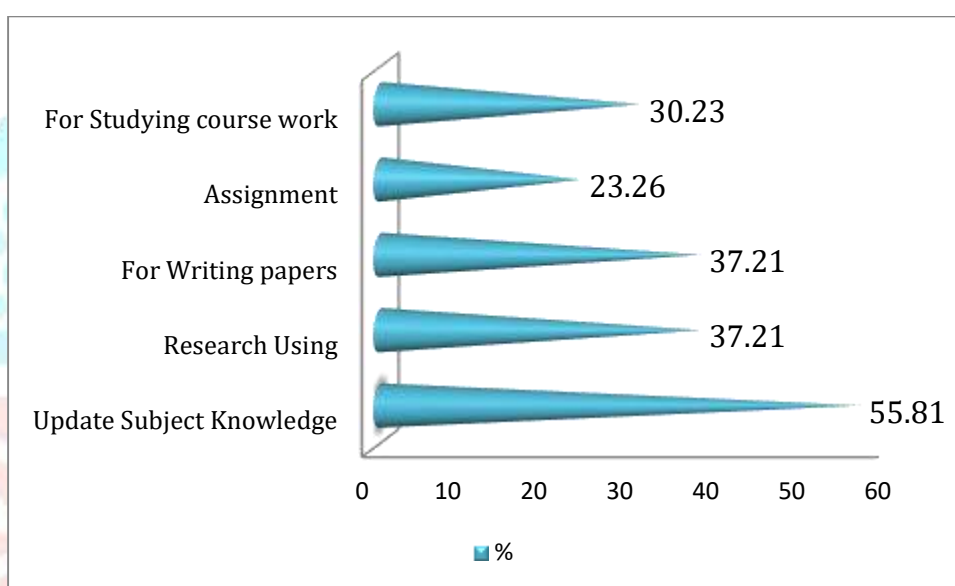


Finger 1: Frequency of Using the BAC Library Resources & Services

Table 5.2 shows the frequency of resource use among users. The majority of respondents, 90 (41.86%) use library resources every day, followed by 30.23% using them once a week, 20.93% using them occasionally, and 6.98% using them once a month.

Table 5.3: Purpose of using BAC Library resources

Sl no	Purposes	No of respondents	%
1	Update Subject Knowledge	120	55.81
2	Research Using	80	37.21
3	For Writing papers	80	37.21
4	Assignment	50	23.26
5	For Studying course work	65	30.23



Finger 2: Purpose of using BAC Library resources

Table 5.3 shows the purposes of library visitors, with 120 (55.81%) indicating they visit to update their subject knowledge, and an equal number, 80 (37.21%), using the library for research and writing papers. Additionally, 50 (23.26%) visit for assignments, and 65 (30.23%) use the library for studying coursework.

Table – 5.4 Awareness and Use of the BAC Library Physical Resources.

Sl.no	Resources	Extremely aware & use	Moderate aware & use	Not at all aware	Slightly aware & use	Somewhat aware & use	Mean
1	Books	120(55.81)	80(37.21)	5(2.33)	5(2.33)	5(2.33)	1.58
2	Journals	105(48.84)	95(44.19)	5(2.33)	0	10(4.65)	1.67
3	Reference materials	115(53.49)	70(32.56)	5(2.33)	5(2.33)	20(9.30)	1.81
4	Competitive Books	110(51.16)	95(44.19)	5(2.33)	0	5(2.33)	1.58
5	Magazines	100(46.51)	85(39.53)	5(2.33)	10(4.65)	14(6.51)	1.84
6	News papers	150(69.77)	50(23.26)	5(2.33)	0	10(4.65)	1.47

Table 5.4 reveals the respondents' familiarity with physical resources. It is evident that respondents are highly familiar with the library's resources. Books and newspapers are both rated at the mean value of 1.58 and 1.47, respectively. Many respondents are also familiar with journals, rated at a mean value of 1.67, followed by reference materials at a mean value of 1.81, and magazines at a mean value of 1.84.

Table 5.5: Awareness and use of the BAC Library eShodhSindhu Digital resources

Resources	Extremely aware & use 1	Moderate aware & use 2	Not at all aware 3	Slightly aware & use 4	Somewhat aware & Use 5	Mean
American Chemical Society (ACS).	100(46.51)	70(32.56)	0	20(9.30)	25(11.63)	2.07
Adaptive Internet Protocol (AIP)	75(34.88)	105(48.84)	0	15(6.98)	20(9.30)	2.07
American Physical Society (APS)	95(44.19)	65(3.23)	0	20(9.30)	35(16.28)	2.23
Annual reviews	80(37.21)	80(37.21)	0	15(6.98)	40(18.60)	2.33
Economic and Political Weekly (EPW)	95(44.19)	60(27.91)	0	20(9.30)	40(18.60)	2.30
Institute for Studies in Industrial Development (ISID)	75(34.88)	85(39.53)	0	30(13.95)	25(11.63)	2.28
J Gate	105(48.84)	60(27.91)	0	20(9.30)	30(13.95)	2.12
Journal Storage (JSTOR)	115(53.49)	50(23.26)	0	10(4.65)	40(18.60)	2.12
MathSciNet	80(37.21)	75(34.88)	0	25(11.63)	35(16.28)	2.35
Oxford University Press	85(39.53)	90(41.86)	0	20(9.30)	20(9.30)	2.07
Project Muse	95(44.19)	65(30.23)	0	20(9.30)	35(16.28)	2.23
Taylor & Francis group	95(44.19)	70(32.56)	0	15(6.98)	35(16.28)	2.19
Springer link	95(44.19)	75(34.88)	0	20(9.30)	25(11.63)	2.09

Knowledge	110(51.16)	55(25.58)	0	20(9.30)	30(13.95)	2.09
South Asia Archive	85(39.53)	85(39.53)	0	20(9.30)	25(11.63)	2.14
Shodh Ganga	140(65.12)	40(18.60)	0	10(4.65)	25(11.63)	1.79
ePG Patashala	120(55.81)	60(27.91)	0	10(4.65)	25(11.63)	1.88
Vidwan	105(48.84)	60(27.91)	0	15(6.98)	35(16.28)	2.14

Table 5.5 presents the awareness and usage levels of various digital resources available at the BAC Library under the eShodhSindhu program. The table categorizes respondents' familiarity and utilization into five levels, with corresponding mean values:

- American Chemical Society (ACS): Highly aware and used by 46.51%, moderately by 32.56%, mean of 2.07.
- Adaptive Internet Protocol (AIP): 34.88% extremely aware and used, 48.84% moderately, mean of 2.07.
- American Physical Society (APS): 44.19% extremely aware and used, 3.23% moderately, mean of 2.23.
- Annual Reviews: 37.21% extremely aware and used, 37.21% moderately, mean of 2.33.
- Economic and Political Weekly (EPW): 44.19% extremely aware and used, 27.91% moderately, mean of 2.30.
- Institute for Studies in Industrial Development (ISID): 34.88% extremely aware and used, 39.53% moderately, mean of 2.28.
- J Gate: 48.84% extremely aware and used, 27.91% moderately, mean of 2.12.
- Journal Storage (JSTOR): 53.49% extremely aware and used, 23.26% moderately, mean of 2.12.
- *MathSciNet: 37.21% extremely aware and used, 34.88% moderately, mean of 2.35.
- Oxford University Press: 39.53% extremely aware and used, 41.86% moderately, mean of 2.07.
- Project Muse: 44.19% extremely aware and used, 30.23% moderately, mean of 2.23.
- Taylor & Francis Group: 44.19% extremely aware and used, 32.56% moderately, mean of 2.19.
- Springer Link: 44.19% extremely aware and used, 34.88% moderately, mean of 2.09.
- Knowledge: 51.16% extremely aware and used, 25.58% moderately, mean of 2.09.
- South Asia Archive: 39.53% extremely aware and used, 39.53% moderately, mean of 2.14.
- Shodh Ganga: 65.12% extremely aware and used, 18.60% moderately, mean of 1.79.
- ePG Patashala: 55.81% extremely aware and used, 27.91% moderately, mean of 1.88.
- Vidwan: 48.84% extremely aware and used, 27.91% moderately, mean of 2.14.

Overall, the table provides insights into the levels of awareness and utilization among respondents for each digital resource, highlighting those with high familiarity and usage among the BAC Library users.

Table 5.6 Awareness and use of the BAC Library Subscribed e- Resources

Resources	Extremely aware & use	Moderate aware & use	Not at all aware	Slightly aware & use	Somewhat aware & use	Mean
Springer nature	105(48.84)	75(34.88)	15(6.98)	10(4.65)	10(4.65)	1.81
Taylor & Francis group	85(39.53)	80(37.21)	20(9.30)	10(4.65)	20(9.30)	2.07
Emerald insight	70(32.56)	95(44.19)	15(6.98)	20(9.30)	15(6.98)	2.14
Mc Graw Hill Education	80(37.21)	100(46.51)	15(6.98)	10(4.65)	10(4.65)	1.93
Oxford University Press	70(32.56)	100(46.51)	15(6.98)	10(4.65)	20(9.30)	2.12
Cambridge University Press	85(39.53)	90(41.86)	15(6.98)	20(9.30)	5(2.33)	1.93
SAGE	80(37.21)	95(44.19)	15(6.98)	15(6.98)	10(4.65)	1.98

Table 5.6 presents the awareness and usage levels of subscribed e-resources at the BAC Library. The table categorizes respondents' familiarity and utilization into five levels, with corresponding mean values:

- Springer Nature: 48.84% extremely aware and used, 34.88% moderately, mean of 1.81.
- Taylor & Francis Group: 39.53% extremely aware and used, 37.21% moderately, mean of 2.07.
- Emerald Insight: 32.56% extremely aware and used, 44.19% moderately, mean of 2.14.
- McGraw Hill Education: 37.21% extremely aware and used, 46.51% moderately, mean of 1.93.
- Oxford University Press: 32.56% extremely aware and used, 46.51% moderately, mean of 2.12.
- Cambridge University Press: 39.53% extremely aware and used, 41.86% moderately, mean of 1.93.
- SAGE: 37.21% extremely aware and used, 44.19% moderately, mean of 1.98.

Overall, the table provides insights into the levels of awareness and utilization among respondents for each subscribed e-resource at the BAC Library. It shows which resources are highly familiar and utilized, helping to gauge the effectiveness and popularity of these resources among library users.

Table 5.7: library conduct a user training program, which helps you to be aware and use the library's resources Services

Sl no	Frequency	No of respondents	%
1	Agree	110	51.16
2	Strong agree	60	27.91
3	Disagree	20	9.30
4	Uncertain	15	6.98
5	Strongly Disagree	10	4.65

Table 5.7 shows the results that most of the 110 respondents (51.16%) are agree with all training program to be aware and use the library resources & services they are getting from the identified sources. Furthermore, 60 (27.91%) indicated they were strong agree while 20 (9.30%) are disagree and 15 (6.98%) indicated uncertain and 10(4.65%) indicated they were strongly disagree respectively.

Table 5.8: Agreement towards BAC Library Services

Sl no	Services	Strong agree 1	Agree 2	Disagree 3	Strongly Disagree 4	Mean
1	Reference Services	95(44.19)	115(53.49)	5(2.33)	0	1.58
2	Circulation Services	80(37.21)	110(51.16)	25(11.63)	0	1.74
3	Cataloguing/ web OPAC	85(39.53)	100(46.51)	25(11.63)	5(2.33)	1.77
4	Periodical Services	95(44.19)	105(48.84)	15(6.98)	0	1.63
5	Remote Access	75(34.88)	105(48.84)	30(13.95)	5(2.33)	1.84

Table 5.8 shows that Reference Services: Mean of 1.58 indicates a strong overall agreement with reference services, suggesting high satisfaction among respondents. Circulation Services: Mean of 1.74 reflects positive agreement towards circulation services, indicating effective and satisfactory service delivery. Cataloguing/Web OPAC: Mean of 1.77 shows favourable agreement with cataloguing and web OPAC services, highlighting efficient management and accessibility of library resources. Periodical Services: Mean of 1.63 indicates a strong agreement with periodical services, implying good availability and usage of periodicals among respondents. Remote Access: Mean of 1.84 indicates positive agreement with remote access services, suggesting effective provision of online resources and accessibility from remote locations.

6. Major Findings & Suggestions:

Awareness and use of Library Resource and Services in Babasaheb Dr.B.R. Ambedkar Central Library, Bangalore University: A Study. This study was including total 215 respondents. The Major findings of the analysis are listed below.

- Majority 53.49% of the respondents are male. and 76.74% of the respondents are PG Students. most of respondents 44.19% are arts Department.
- Majority 41.86% of the respondents visits the central library every day using for Library Resources & Services and 55.81% indicating they visit to update their subject knowledge.
- Majority of the of the researchers are extremely aware of MathSciNet and majority respondents are aware of e Shodh Sindhu Digital resources.
- Emerald Insight: extremely aware and used,
- Central library has to take steps to arrange various training programmes for users to use the library's resources Services.
- Among the respondents of Remote Access Indicates positive agreement with remote access services.

6.1.Suggestions.

It has been observed in the study that there is a lack of awareness regarding library resources and services. This study suggests that library authorities should conduct more awareness and orientation programs to enhance awareness about library resources and services.

Conclusion:

This study has shed light on the awareness and utilization of library resources and services at Babasaheb Dr. B.R. Ambedkar Central Library, Bangalore University. The findings indicate a significant gap in awareness among users, highlighting the need for enhanced outreach efforts by library authorities. Recommendations include the implementation of more frequent awareness programs and orientation sessions aimed at familiarizing users with the wide array of resources available. By bridging this awareness gap, the library can better serve its community, fostering a more informed and engaged user base. Future research could delve deeper into specific strategies for improving awareness and assessing their impact over time. Ultimately, addressing these issues will contribute to the overall effectiveness and accessibility of library services at Bangalore University.

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