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Utilization and acquaintance of knowledge by the users of UAS, library, Dharwad

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Abstract

This study investigates the use of information resources and services available in the library by the postgraduate students and research scholars of University of Agricultural Sciences, Dharwad. For the present study a well-structured questionnaire has been formulated and distributed among the postgraduate students and research scholars of Agricultural Universities in Karnataka in order to ascertain the frequency of visit to the library, frequency of use of printed information resources, use of library services, frequency of use of electronic information resources, level of satisfaction towards utilization of library resources and role of library in promoting the use of information resources. The outcome and suggestions of the study would be beneficial to take appropriate measures to improve information resources and services.

Keywords: information resources, information services, e-resources, agricultural sciences, user studies

Introduction

Information is an important and key resource for every organization and is an essential input for all types of organizations. Libraries are organized information centers as they have limited resources with which they have to satisfy the information needs of users. Therefore libraries have to build their collections and facilities to meet users' satisfaction. Agricultural sciences is a broad multidisciplinary field that encompasses the parts of exact, natural, economic, and social sciences that are used in the practice and understanding the agriculture. The awareness of information resources available in the library and ability to search and obtain information from the library adds substantial to the learning process of researchers. The University of Agricultural Sciences, Dharwad was established on October 1, 1986. The University has five colleges, thirty research stations, six extension education units, five Krishi Vigyan Kendras and ATIC. The University has its jurisdiction over seven districts. The university focuses on education, research and extension activities. The main objective of the study is to know the extent usage of agricultural information resources and services available in the library by the postgraduate students and research scholars. Beside, this study aims to know the purpose of library visit, service offered in the library, frequency of use of information resources, services and level of satisfaction towards utilization of library resources.

Objectives of the study

The objectives behind conducting the present study are:

1. To know the purpose of use of library resources by the postgraduate students and research scholars.
2. To identify various information sources and services available at the university library.
3. To examine the role of agricultural libraries in promoting information resources.
4. To know the level of satisfaction towards utilization of library resources by the postgraduate students and research scholars.
5. To suggest ways and means for maximizing the use of available Information Resources in the library.

Scope, limitation and methodology

The Agricultural University and the colleges affiliated to these universities have been

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selected for the study. The total number of users from the university and the affiliated colleges were 4285. These users belong to different categories, i.e. Faculty (465), Research Scholars (144), Post Graduates (441) and undergraduates 3235. As per the sample table, 196 were to be selected from

the Faculty, 108 from Research Scholars, 196 from Post Graduate and 346 from the under graduate students. Anticipating non – response, the questionnaires distributed were more than required as shown in the following table:

Table 1

Category of Respondents	Total No. of Users	Sample required	No. of Questionnaires Distributed	No. of Questionnaires Received	Percentage
Faculty	465	196	225	208	92.44
Research Scholars	144	108	130	128	98.46
Post Graduate students	441	196	225	214	95.11
Under Graduate students	3235	346	500	458	91.6

Analysis and interpretation of the data

The data was collected by different methods were analyzed and interpreted and same has been presented in the following tables.

Table 2: Frequency of Visit to the Library

Frequency of Use	User Category				
	F	RS	PGS	UGS	Total
Daily	0 (0.0%)	4 (3.1%)	5 (2.3%)	408 (89.1%)	417 (43.37%)
Several times a week	98 (47.1%)	4 (3.1%)	185 (86.4%)	47 (10.3%)	334 (33.14%)
Once in a week	2 (1.0%)	2 (1.6%)	1 (.5%)	0 (0.0%)	5 (.5%)
Once in a fortnight	108 (51.9%)	118 (92.2%)	23 (10.7%)	3 (0.7%)	252 (25%)

The study further tried to identify the frequency of visit to the library by the users. It is observed from the study that majority of the users i.e. faculty (51.9%) Research Scholars (92.2%), visit the library ones in a forth night. Post

Graduates students (86.4%) visit the library several times in a week and UG students (89.1%) visit the library daily. Another fifty percent of the faculty (47.1%) visits the library several times in a week.

Table 3: Purpose of Library Visit

Purpose of library visit	User Category				
	F	RS	PGS	UGS	Total
For academic purpose	157 (75.5%)	118 (92.2%)	180 (84.1%)	352 (76.9%)	807 (80.1%)
Consult staff for information	52 (25.0%)	43 (33.6%)	60 (28.0%)	84 (18.3%)	239 (23.7%)
To read news papers	97 (46.6%)	106 (82.8%)	146 (68.2%)	322 (70.3%)	671 (66.6%)
To read Magazines	150 (72.1%)	79 (61.7%)	101 (47.2%)	177 (38.6%)	507 (50.3%)
Any other (please specify)	21 (10.1%)	10 (7.8%)	10 (4.7%)	10 (2.2%)	51 (5.1%)

Library is used by the users for various purposes. In a hybrid library, the users visit the library, only when they have to use printed resources, since the electronic resources can be used from any location on the campus, with LAN facility. It is thus seen regarding the purpose of visit to the library, that majority of all the categories of users i.e. 75.5 percent of faculty, 76.9 percent of UG student (84.1%) of Post

Graduates students and (92.2%) of Research Scholars visit the library for academic purpose. This is followed by nearly two-thirds of the UG (70.3%) and Post Graduates students (68.2%) and more than eighty percent of the Research Scholars (82.8%) and nearly half of the faculty (46.6%) visiting the library to read news papers. The next major purpose of all categories of users is to read magazines.

Table 4: Purpose of using Information Resources

Purpose of using information resources	User Category				
	F	RS	PGS	UGS	Total
Course work	0 (0.0%)	73 (57.03%)	188 (87.9)	392 (85.6%)	708 (70.24%)
Research	158 (76%)	128 (100%)	0 (0.0%)	0 (0.0%)	231 (22.92%)
Teaching	194 (93.3%)	3 (2.3%)	0 (0.0%)	0 (0.0%)	197 (19.54%)
Current information	158 (76.0%)	128 (100.0%)	109 (50.93%)	183 (40.0%)	578 (57.34%)

Usage of the information resources are based on the purpose for which they are used. As is evident faculty, involved in teaching need information for teaching. Thus it is seen that a majority of (93.3%) the faculty use the information resources for teaching. It is also seen that 76 percent of the faculty use information resources for research. For both teaching and research current information is essential. Thus,

it is seen that 76 percent of faculty use information resources for current information. As far as Research Scholars, all the Research Scholars use information resources for research and current information. The Research Scholars in the Horticultural University have to undergo a course work which is of duration of two to three semesters. As such, It is seen that 57.03 percent of the Research Scholars use information resources for the purpose

of course work. Regarding the Post Graduates (87.9%) and Under Graduate students (85.6%), the use of information resources is majorly for course work. The field of horticultural sciences is growing rapidly. As such, an insight

into the current developments is necessary. Therefore, around half of the Post Graduates students (50.93%) and two-fifths of UG students (40.0%) also use the information resources for current information

Table 5: Frequency of Use of Printed Information Resources

Print Resources	User Category				
	F	RS	PGS	UGS	Total
Books	163 (78.4%)	123 (97.7%)	191 (89.3%)	382 (83.4%)	859 (85.21%)
Journals	208 (100%)	111 (86.72%)	127 (59.3%)	247 (53.9%)	693 (68.75%)
Thesis and Dissertations	115 (55.3%)	102 (79.7%)	123 (57.5%)	122 (26.6%)	462 (45.84%)
Patents	73 (35.1%)	20 (15.63%)	0 (0.0%)	0 (0.0%)	93 (9.22%)
Standards	24 (11.54%)	27 (21.09%)	0 (0.0%)	0 (0.0%)	102 (10.12%)
Reports	128 (61.54%)	118 (82.2%)	79 (36.92%)	0 (0.0%)	325 (32.25%)
Conference proceedings	99 (47.6%)	102 (79.69%)	77 (35.98%)	55 (12.1%)	333 (33.03%)
Reference Sources	161 (77.4%)	77 (35.94%)	92 (42.99%)	73 (15.94%)	403 (39.98%)
Government Publications	166 (79.81%)	78 (60.94%)	36 (16.82%)	0 (0.0%)	280 (27.78%)
Rare Books	14 (6.73%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	14 (1.39%)

As seen in the previous table (Table-5), the major purpose of visit to the library is academic. In consonance with that, the print information resources used by more than three-fourths of all the categories of the users. i.e. faculty (78.4%), Research Scholars (97.7%), Post Graduates students (89.3%) and UG students (83.4%) are books. This is followed by more than four-fifths of the faculty (84.1%) and Research Scholars (92.2%) and more than half of the Post Graduates students (59.3%) and UG students (53.9%) using journals. However, it is observed that journals are used by

more number of faculty (84.1%) than books (78.4%). It is further observed that more than three-fourths of the Research Scholars (79.9%) and more than half of the faculty (55.3%) and Post Graduates students (57.5%) also refer to theses and dissertations. While theses and dissertations are referred to by only one-fourth of the UG students (26.6%), around half of the faculty members (56.7%) also refer to reports and conference proceedings. Further, around half of the Research Scholars (50.8%) and faculty (48.6%) refer to rare books.

Table 6: Frequency of Use of Electronic Information Resources

Electronic Resources	User Category				
	F	RS	PGS	UGS	Total
Online Catalogue	125 (60.1%)	71 (55.47%)	163 (76.17%)	356 (77.73%)	715 (70.94%)
Online Indexing and Abstracting database	179 (86.05%)	59 (46.8%)	94 (43.92%)	55 (12%)	387 (38.40%)
Electronic Journals	208 (100%)	113 (88.28%)	110 (51.40%)	60 (13.10%)	491 (48.71%)
Electronic Books	158 (75.96%)	96 (75%)	139 (64.95%)	53 (11.58%)	446 (44.25%)
CD-ROM Database	121 (58.17%)	65 (50.78%)	127 (59.34%)	0 (0.0%)	313 (31.05%)
Webpage of Institutions	113 (54.32%)	57 (44.53%)	93 (43.45%)	27 (5.89%)	290 (28.76%)
Personal Webpage of authors	126 (60.5%)	46 (35.93%)	38 (17.75%)	0 (0.0%)	210 (20.84%)
Website of Conferences	115 (55.28%)	61 (47.65%)	18 (8.42%)	0 (0.0%)	194 (19.25%)
Internet	202 (97.11%)	128 (100%)	214 (100%)	458 (100%)	1002 (99.40%)
Project database	108 (48.07%)	37 (28.90%)	18 (8.42%)	0 (0.0%)	163 (16.17%)
Blogs and Portals	135 (64.90%)	86 (67.18%)	31 (14.48%)	0 (0.0%)	252 (25.0%)
Consortia	193 (92.78%)	94 (73.44%)	41 (19.16%)	0 (0.0%)	328(32.54%)

As far as the electronic resources are concerned, all the faculty members (100%) and a majority of research scholars i.e. 88.28 percent use electronic journals. The second most used electronic resource by faculty (97.11%) and all the research scholars (100%) is Internet. Consortia is also used by 92.78 percent of the faculty. It is also observed from the table that around three-fourths of the research scholars use

electronic books (75%) and consortia (73.44%). At this juncture, the major used electronic resource by all the Post Graduates students (100%) and UG (100%) students is Internet, followed by online catalogue (Post Graduates students-76.17%; UG students-77.73%). It is observed from the table that majority of the electronic resources are not used by UG students.

Table 7: Usage of Information Services by users

Information Services	User Category				
	F	RS	PGS	UGS	Total
Electronic Services					
Internet Browsing	208 (100%)	128 (100%)	214 (100%)	458 (100%)	1008 (100%)
Selective Dissemination of Information	165 (79.3%)	72 (56.25%)	0 (0.0%)	0 (0.0%)	237 (23.52%)
Online Reference Service	186 (89.4%)	104 (81.3%)	73 (34.11%)	55 (12.01%)	418 (41.46%)
Current Awareness Service	181 (87.0%)	99 (77.34%)	56 (26.17%)	0 (0.0%)	336 (33.33%)
E-mail	208 (100%)	128 (100%)	156 (72.9%)	288 (62.88%)	780 (77.38%)
Literature search	98 (47.12%)	68 (53.13%)	0 (0.0%)	0 (0.0%)	166 (16.46%)
Document Delivery Service	79 (37.98%)	22 (17.19%)	0 (0.0%)	0 (0.0%)	101 (10.01%)

Traditional Services					
Inter Library Loan	24 (11.5%)	22 (17.19%)	9 (4.21%)	0 (0.0%)	55 (5.46%)
Reference Service	161 (77.40%)	77 (60.16%)	180 (84.11%)	375 (81.88%)	793 (78.67%)
Newspaper clipping service	170 (81.73%)	98 (76.56%)	70 (32.71%)	80 (17.47%)	418 (41.47%)

As seen in the previous table (Table 7), users use the services with some purpose. Of the different services offered, users choose such services, which would meet their information needs and suit the purpose for which the services are used. The present table is an attempt to identify the use of information services.

Selective Dissemination of Information that provides specific information to the users is used by such users who are involved in research and who need latest information as and when they appear. Thus, it is seen that a majority of 79.3 percent of the Faculty and around half of the Research Scholars, i.e. 56.25 percent, make use of the Online Selective Dissemination of Information service.

It is observed from the table that Reference service is used by all the categories of users, although a meager percentage of Under Graduate students. More than eighty percent of the Faculty (89.4%) and Research Scholars (81.3%) use online reference service. Around one-third of the Post Graduate students i.e. 34.11 percent also use online reference service. Current Awareness Service, which is an alerting service, is used by more than three-fourths of the Faculty (87%) and Research Scholars (77.34%) and one-fourth of Post Graduate (26.17%) students. Being involved in teaching and research, faculty need the latest information. Hence, they need such an alerting service. The Research Scholars, on the other hand, for their research, always need to keep a track of the Current Information. As far as Post Graduate students

are concerned, latest information is necessary for the project work, which they have to complete as a part of their course.

Electronic mail, which is also used as an alerting service, and also for communication is used by all the categories of users. All the Faculty and Research Scholars, covered under study, and around three-fourths of the Post Graduate (72.9%) and two-thirds of the Under Graduate (62.88%) students use electronic mail.

Literature search service is used only by 47.12 percent of the faculty and 53.13 percent of the Research Scholars. The same is the case regarding Document Delivery service, which is used by 37.98 percent of the faculty and 17.19 percent of the Research Scholars.

As far as the manual services are concerned, more than three-fourths of the faculty (77.4%), Post Graduates (84.11%) and UG (81.88%) students use reference service. The number of Research Scholars using reference service is comparatively less (60.16%). Further, News paper clipping service which provides information about current events, usually published daily, which includes important facts like eye witness accounts, opinions and comment on topical issues, review of books and contemporary culture is used by all category of users more than three-fourths of the faculty (81.73%) and Research Scholars (76.56%) and one-fourths of Post Graduates students (32.71%) and one-fifth of UG students (17.47%).

Table 8: Satisfaction towards Utilization of Library resources

Satisfaction Level	User category				
	F	RS	PGS	UGS	Total
Extremely Satisfied	165 (79.32%)	110 (85.94%)	184 (85.9%)	312 (68.12%)	771 (76.48%)
Satisfied	201 (96.33%)	111 (86.72%)	0 (0.0%)	0 (0.0%)	312 (30.95%)
Moderately Satisfied	11 (5.29%)	15 (11.71%)	79 (36.92%)	176 (38.42%)	281 (27.88%)

It is observed from the table that a majority of the Faculty (96.33%) and Research Scholars (86.72%) are satisfied. This is followed by extremely satisfied by 79.32 percent of the faculty and 85.94 percent of the research scholars. As regards the Post Graduates and Under graduate students, are

extremely satisfied (Post Graduates students- 85.9% ; UG-students 68.12%). It is also observed that around one-third of both UG (38.42%) and Post Graduates (36.92%) students are moderately satisfied.

Table 9: Role of Library in Promoting the use of Information Resources

Library used	User Category				
	F	RS	PGS	UGS	Total
Well organized and arrangement of Information resources at library	165 (79.3%)	72 (56.25%)	0 (0.0%)	0 (0.0%)	237 (23.52%)
Acceptance of recommendation by you	199 (95.7%)	36 (28.12%)	34 (15.88%)	35 (7.64%)	304 (30.16%)
Training/Orientation programme to users	168 (80.77%)	100 78.1%	199 (92.9%)	360 (78.6%)	827 (82.04%)
Assistance from library staff	187 (89.9%)	110 (85.9%)	198 (92.5%)	390 (85.1%)	885 (87.80%)

The opinion gathered about the role of library in promoting the use of information resources has been summarized in Table-9.

The table-9 depicts that depicts that 165 (79.03%) of faculty and 72 (56.25%) of research scholars are opine as well organized and arrangement of information resources at the library, followed by 199 (95.07%) faculty and 36 (28.12%) research scholars opine that acceptance of recommendation by them. All most all 199 (92.09%) and faculty 168 (80.77%) are opined that training/orientation programme

need to users, all category users are agree that they get assistance from library staff.

Recommendations

The study indicates the need for switch from traditional print resources to electronic resources and the university library can set up servers like Ezproxy in the library and provide library resources and services to the door steps of it users. This Ezproxy setup will automatically improve the

use of electronic information resources form off campus access mode.

State Agricultural Universities should send library professionals periodically to attend conference and seminars, so as to keep themselves updated with recent technologies.

Conclusion

The internet has become an inseparable part of today's educational system due to rapid advancement in technology. The electronic resources have changed the information seeking and retrieval method of the respondents. The users are shifting from traditional print resources to electronic resources. It is also found from the study that training programme offered by the library towards accessing e-resources is much utilized by the postgraduate students and research scholars of the university. It can be summarized that maximum users use e-resources for their research and educational needs. Due to ICT and availability of all e-resources on user's desktop, their library's visit is affected to some extent, But the users visit their library for referring printed books, journals, reports and communicate with library staff through e-mails and asking help and giving suggestions as and when is required. There are more challenges to library professionals for exciting new initiatives to be discovered unfamiliar places about more opportunities are also coming up due to Information Communication Technology. The library should organize seminars, workshops and orientation programmes for users at regular interval of time to keep them up to date with latest resources, services and technologies.

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