

## INFORMATION USE PATTERN OF LIBRARY SERVICES BY THE FACULTY MEMBERS OF VIGNAN GROUP OF EDUCATIONAL INSTITUTIONS: A STUDY

A. RAJANI KUMARI\* & Dr. D. RAVINDER\*\*

\*Librarian & Ph.D. Research Scholar, NTR Vignan Library, Vignan University, Guntur, Andhra Pradesh

\*\*Professor & Head, Department of Library and Information Science, Sri Krishnadevaraya University, Ananthapuramu, Andhra Pradesh

Received Nov. 08, 2017

Accepted Dec. 06, 2017

### INTRODUCTION

Any library, irrespective of its type, should be user-oriented. All the services provided by the library intend to benefit users. The main mission of libraries attached to institutions of higher learning is to provide information services to academic community which includes faculty, researchers and students to meet their academic and research requirements. The planning and designing of a library requires a systematic study of the needs and requirements of users for whom the library, its resources and services are meant. In view which, it is imperative to conduct user studies in order to improve the existing library services, plan for new services, adjust the allocation of limited financial resources, evaluate the performance of the library, and enhance the user satisfaction. Such studies will help library administration know the satisfaction of users with existing library services and facilities, the type of new services desired, and the amount of financial resources required for their implementation. Hence, in the present paper an attempt has been made to investigate the information use patten of faculty members of Vignan Group of Educational Institutions, Andhra Pradesh.

### OBJECTIVES OF THE STUDY

The main objective of the study is to examine the extent of usage pattern of various library services such as borrowing facilities, reference service, bibliographical service, current awareness service, selective dissemination of information service, inter library loan, reprographic service, and internet facility made by the faculty members.

### HYPOTHESIS OF THE STUDY

There would not be any significant differences in the usage level of library services available in their libraries between the female and male faculty members and junior and senior faculty members.

### SCOPE, LIMITATION AND METHODOLOY

In order to study the usage level of library services and facilities of the Vignan engineering Institutions, Andhra Pradesh, a user survey of is commissioned by selecting 8 engineering institutions from among the total 13 institutions that come under the umbrella of the Vignan Group of Educational Institutions are selected as sample in the first instance:

It may be noted that these select engineering institutions have varied stakeholders such as teaching faculty, non-teaching staff, post-graduate students and under-graduate students who may considered as the users of the Vignan Group of Educational Institutions. The researcher has selected only faculty members as sample of second instance.

At present, there are a total number of 1380 faculty members are working in the selected engineering colleges under the Vignan Group of Educational Institutions, Andhra Pradesh. Since the population is too large to study in view of time and cost involved, a sample of 550 (40% of the total population) users has been drawn from the total population by using stratified random sampling technique. However, the researcher received responses from 385 (70% of the sample) users only. The collected data was further supplemented by informal discussion with the users. The end result of the outcome is presented in the form of analysis and Interpretation in the following tables.

### USE OF LIBRARY SERVICES

#### *Borrowing Facilities*

The distribution of faculty members according to the level of use of borrowing facilities of the library, gender and status is shown in Table 1.

**Table 1**  
**Distribution of faculty members according to the level of use of borrowing facilities**

Level of use	Gender		Status		Total
	Female	Male	JFM	SFM	
Completely	25 (22.73)	102 (37.09)	98 (35.00)	29 (27.62)	127 (32.99)
Substantially	66 (60.00)	131 (47.64)	149 (53.21)	48 (45.71)	197 (51.17)
Marginally	19 (17.27)	42 (15.27)	33 (11.78)	28 (26.67)	61 (15.84)
<b>Total</b>	<b>n=110</b> <b>(100.00)</b>	<b>n=275</b> <b>(100.00)</b>	<b>n=280</b> <b>(100.00)</b>	<b>n=105</b> <b>(100.00)</b>	<b>N=385</b> <b>(100.00)</b>

(Note: Numbers indicated in parentheses are percentages)

Relation	$\chi^2$ value	DF	TV	NR	LS
Female - Male	7.4597	2	5.991	Sig	0.05
JFM - SFM	12.7734	2	5.991	Sig	0.05

It is evident from Table 1 that 51.17 percent of the faculty members are using the borrowing facilities substantially, 32.99 percent of them are using completely and the remaining 15.84 percent are using marginally.

It is evident from Table 1 that there is significant difference in the level of use of borrowing facilities between the female and male faculty members as indicated by the Chi-square value which is significant at 0.05 level with two degrees of freedom. That means male faculty members are more used the borrowing facility compared to female faculty members. It is also evident from it that there is high significant difference in this regard between the junior and senior faculty members as evidenced by the Chi-square value which is significant at 0.05 level with two degrees of freedom. That means more junior faculty members are using borrowing facility compared to senior faculty members.

#### **Reference Service**

The distribution of faculty members according to the level of use of reference service of the library, gender and status is shown in Table 2.

**Table 2**  
**Distribution of faculty members according to the level of use of reference service**

Level of use	Gender		Status		Total
	Female	Male	JFM	SFM	
Completely	21 (19.10)	64 (23.27)	61 (21.79)	24 (22.86)	85 (22.08)
Substantially	40 (36.36)	99 (36.00)	101 (36.07)	38 (36.19)	139 (36.10)
Marginally	49 (44.54)	112 (40.73)	118 (42.14)	43 (40.95)	161 (41.82)
<b>Total</b>	<b>n=110</b> <b>(100.00)</b>	<b>n=275</b> <b>(100.00)</b>	<b>n=280</b> <b>(100.00)</b>	<b>n=105</b> <b>(100.00)</b>	<b>N=385</b> <b>(100.00)</b>

(Note: Numbers indicated in parentheses are percentages)

Relation	$\chi^2$ value	DF	TV	NR	LS
Female - Male	0.8991	2	5.991	NS	0.05
JFM - SFM	0.0659	2	5.991	NS	0.05

It is evident from Table 2 that 41.82 percent of the faculty members are using the reference service marginally, 36.10 percent of them are using substantially and the remaining 22.08 percent are using completely.

It is also evident from Table 2 that there are no significant differences in the use of reference service between the female and male faculty members, and junior and senior faculty members. It is evidenced by the Chi-square values, which are not significant at 0.05 level with two degrees of freedom.

#### **Bibliographical Service**

The distribution of faculty members according to the level of use of bibliographical service of the library, gender and status is shown in Table 3.

**Table 3**  
**Distribution of faculty members according to the level of use of bibliographical service**

Level of use	Gender		Status		Total
	Female	Male	JFM	SFM	
Completely	16 (14.55)	53 (19.28)	48 (17.14)	21 (20.00)	69 (17.92)
Substantially	39 (35.45)	92 (33.45)	98 (35.00)	33 (31.43)	131 (34.03)
Marginally	38 (34.54)	105 (38.18)	106 (37.86)	37 (35.24)	143 (37.14)
Not at all	17 (15.46)	25 (9.09)	28 (10.00)	14 (13.33)	42 (10.91)
<b>Total</b>	<b>n=110</b> <b>(100.00)</b>	<b>n=275</b> <b>(100.00)</b>	<b>n=280</b> <b>(100.00)</b>	<b>n=105</b> <b>(100.00)</b>	<b>N=385</b> <b>(100.00)</b>

(Note: Numbers indicated in parentheses are percentages)

Relation	$\chi^2$ value	DF	TV	NR	LS
Female - Male	4.2685	3	7.815	NS	0.05
JFM - SFM	1.5529	3	7.815	NS	0.05

It is evident from Table 3 that 37.14 percent of the faculty members are using the bibliographic service marginally, 34.03 percent of them are using substantially, 17.92 percent of them are using completely and the remaining 10.91 percent of them not at all using this service.

It is also evident from Table 3 that there are no significant differences in the use of bibliographical service between the female and male faculty members, and junior and senior faculty members. It is evidenced by the Chi-square values, which are not significant at 0.05 level with two degrees of freedom.

#### **Current Awareness Service**

The distribution of faculty members according to the level of use of current awareness service of the library, gender and status is shown in Table 4.

It is evident from Table 4 that 30.91 percent of the faculty members are not at all using the current awareness service, 28.57 percent of them are using marginally, 23.12 percent of them are using substantially and the remaining 17.40 percent of them are using completely. It can be concluded that one third of the faculty members are not using the current awareness service.

**Table 4**  
**Distribution of faculty members according to the level of use of current awareness service**

Level of use	Gender		Status		Total
	Female	Male	JFM	SFM	
Completely	19 (17.28)	48 (17.46)	49 (17.50)	18 (17.14)	67 (17.40)
Substantially	23 (20.90)	66 (24.00)	66 (23.57)	23 (21.90)	89 (23.12)
Marginally	31 (28.18)	79 (28.73)	81 (28.93)	29 (27.62)	110 (28.57)
Not at all	37 (33.64)	82 (29.81)	84 (30.00)	35 (33.34)	119 (30.91)
<b>Total</b>	<b>n=110</b> <b>(100.00)</b>	<b>n=275</b> <b>(100.00)</b>	<b>n=280</b> <b>(100.00)</b>	<b>n=105</b> <b>(100.00)</b>	<b>N=385</b> <b>(100.00)</b>

(Note: Numbers indicated in parentheses are percentages)

Relation	$\chi^2$ value	DF	TV	NR	LS
Female - Male	0.705	3	7.815	NS	0.05
JFM - SFM	0.4177	3	7.815	NS	0.05

It is also evident from Table 4 that there are no significant differences in the use of current awareness service between the female and male faculty members, and junior and senior faculty members. It is evidenced by the Chi-square values, which are not significant at 0.05 level with two degrees of freedom.

#### **SDI Service**

The distribution of faculty members according to the level of use of SDI service of the library, gender and status is shown in Table 5.

**Table 5**  
**Distribution of faculty members according to the level of use of SDI service**

Level of use	Gender		Status		Total
	Female	Male	JFM	SFM	
Completely	16 (14.54)	49 (17.81)	48 (17.14)	17 (16.2)	65 (16.88)
Substantially	26 (23.64)	61 (22.18)	64 (22.86)	23 (21.90)	87 (22.60)
Marginally	27 (24.54)	71 (25.82)	71 (25.36)	27 (25.71)	98 (25.45)
Not at all	41 (37.28)	94 (34.19)	97 (34.64)	38 (36.19)	135 (35.07)
<b>Total</b>	<b>n=110</b> <b>(100.00)</b>	<b>n=275</b> <b>(100.00)</b>	<b>n=280</b> <b>(100.00)</b>	<b>n=105</b> <b>(100.00)</b>	<b>N=385</b> <b>(100.00)</b>

(Note: Numbers indicated in parentheses are percentages)

Relation	$\chi^2$ value	DF	TV	NR	LS
Female - Male	0.8361	3	7.815	NS	0.05
JFM - SFM	0.1277	3	7.815	NS	0.05

It is evident from Table 5 that 35.07 percent of the faculty members are not using the selective dissemination of information service, 25.45 percent of them are using marginally, 22.60 percent of them are using substantially and the remaining 16.88 percent are using completely. Hence, it can be inferred from the table that about one third of the faculty members are not at all using the selective dissemination of information service.

It is also evident from Table 5 that there are no significant differences in the use of SDI service between the female and male faculty members, and junior and senior faculty members. It is evidenced by the Chi-square values, which are not significant at 0.05 level with two degrees of freedom.

#### **Inter Library Loan**

The distribution of faculty members according to the level of use of inter library loan facility of the library, gender and status is shown in Table 6.

**Table 6**  
**Distribution of faculty members according to the level of use of inter library loan**

Level of use	Gender		Status		Total
	Female	Male	JFM	SFM	
Completely	13 (11.82)	38 (13.82)	39 (13.93)	12 (11.43)	51 (13.25)
Substantially	31 (28.18)	71 (25.82)	74 (26.43)	28 (26.67)	102 (26.49)
Marginally	21 (19.09)	53 (19.27)	53 (18.93)	21 (20.00)	74 (19.22)
Not at all	45 (40.91)	113 (41.09)	114 (40.71)	44 (41.90)	158 (41.04)
<b>Total</b>	<b>n=110</b> <b>(100.00)</b>	<b>n=275</b> <b>(100.00)</b>	<b>n=280</b> <b>(100.00)</b>	<b>n=105</b> <b>(100.00)</b>	<b>N=385</b> <b>(100.00)</b>

(Note: Numbers indicated in parentheses are percentages)

Relation	$\chi^2$ value	DF	TV	NR	LS
Female - Male	0.4049	3	7.815	NS	0.05
JFM - SFM	0.4339	3	7.815	NS	0.05

It is evident from Table 6 that 41.04 percent of the faculty members are not at all using the inter library loan service, 26.49 percent of them are using substantially, 19.22 percent of them are using marginally and the remaining 13.25 percent are using completely. It can be inferred from the table that a considerable percentage of faculty members are not at all using the inter library loan service. It may be due to the adequacy of present library collection for meeting the requirements of the faculty members and unawareness of inter library loan service.

It is also evident from Table 6 that there are no significant differences in the use of inter library loan between the female and male faculty members, and junior and senior faculty members. It is evidenced by the Chi-square values, which are not significant at 0.05 level with two degrees of freedom.

**Reprographic Service**

The distribution of faculty members according to the level of use of reprographic service of the library, gender and status is shown in Table 7.

**Table 7**  
**Distribution of faculty members according to the level of use of reprographic service**

Level of use	Gender		Status		Total
	Female	Male	JFM	SFM	
Completely	18 (16.37)	51 (18.54)	53 (18.93)	16 (15.24)	69 (17.92)
Substantially	25 (22.73)	63 (22.90)	64 (22.86)	24 (22.86)	88 (22.86)
Marginally	34 (30.90)	85 (30.90)	89 (31.78)	30 (28.57)	119 (30.91)
Not at all	33 (30.00)	76 (27.64)	74 (26.43)	35 (33.33)	109 (28.31)
<b>Total</b>	<b>n=110</b> <b>(100.00)</b>	<b>n=275</b> <b>(100.00)</b>	<b>n=280</b> <b>(100.00)</b>	<b>n=105</b> <b>(100.00)</b>	<b>N=385</b> <b>(100.00)</b>

(Note: Numbers indicated in parentheses are percentages)

Relation	$\chi^2$ value	DF	TV	NR	LS
Female - Male	0.3649	3	7.815	NS	0.05
JFM - SFM	2.1215	3	7.815	NS	0.05

It is evident from Table 7 that 30.91 percent of the faculty members are using the reprographic service, 28.31 percent of them are not at all using, 22.86 percent of them are using substantially and the remaining 17.92 percent are using completely.

It is also evident from Table 7 that there are no significant differences in the use of reprographic service between the female and male faculty members, and junior and senior faculty members. It is evidenced by the Chi-square values, which are not significant at 0.05 level with two degrees of freedom.

**Internet Facility**

The distribution of faculty members according to the level of use of internet facility of the library, gender and status is shown in Table 8.

**Table 8**  
**Distribution of faculty members according to the level of use of internet facility**

Level of use	Gender		Status		Total
	Female	Male	JFM	SFM	
Completely	31 (28.18)	88 (32.00)	95 (33.93)	24 (22.86)	119 (30.91)
Substantially	62 (56.36)	151 (54.90)	151 (53.93)	62 (59.05)	213 (55.32)
Marginally	17 (15.45)	36 (13.09)	34 (12.14)	19 (18.09)	53 (13.77)
<b>Total</b>	<b>n=110</b> <b>(100.00)</b>	<b>n=275</b> <b>(100.00)</b>	<b>n=280</b> <b>(100.00)</b>	<b>n=105</b> <b>(100.00)</b>	<b>N=385</b> <b>(100.00)</b>

(Note: Numbers indicated in parentheses are percentages)

Relation	$\chi^2$ value	DF	TV	NR	LS
Female - Male	0.7195	2	5.991	NS	0.05
JFM - SFM	5.3555	2	5.991	NS	0.05

It is evident from Table 8 that 55.32 percent of the faculty members are using the internet facility substantially, 30.91 percent of them are using completely and the remaining 13.77 percent of them are using marginally.

It is also evident from Table 8 that there are no significant differences in the use of internet facility between the female and male faculty members, and junior and senior faculty members. It is evidenced by the Chi-square values, which are not significant at 0.05 level with two degrees of freedom.

## CONCLUSIONS

The following conclusions are drawn from the analysis:

1. Most of the faculty members (51.17%) substantially used the borrowing facilities. 32.99 percent of them are used completely and 15.84 percent of them used marginally.
2. There is significant difference in the level of use of borrowing facilities between the female and male faculty members. Male faculty members are using the borrowing facilities more in number compared to female faculty members.
3. There is high significant difference in this regard between the junior and senior faculty members. Junior faculty members are using borrowing facility more in number compared to senior faculty members.
4. Most of the faculty members (41.82%) marginally used the reference service. 36.10 percent of them are used substantially, and 22.08 percent used completely.
5. There are no significant differences in the level of use of reference service between the female and male faculty members, and junior and senior faculty members.
6. Most of the faculty members (37.14%) marginally used the bibliographic service. 34.03 percent of them used substantially, 17.92 percent of them used completely, and 10.91 percent did not use.
7. There are no significant differences in the level of use of bibliographical service between the female and male faculty members, and junior and senior faculty members.
8. About one third of the faculty members (30.91%) did not use the current awareness service, 28.57 percent used marginally, 23.12 percent used substantially, and 17.40 percent used completely.
9. There are no significant differences in the level of use of current awareness service between the female and male faculty members, and junior and senior faculty members.
10. About one third of the faculty members (35.07%) did not use the selective dissemination of information service, 25.45 percent used marginally, 22.60 percent used substantially, and 16.88 percent used completely.
11. There are no significant differences in the level of use of SDI service between the female and male faculty members, and junior and senior faculty members.
12. Most of the faculty members (41.04%) did not use inter library loan service, 26.49 percent used substantially, 19.22 percent used marginally, and 13.25 percent used completely.
13. There are no significant differences in the level of use of inter library loan between the female and male faculty members, and junior and senior faculty members.
14. About one third of the faculty members (30.91%) marginally used the reprographic service, 28.31 percent did not use, 22.86 percent used substantially, and 17.92 percent used completely.
15. There are no significant differences in the level of use of reprographic service between the female and male faculty members, and junior and senior faculty members.
16. Most of the faculty member (55.32%) substantially used internet facility, 30.91 percent used completely, and 13.77 percent used marginally.
17. There are no significant differences in the level of use of internet facility between the female and male faculty members, and junior and senior faculty members.

## REFERENCES

1. Doraswamy, Modepalli. (2010). Information use patterns of post-graduate students: A case study of P. B. Siddhartha College of Arts and Sciences, India. *Chinese Librarianship: an International Electronic Journal*, 30. URL: <http://www.iclc.us/cliej/cl30doraswamy.pdf>
2. Doraswamy, M. (2011). Information Seeking Behaviour and Satisfaction towards Library Resources by the Faculty Members: A Study of Siddhartha Educational Institutions, Vijayawada. *International Journal of Library and Information Management*, 2(2), 1-8.
3. Rasool, S and Doraswamy, M. (2011). Use of electronic journals by arts and science research scholars of Acharya Nagarjuna University, Guntur, Andhra Pradesh: A comparative study. *Indian Journal of Information Science and Services*, 5(2), 15-24.
4. Lewis, Felcy and Mallaiah, T.Y. (2014). Usage of information resources in engineering college libraries of Dakshana Kannada and Udupi Districts: A Comparative study. *Annals of Library and Information Studies*, 61(6), 142-152.
5. Parvathamma, N and Anandhalli, G. (2010). Use of reading materials in engineering college libraries in Karnataka, India: a study. *SRELS Journal of Information Management*, 47(2), 207-218.