Awareness about Library Resources and Services in Selected Public and Private University Libraries of Haryana: A Comparative Study

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Abstract

Today, library resources are main source of information in a university library and are popular among users. It may provide contextual information about the more significant work, and an actual literature examination examines and produces information about key themes. The current study is expressive and analytical. The convenience sampling technique was adopted for the study. A survey method is used to study the collection of development problems and services in selected academic libraries. In the study, universities were selected from both the public and private sectors. The sample size is 600, comprising 246 research scholars and 354 students selected from the universities of Haryana. The study is based on the tabular technique of analysis. The current study uses SPSS for calculation, tabulation and graphic work. The hypothesis is tested at 1 and 5% levels of significance. Library resources and services represent challenges at every selection, acquisition, preservation, maintenance and management level.

Keywords: Awareness, Library Resources, Services, Public and Private, University, Haryana

Introduction

Library resources are sources of information. Traditionally, these resources were mostly books, journals, newspapers, other editorials and encyclopedias. But with the advent of the internet, digital sources of information have become prevalent. These digital sources of information include, but are not limited to, online libraries and journals, online encyclopedias like Wikipedia, blogs, video logs like YouTube, etc. Even movie clippings, especially from history, have played a prominent role in modern research and are classifiable under 'Library Resources'.

Library resources and services represent challenges at every selection, acquisition, preservation, maintenance and management level. At the same time, these resources have also come with many advantages, giving solutions to many professional problems like providing remote access, convenience in use, increased readership, and improved services, leading to more opportunities for productive research output and academic excellence within the shortest possible time. In such a situation and with future trends, library professionals shall have to cope with the newly emerging digital environment and devise the best possible techniques and methods of managing these resources and services efficiently and effectively for their improved availability and accessibility, ensuring convenient and comfortable use, overcoming all the barriers coming their way.

Review of Literature

A literature review is a complete survey of everything written about the subject, the theory built and the research question. It may provide background about the more significant work, and an actual literature examination examines and produces information about key themes. A good review sets up the landscape that will work within it, saving you from duplicating effort and allowing you to identify the key players in the field. The literature reviewed in this paper explores the utilisation and availability of library and information resources and services among different categories of users.

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Scoulas and Groote (2023) conducted a survey to investigate the most important resources used by faculty members for research purposes. The study revealed that online journals, databases and interlibrary loan (ILL) were the most important resources for faculty research. Faculty from social sciences perceived assistance from subject specialist librarians as more important than faculty members from physical sciences. The study also found that faculty members use searching for a freely available online version, using ILL and obtaining it from Google Scholar as the top three strategies to obtain articles not available through their university.

Kumkum (2022) studied the status and usage of library resources and services in Dhubri District, Assam. The study used a survey method to investigate the collection of development problems and services in selected academic libraries. The findings showed that better coordination between library staff and users enhances awareness about library sources. The study concluded that libraries should consider the opinions of their users regarding working hours, physical facilities and library information sources to make the library more user-friendly.

Joseph (2021) investigated the utilisation of information resources and services by postgraduate students of the Department of Agricultural Education, University of Agriculture, Makurdi Benue State. The study employed the descriptive survey design and used a questionnaire as the instrument for data collection. The study found that problems affecting students' utilisation of library resources and services should be considered to make the library more conducive and accessible to postgraduate students.

Panda and Sharma (2021) explored the response of libraries and LIS professionals during the COVID-19 pandemic and determined their working practices, services practices and strategies applied and role-played. The study used an online survey and covered almost 59 unique libraries from different colleges, universities, public sectors & information service centres. The study revealed that most respondents demanded that their library provide online library services, and online ask a librarian facility. The study also recommended that libraries adopt webinar services to motivate and encourage librarians to enhance their digital skills to keep pace with the present digital age.

Veer and Panda (2021) conducted a study on the usage of e-resources in the Chandigarh University Library during the pandemic period. They distributed 200 questionnaires to the students, staff and faculty members of the university, of which 158 were considered valid for analysis. The findings of the study revealed that the majority of the respondents were aware of the availability of e-resources in the library and used them according to their specific needs. The study also highlighted the challenges faced by students and faculty members in accessing e-resources and their perspectives on the usefulness of these resources.

Siwach (2019) conducted a survey of science faculty and research scholars at five universities in North India. The study found that e-journals were the most commonly used electronic resources, and search engines were the most preferred mode of finding information for research purposes. The study also revealed that advanced search strategies, such as Boolean, proximity, wildcards and truncation, were not widely used. Science Direct, Springer Link, Taylor & Francis and Wiley Blackwell were the most commonly used resources. The study recommended the provision of more training programmes and promotion of e-resources for optimal utilisation.

Pandey and Shailendra (2020) conducted a review of the acquisition and utilisation of information resources on Rajasthani arts and culture in select universities and institutes in Rajasthan. The paper highlighted concerns regarding the purchase strategy adopted by the library and the approaches to the utilisation of information assets.

Ahmadianyazdi and Chandrashekara (2019) conducted a study to determine research scholars' satisfaction level with electronic information assets and facilities in the University of Mysore library. The study found that most research scholars were satisfied with internet access, database access and library facilities.

Yugandhar and Naick (2018) attempted to evaluate user perceptions of different library facilities and services in University Arts & Science College Warangal District and Government Degree College Eturnagaram of Warangal District in Telangana. The study found that textbooks and newspapers were regularly used resources, and there was good assistance from library staff at Government Degree College Eturnagaram. However, there was a lack of internet facilities to access e-resources, professional assistance and library personnel deficiency. The study

recommended that college authorities and librarians be aware of their strengths and weaknesses to improve the quality of their services.

Scope of the Study

The present study examines the library resources and services of six selected public and private universities in Haryana. Below is a brief profile of these six universities and their library resources: Background information about six universities. "A public university is a university that has state ownership or receives significant public funds through a national or subnational government. Private universities are usually not operated by governments, although many receive tax breaks, public student loans and grants. Depending on their location, private universities may be subject to government regulation."

Table 1: Public and Private University

Sr. No.	Public	Private
1	Bhagat Phool Singh Mahila Vishwavidyalaya, Sonipat	BML Munjal University, Gurugram
2	Kurukshetra University, Kurukshetra	GD Goenka University, Gurugram
3	Maharshi Dayanand University, Rohtak	K.R. Mangalam University, Haryana

The Motivation for the Study

The issues that motivated me for this research are listed below. This is the prime motivation for research work on this topic:

- Awareness about library resources and services.

Research Questions

- RQ1: What is the awareness level of users about library resources and services?

Objectives of the Study

To measure the awareness of library resources and services among respondents in the selected public and private university libraries.

Research Hypotheses

- There is no significant difference among selected public and private university respondents regarding awareness of library resources and services.

Research Methodology

Research methodology is the specific procedures or techniques used to identify, select, process and analyse information about a topic. The present study is descriptive and analytical. The reason is to choose a descriptive and analytical type of research for the current analysis because it is based on the question it asks respondents about the research problem. The main aim of a descriptive study attempts to determine, describe and identify what is. On the other hand, analytical research attempts to establish why it is and which way or how it came to be in the present situation.

Sampling Techniques and Sample Size

The convenience sampling technique was adopted for the study. In the study, the universities were selected from both the public and private sectors. The sample size is 600, comprising 246 research scholars and 354 students selected from the universities of Haryana.

Data Collection

A structured questionnaire was administered to the respondents selected for the study. The study adopted direct personal interaction for collecting the required information. First of all, the questionnaires were distributed to the research scholars of each university, and the responses received were briefly analysed.

Statistical Tools and Techniques

Based on the data collected from the various sources, the tabulation, analysis and interpretation made the study more meaningful. The study is based on the tabular technique of analysis. The study is presented in tables, charts, graphs, diagrams, etc., whenever necessary for clarity of thought, easy understanding and to make the research presentation more vivid. For a smooth and accurate analysis of the data, statistical analysis software like SPSS is used.

Data Processing and Testing of Hypothesis

The present study uses SPSS for calculation, tabulation and graphic work. The hypothesis is tested at 1 and 5% levels of significance.

The data has been presented in tabular and graphical form. The hypothesis testing has been done with the help of the Chi-Square Test.
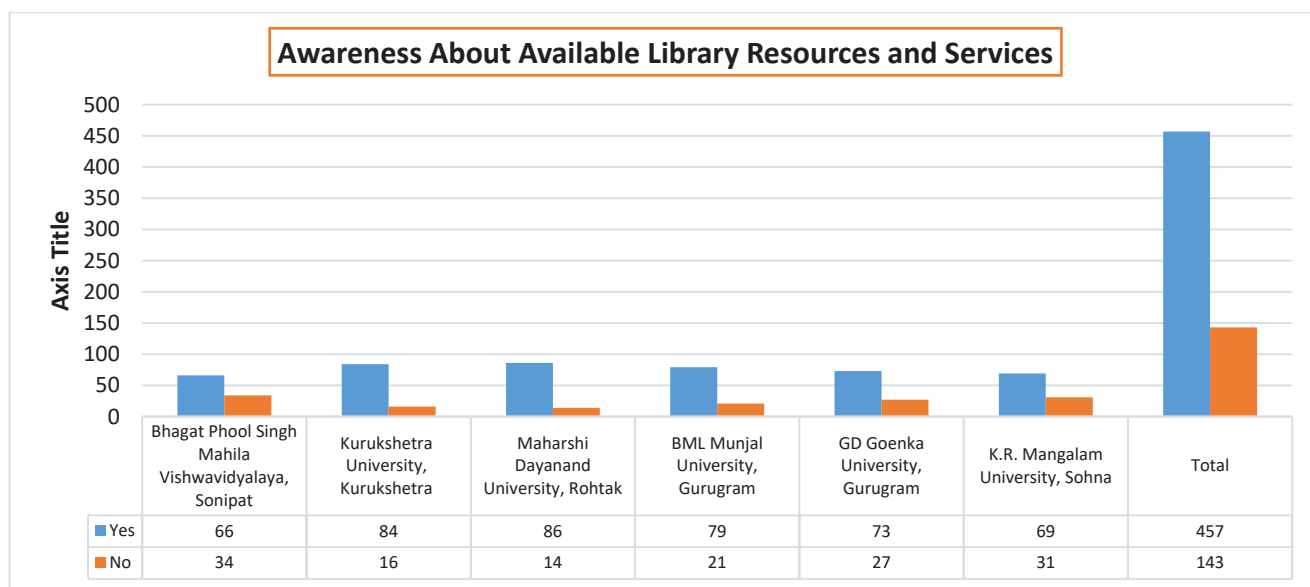
Data Analysis And Interpretation

Awareness About Available Library Resources and Services

	Bhagat Phool Singh Mahila Vishwavidyalaya, Sonipat	Kurukshetra University, Kurukshetra	Maharshi Dayanand University, Rohtak	BML Munjal University, Gurugram	GD Goenka University, Gurugram	K.R. Mangalam University, Sohna	Total
Yes	66	84	86	79	73	69	457
No	34	16	14	21	27	31	143

Fig. 1: **Number of Respondents Who are Aware of Available Library Resources and Services**

Fig. 1 show that 76.16% of users are aware of available library resources and services, and 23.83% of users are unaware of the available library resources and services.

Table 2: **Significance of Difference between Respondents of Selected Public and Private Universities based on Awareness Level**

Usage of Library/University	Public	Private	Chi-Square Value	df	P-Value
Yes	236(78.66%)	221(73.66%)			
No	64(21.33%)	79(26.33%)			
Total	300(100)	300(100)	2.07	1	0.15*

**Significant at 0.05.

Table 2 shows no significant difference between selected public and private university respondents based on awareness level. The maximum percentage of respondents is 78% of users who are aware of available library resources in selected public libraries, followed by 73.66% of respondents who are knowledgeable in selected private libraries and the percentage of respondents who are not aware of available resources and services in selected public and private universities are 21.33 and 26.33% respectively. The p-value is 2.07, greater than the significant value of 0.05, indicating no significant difference between selected public and private university respondents' awareness of available library resources and services.
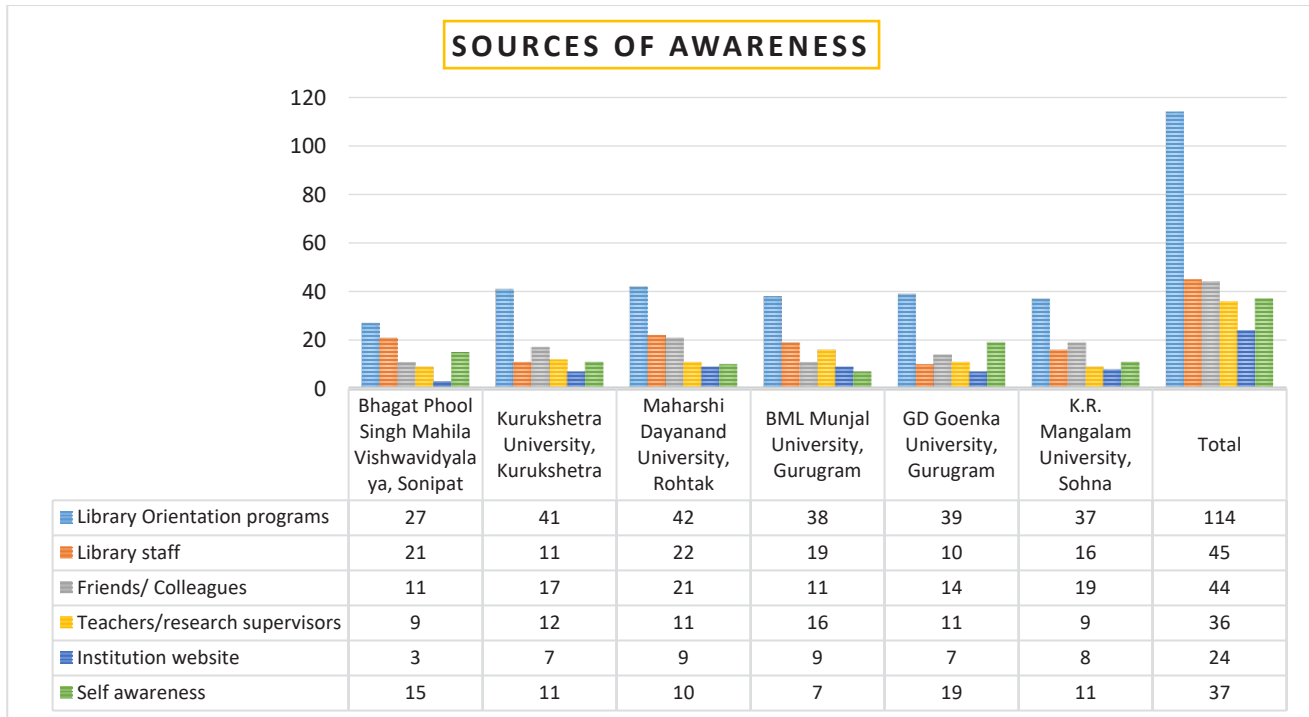
SOURCES OF AWARENESS

	Bhagat Phool Singh Mahila Vishwavidyalaya, Sonipat	Kurukshetra University, Kurukshetra	Maharshi Dayanand University, Rohtak	BML Munjal University, Gurugram	GD Goenka University, Gurugram	K.R. Mangalam University, Sohna	Total
Library Orientation programs	27	41	42	38	39	37	114
Library staff	21	11	22	19	10	16	45
Friends/ Colleagues	11	17	21	11	14	19	44
Teachers/research supervisors	9	12	11	16	11	9	36
Institution website	3	7	9	9	7	8	24
Self awareness	15	11	10	7	19	11	37

Fig. 2: **Source of Awareness about Library Resources and Services**

Fig. 2 displayed that the maximum number of respondents, that is, 19%, are aware of library resources and services through library orientation programmes, and only 4% are aware of library resources and services through institution websites.

Table 3: **Significance of Difference between Respondents of Selected Public and Private Universities based on the Source of Awareness about Electronic Resources Services and Facilities**

Source of awareness about Library Resources Services and Facilities	Public	Private	Chi-square Value	df	p-Value
Library Orientation programs	110(36.66)	114(38)			
Library staff	54(18)	45(15)			
Friends/Colleagues	49(16.33)	44(14.66)			
Teachers/research supervisors	32(10.66)	36(12)	2.0	5	0.85
Institution website	19(6.33)	24(8)			
Self-Awareness	36(12)	37(12.33)			
Total	300	300			

Table 3 indicates the significance of the difference between respondents of selected public and private universities based on the source of awareness about library resources, services and facilities. The maximum percentage of respondents from selected public and private universities, which is 36.66 and 38%, respectively, became aware of library resources and services through library orientation programmes. Sources of awareness about library resources and services and facilities for the rest of the respondents is from both public and private sector universities 18 and 15% from library staff, 16.33% and 14.66% from friends/colleagues, 10.66 and 12% by teachers/research supervisors, 6.33 and 8% through institution website and 12% and 12. The percentage is self-aware of library resources and services. The p-value is 0.85, greater than the significant value of 0.05, indicating the insignificant difference between respondents of selected public and private universities based on the source of awareness about electronic resources, services and facilities.
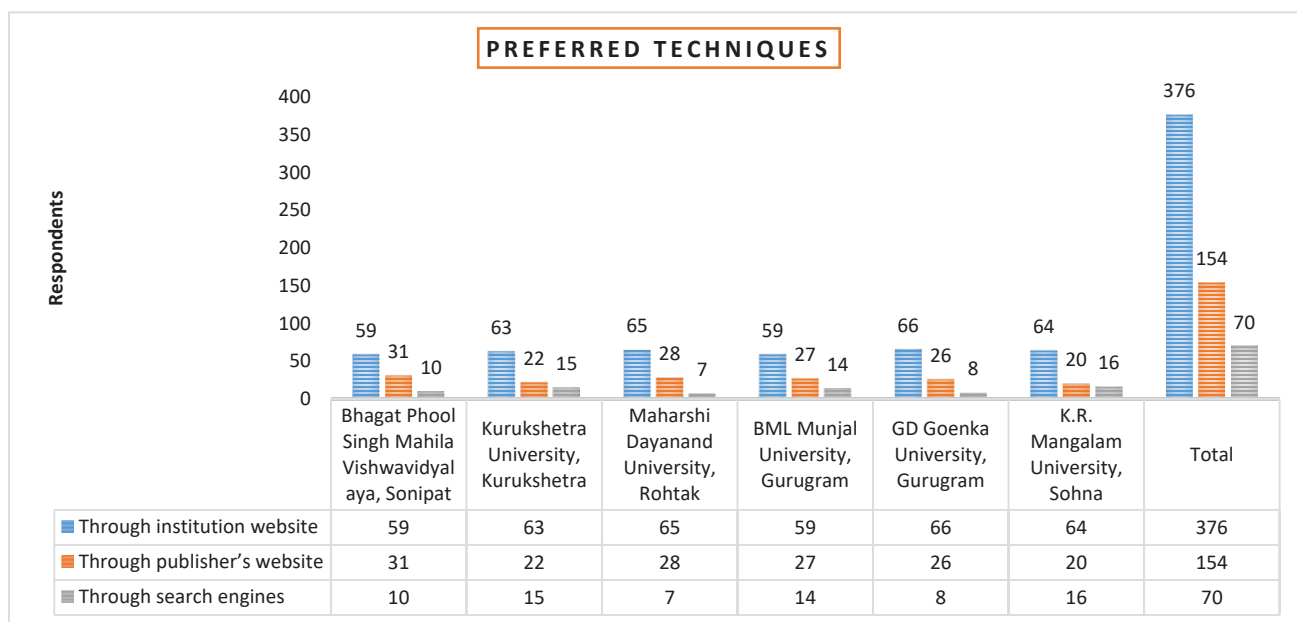
PREFERRED TECHNIQUES

	Bhagat Phool Singh Mahila Vishwavidyalaya, Sonipat	Kurukshetra University, Kurukshetra	Maharshi Dayanand University, Rohtak	BML Munjal University, Gurugram	GD Goenka University, Gurugram	K.R. Mangalam University, Sohna	Total
Through institution website	59	63	65	59	66	64	376
Through publisher's website	31	22	28	27	26	20	154
Through search engines	10	15	7	14	8	16	70

Fig. 3: **Techniques Preferred to Locate the Library Resources**

Fig. 3 revealed that 62.66% of respondents locate library resources through the institution's website, and 11.66% of respondents locate the library resources through the publisher's website.

Table 4: **Significance of Difference between Respondents of Selected Public and Private Universities based on Techniques Preferred to Locate the Library Resources**

Access to Information through Library Resource	Public	Private	Chi-Square Value	df	P-Value
Through Institution Website	187(62.33)	189(63)			
Through The Publisher's Website	81(27)	73(24.33)	0.96	2	0.62
Through Search Engines	32(10.66)	38(12.66)			
Total	300	300			

Table 4 shows the significance of differences between respondents from selected public and private universities based on techniques preferred to locate the library resources. The maximum percentage of selected public and private university respondents is 62.33 and 63%, respectively, who discovered library resources through institution websites. Twenty-seven and 24.33% of publishers' websites and 10.66 and 12.66% of search engines are other methods through which respondents discovered electronic resources. The p-value is 0.62, which is more significant than 0.05, indicating the insignificant difference between respondents from selected public and private universities based on methods used to locate electronic resources.

Findings based on Awareness and Searching Techniques

This study found that the maximum percentage of respondents, that is, 78% of users, are aware of available library resources in selected public university libraries, followed by 73.66% of respondents who are familiar with selected private libraries, and the percentage of respondents who are not aware of available resources and services of selected public and private universities are 21.33 and 26.33%, respectively. There is no significant difference between selected public and private university respondents regarding awareness of available library resources and services.

The maximum percentage of respondents, 36.66 and 38%, respectively, became aware of library resources and services through library orientation programmes. The rest of the respondents became aware through library staff, friends/colleagues. Teachers/research supervisors, institution website and printed sources, respectively. There is an insignificant difference between selected public and private university respondents based on sources of awareness about library resources and services.

Recommendations

This type of research study will be conducted status-wise in research and development organisations, professional institutions like engineering, medicine, arts and science and special libraries, like ISRO, DRDO, DRDL, ICSSR, etc., on electronic resources and services provided by the respective libraries, so the libraries provide better library services to their users in the present digital era. Several factors emerge as considerations for research and recommended for further extension of research study as a fellow: The research study may also be conducted to determine the use of library resources and services in other pending state universities.

Conclusion

This research supports the role of the university management and academic librarian as integral to implementing the strategies for providing more e-learning facilities to their users in the 21st century. These findings assist the library in better understanding our user community's needs. As this survey is regularly deployed, it also allows us to observe potential changes over time, and as necessary, make strategic changes to library resources and services. E-learning is necessary to succeed in research, technology, communication and lifelong learning. This study has provided data on the usage skills of the selected university library users from both public and private sector universities. The research revealed that the university libraries chosen from the public sector provide more electronic resources and facilities to their library users in a better way as compared to the selected private sector university libraries.

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