

## **AWARENESS AND USE PATTERN OF INFORMATION SOURCES AND SERVICES IN MAHER ( Meenakshi Academy of Higher Education and Research ) DEEMED UNIVERSITY**

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### **Abstract**

*Now a day in higher education the Implementation of Information and Communication Technology has brought out the major changes. The Growth of the ICT plays pivotal role in Library and information science and it also used to cultivate the new innovative ideas to provide the better services to the library users. This study is aimed to examine the Awareness and use pattern of information sources and services in MAHER (Meenakshi Academy of Higher Education and Research) Deemed University. The students of Engineering, Medical, Dental, Nursing and Physiotherapy were selected for this study. Questionnaire method was adopted to collect the data. Out of 300 Questionnaire 265 were received back. This study examines the awareness about the available resources and services, identify the frequency of using library, analyse the purpose of using, the use pattern of information resources and services and identify the constraints in accessing the library resources and services*

### **KEYWORDS :**

MAHER (Meenakshi Academy of Higher Education and Research) Deemed University, Awareness, use pattern, information sources and information services

### **INTRODUCTION:**

Development of Information and communication technology foster to the assessment of the services in libraries. To assess the strength and weakness of the libraries is an important one in the ICT era. More over the university libraries are the heart of the institution. Their growth only leads to the enhancement of the Research (R&D) quality. Meenakshi Academy of Higher Education and Research (MAHER) Deemed University is marching towards the forefront in the field of Dentistry, Medicine, Health, Technology and Education. They spread their tentacles in all the disciplines. It has evolved into a beautiful paradise which not only hones the skills of budding professionals but also provides the perfect and ideal environment for anyone who comes to us to quench their thirst for knowledge. They are also encouraged in various sports and cultural activities, the making the campus a dream place to be in. The Colleges believes in the overall development of the Personality of the student

### **REVIEW OF LITERATURE**

Popoola (2008) examined the faculty's awareness and use of library information products and services. A sample of about one tenth of the faculty members was chosen randomly for survey. Questionnaire was used as a data collection tool. A considerable difference was found in the faculty

awareness about library and information products and services. It further disclosed that the users did not have the required knowledge of library products and services relevant to their teaching and research work. Author concluded that level of knowledge of faculty have relationship with the frequency of library use, consultation of librarian etc.

Pareek, A.K. and Rana, Madan S (2013) investigated that IT based library services are being less utilized compared with print sources by the research scholars. Researchers use a variety of information sources for their research. Books and e-journals are considered mostly. Researchers perceived the Banasthali University Central Library play an effective role in meeting their research needs; they also prefer to consult research guide and library first. It was also noted that there was little awareness of e-resources available in library, less use of document delivery services. There is a need to make a plan for effective or better utilization of library sources and services.

Natarajan .R and Nagarajan. M. (2012) identified that the faculty of Engineering and Medicine students in Annamalai University are almost in same platform in information use pattern on the basis of socio-economic and faculty wise. Both the faculty students are having more knowledge to utilize the library and library resources. Nowadays students are very much interested to seek the information in different way. They are also getting more information on net Key Selvi.M and Dr.T.K.Thiruvengada Mani (2013) analysed the use of information resources and services in Post Graduate Institute of Basic Medical Sciences of Madras University Library System. The highest number 42(23.33%) of the respondents stated that they frequently used online resources (including infonet consortia). 135(75%) respondents were highly satisfied in E-Theses services because the theses were digitized and provided in the intranet for their easy access. In the perception of the respondents the opinion about library collections 142(78.88%) were highly satisfied because the library had an excellent collection of books with its latest editions. 25(13.88%) respondents suggested to provide Newspapers and the highest respondents 36 (20%) suggested to provide Air conditioners for the reading area, 35(19.44%) respondents suggested to increase the bandwidth to avoid the slow internet connectionLohar and Kumbar (2007) evaluated the teachers Attitude towards Library Facilities and Information Resources in First Grade Colleges in Shimoga Districts. The study revealed that 52.25% users spent less than an hour and more than half an hour only in libraries per week. Only a small fraction of users was familiar with inter library loan service. Accessibility of the reading material, its adequacy, users' opinion about library services such as lending service, pattern of search for latest literature, inter-library-loan, photocopy service, orientation, computerization of libraries, the Internet, etc. were also examined.

#### **STATEMENT OF THE PROBLEM**

This study aims to analysis the awareness and use pattern of information sources and services in MAHER (Meenakshi Academy of Higher Education and Research) Deemed University students of various disciplines(Engineering, Medical, Dental, Nursing and Physiotherapy).

#### **OBJECTIVES:**

- To study the characteristics of the respondents
- To know the awareness about the resources and services available
- To identify the frequency of using library
- To analyse the purpose of using library services and resources
- To find the use pattern of information resources and services
- To identify the constraints in accessing the library resources and services

#### **RESEARCH METHODOLOGY:**

The study has been carried the students in MAHER (Meenakshi Academy of Higher Education and Research) Deemed University. This study focused on multidisciplinary (Engineering, Medical, Dental, Nursing and Physiotherapy). The questionnaires were distributed to the students of Engineering, Medical, Dental, Nursing and Physiotherapy and collected personally to find out the awareness and use pattern of information sources and services. Only 300 questionnaires were

distributed. Among the 300 only 265 respondents were returned the questionnaire. The collected data were analysed and inferences made based on standard statistical tools.

#### ANALYSIS AND INTERPRETATION

**Table 1: Distribution of Questionnaire**

Sl. No.	Discipline	Distributed		Received	
		No.	%	No.	%
1	Engineering	90	30	78	29.43
2	Medical	75	25	67	22.33
3	Dental	60	20	56	18.66
4	Nursing	35	11.66	29	9.66
5	Physiotherapy	40	13.33	35	11.66
	<b>Total</b>	<b>300</b>	<b>99.99</b>	<b>265</b>	<b>91.74</b>

From the above table 1 shows that the distribution of questionnaire to the various disciplines in MAHER (Meenakshi Academy of Higher Education and Research) Deemed University. Table.1 classified under the disciplinewise Out of 300 questionnaire only 265(9.74) were received. The questionnaire 90(30%) were distributed among the engineering students, 75(25%) Medical students, 60(20%) dental students, 35(11.66%) were Nursing students and 40(13.33%) were Physiotherapy students. From these 78(29.43%) questionnaires were received back from engineering students, 67(22.33%) Medical students, 56(18.66%) From dental students, 29(9.66%) from Nursing students and 35(11.66) physiotherapy. From the overall respondents the engineering discipline placed in the highest position and the second position.

**Table 2: Characteristics of the respondents**

Sl. No.	Gender	Age				Total
		<20	20-25	25-30	>30	
01	Male	53(20)	65(24.52)	25(9.43)	20(7.54)	163(61.50)
02	Female	40(15.09)	31(11.69)	16(6.03)	15(5.66)	102(38.49)
	<b>Total</b>	<b>93(35.06)</b>	<b>96(36.22)</b>	<b>41(15.47)</b>	<b>35(13.20)</b>	<b>265(99.99)</b>

Table 2 characteristics of the respondents were analysed with their gender and age. From the overall respondents 163(61.50) respondents were male and 102(38.49) respondents were female. Among the 163respondents the age of 20-25 placed in the highest 65(24.52) and the second place for the age <20 is 53(20). The lowest one is >30. Among the 102(38.49) Female respondents <20 years is 40(15.09) which is also the highest one in the female respondents. The age of 25-30 and >30 respondents slightly differ from one another and 31(11.69) respondents were in the age of 20-25. From the overall of 265respondents 65(24.52) were respondents were in the age of 20-25 and they were also male in gender

**Table 3: Awareness about the library resources and services**

Sl. No.	Discipline	Awareness about the library resources and services			
		Awared		Unawared	
		No	%	No	%
1	Engineering	69	26.03	9	3.39
2	Medical	62	23.39	5	1.88
3	Dental	52	19.62	4	1.5
4	Nursing	22	8.3	7	2.64
5	Physiotherapy	31	11.69	4	1.5
	<b>Total</b>	<b>236</b>	<b>89.03</b>	<b>29</b>	<b>10.91</b>

Table.3 shows that the awareness about the library resources and services. Among the 78 engineering respondents 69(26.03) respondents were awared about the resources and services offered by the library and only 9(3.39) were not awared in that discipline. In the case of 67 Medical students 62(23.39) were awared and 5(1.88) were not awared. In physiotherapy out of 35, 31(11.69) were awared and 4(1.5) were unawared. From the overall respondents from the five categories of 265, 236(89.03) were well known about the resources and services only 29(10.91) were no awared about that.

#### FREQUENCY FOR INFORMATION GATHERING

**Table 4: Frequency for information gathering**

Time Frequency	No. of Respondents (%)				
	Engineering	Medical	Dental	Nursing	Physiotherapy
Daily	29(10.9)	21(7.92)	21(7.92)	12(4.52)	13(4.9)
Twice in a week	14(5.28)	18(6.79)	17(6.41)	5(1.88)	9(3.39)
Weekly	16(6.0)	14(5.28)	12(4.52)	7(2.64)	7(2.64)
Monthly	13(4.9)	11(4.15)	4(1.50)	3(1.13)	4(1.50)
Occasionally	6(2.26)	3(1.13)	2(0.75)	2(0.75)	2(0.75)
<b>Total</b>	<b>78(29.43)</b>	<b>67(25.28)</b>	<b>56(21.13)</b>	<b>29(10.9)</b>	<b>35(13.20)</b>

Table 4 indicates that the time frequency for gathering information in library resources and services. The frequency also differs from one discipline to another discipline. Because the medical and paramedical students were also simultaneously engaged with their clinical activities. In engineering the 29(10.9) respondents were daily used, 14(5.28) were twice in a week, 16(6.0) were weekly, 13(4.9) were monthly and 6(2.26) were occasionally. Where in the case of medical among the total respondents of 67, 21(7.92) were used daily which is also the highest one in the time frequency and 3(1.13) were used to gather the information occasionally. From the total respondents of the dental 56(21.13), 21(7.92) were used daily, 17(6.41) were Twice in a week, and 4(1.50) were used monthly to gather the information. In Nursing and Physiotherapy the Highest respondent is 12(4.52) and 13(4.9) and the lowest respondent 2(0.75) only used to gather the information in occasionally

### PURPOSE OF USING LIBRARY

**Table 5: Purpose of using library**

Sl. No.	Purpose of using library	No. of respondents	%
1	Preparation for exams	22	8.3
2	Writing thesis/Dissertation	25	9.43
3	Accessing internet	57	21.5
4	Preparation competitive exams	11	4.15
5	To borrow the books	75	28.3
6	To update the knowledge	21	7.92
7	To know the current trends in research	27	10.18
8	For review of literature	12	4.52
9	General awareness	15	5.66
	<b>Total</b>	<b>265</b>	<b>99.96</b>

Table 5 indicates the purpose using library. 27(10.18) respondents were used to know the current trends in research, the majority of the students all over the categories 75(28.3) were used to borrow the books, 57(21.5) were used to access the internet, 22(8.3) were prepare the exams, 25(9.43) were used to write the thesis and dissertation, 11(4.15) were used to prepare for competitive exams, 21(7.92) were used to update their knowledge, 15(5.66) respondents using library for general awareness and 12(4.52) respondents were used to collect the review literature

### VARIOUS TYPES OF INFORMATION RESOURCES

**Table 6: Types of Resources**

Sl. No.	Types of Resources	No. of Respondents	%
1	Text Books	27	10.18
2	Reference books	39	14.7
3	periodicals	34	12.83
4	E-journals	56	21.13
5	E-Books	27	10.18
6	Thesis/Reports	23	8.67
7	Magazines	8	3.01
8	Indexes/Abstracts	12	4.52
9	Electronic databases	39	14.71
	<b>Total</b>	<b>265</b>	<b>99.93</b>

**Figure- 1: Types of Resources**

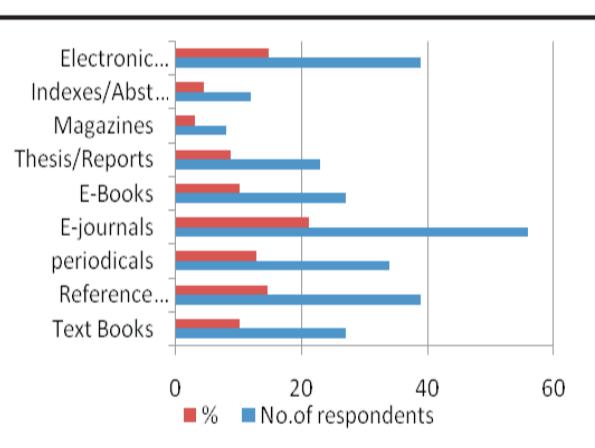


Table 6 shows the various types of information resource available in the library. Among the 265 respondents from the five disciplines the highest respondents 56(21.13) were used the E-journals, then secondly 39(14.7) were used the reference books, 34(12.383) were used the periodicals, 27(10.18) were E-Books, 39(14.71) were use the electronic databases, 12(4.52) respondents were used the indexes/ Abstracts and 23(8.67) were for Thesis/Magazines. Above all that only 8(3.01) were used for the magazines which is also the lowest one.

The figure 1 clearly indicates that frequently used resources by the respondents and their percentage. Due to the growth of the information and communication technology the online resources and the electronic resources were available tremendously. The figure 1 shows that the high percentage usage of Electronic Books, Electronic Journals and Electronic data bases.

### SATISFACTION OF LIBRARY SERVICES

**Table 7: Satisfaction about the library services**

Sl. No.	Services	Satisfaction about the services of the library			
		Excellent	Good	satisfactory	Poor
1	Circulation services	48(18.11)	107(40.37)	85(32.07)	25(9.43)
2	Reprographic services	72(27.16)	123(46.41)	53(20)	17(6.41)
3	Reference services	63(23.77)	92(34.7)	87(32.83)	23(8.67)
4	bibliographic services	23(8.67)	148(55.84)	67(25.28)	27(10.18)
5	CAS/SDI services	37(13.96)	117(44.15)	98(36.98)	13(4.90)
6	Subject gateways	42(15.84)	128(48.30)	77(29.05)	18(6.79)
7	Interlibrary loan services	27(10.18)	85(32.07)	127(47.92)	26(9.8)
8	OPAC services	46(17.35)	102(38.49)	113(42.64)	4(1.50)

Table 7 shows that the levels of satisfaction about the services offered by the library like circulation services, reprographic services, reference services, bibliographic services etc. Providing the various subject gateways 42(15.84) respondents were opined that excellent, 128(48.3) were good, 77(29.05) were satisfied about the services and 18(6.79) respondents were opined that the subject gateways were poorly maintained. In reprographic services 72(27.16) respondents were stated excellent, 123(46.41) were stated good and 23(8.67) were felt poor service. From the overall services, the reprographic services 72(27.16) respondents were stated excellent which also the highest one in all the services and the second place for reference service 63(23.77). In OPAC services only 4(1.50) respondents were stated poor and 113(42.64) were satisfied about the services. CAS/SDI services 37(13.96) respondents were opined excellent, 117(44.15) respondents were good, 98(36.98) were satisfied and 13(4.90) respondents were stated the poor services

### CONSTRAINTS TO USE THE LIBRARY

**Table 8: Key constraints to use the library**

Sl. No.	Barriers to use the library	No. of Respondents	%	Ranking
1	Inadequate timing	58	21.88	2
2	Lack of fearness	13	4.9	6
3	Inadequate book collections	13	4.9	6
4	Lack of user friendly staff	27	10.18	4
5	Lack of orientation programmes about the library collections	52	19.62	3
6	Lack of infrastructure	15	5.66	5
7	Slow internet connection	87	32.83	1
	<b>Total</b>	<b>265</b>	<b>99.97</b>	

Table 8 shows that the key constraints to use the library and their ranking. Slow internet connection has the major problem. Most of the respondents 87(32.83) identified the slow internet connection. Due to lack of fearness and Inadequate book collections (competitive examinations) 13(4.9) were responded for the problem

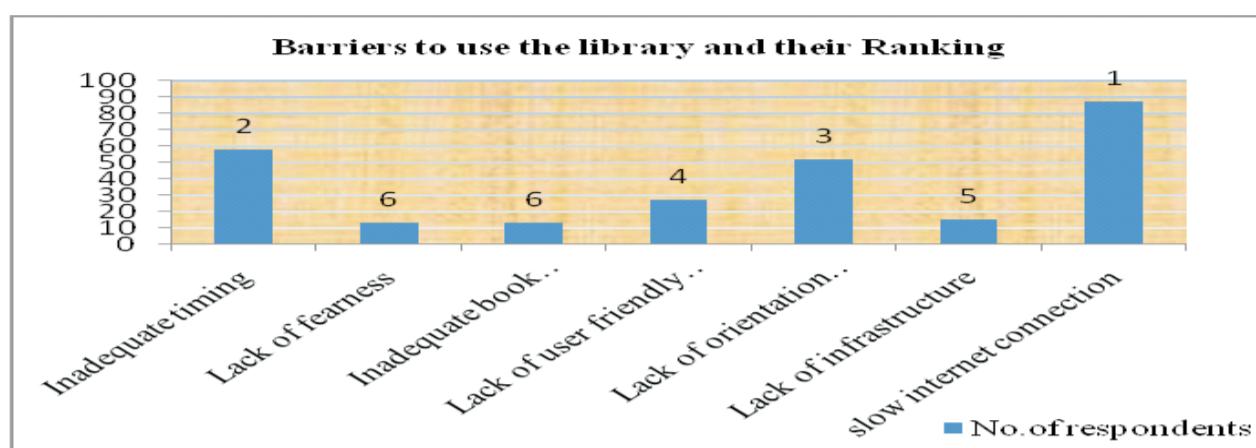
**Figure 2: Ranking of Barriers to use the library**

Figure 2 identify the barriers to use the library and their ranking. Slow internet connection has in the first place where the inadequate timing also in the second rank because most of them were engaged with their clinical practice simultaneously.

#### CONCLUSION AND SUGGESTION:

In the present situation the analysis of the strength and weakness of the library is an important one for the further improvement in the research and development. Because of the development of Information and Communication Technology we need the continuous vigilance in updating the knowledge

The suggestions have been received from the respondents to enhance the services of the library. The steps are as: i) to increase the bandwidth or providing the Wi-Fi connections to avoid the slow internet connection. ii). Arranging more orientation Programmes about the library collections and training to use the library sources iii).need of training programmes to remove the fearness in accessing the e-resources iv). In library handling of technology, computers, network should be developed. The above suggestions were help to improve the quality of the library.

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