

Use of Library Resources and Services: A Study of Review of Literature

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ABSTRACT

The way information is gathered, stored, organized, processed, and consumed has changed dramatically in every aspect of life since the advent of information and communication technology. The work and working patterns of libraries have also been affected by the changing ICT trend. This paper conducts a thorough literature review on the use of library resources and services. The use of library resources, such as books, journals, theses, and databases, was found in reviews of published literature from 2010 to 2022, are becoming increasingly common in this technologically advanced era. Because teachers and researchers primarily use academic libraries, library resources have a significant impact on their academic and research work. The majority of users rely on library resources, which also influence their reading habits throughout their lives.

KeyTerms: User Study, Library Resources, Academic Libraries, Library Services

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INTRODUCTION

A record of ideas and thoughts about their strengths and weaknesses is called a literature review. Understanding the research that has been conducted on that topic is crucial. It is a resource for developing research concepts and ideas into theories. It gives the researcher a bird's-eye view of the previous research conducted in that field. The amount of published literature in the form of books, research papers, guidelines, and standards, among other things. Needs to be reviewed to better comprehend the concept. This action helps in knowing whether the review will yield new information or will enhance the all-around existing information. The study's foundation is the review of related literature, which provides a descriptive account of other studies of a similar nature.

In this study, books, the Library and Information Science Abstract (LISA), the Education Resources Information Center (ERIC), and online databases, such as, were used to conduct a retrospective literature search. IEL Digital Library, Emerald, ProQuest, J-Gate, etc., Research articles from journals are also reviewed through the use of Reports, Manuals, and Guides. A review of the literature on how people use library resources and services shows how important the facilities in university libraries

in Hyderabad, Karnataka, are. It is thought that getting better at information searching, knowing about their library's collection, and knowing about the services can make people use the library more and use the resources better. The literature that dealt with the use of library resources and services in electronic university libraries received the most attention in the search. The following subheadings have been used to review the published literature in light of the current study:

- Information needs of researchers in the changing environment,
- Library use and Information literacy,
- Use patterns of information resources, and
- Use patterns of library facilities and services

○ Information needs of researchers in the changing environment

Adeyemi (2010) asserts that students' utilization of library information resources reflects the library's expectations and requirements. Writers have expressed concern about findings indicating that academic libraries were largely underutilized, that many students never used them, or that they were only used for study. A worrying number of students did

not go to the library at all, it was found.

According to Adeniran (2011), academic libraries in universities support both curricular and research activities for faculty and students. Gohain (2013) looked into how University of Kalyani students used information resources and found that students needed instruction on how to use information resources and services to meet their information needs.

Bhatti, Batool & Malik (2013) conducted research on library use among Islamia University of Bahawalpur students majoring in Library and Information Science. Data were gathered through the use of a semi-structured questionnaire. Their findings indicated that children went to the library on average once per week. Reading books, completing assignments, and preparing for tests were the most common uses of information resources and services.

The dissemination of information is the primary responsibility of librarians, as stated by Alade, Iyoro & Amusa (2014). The library occupies an exceptional position as a potential educational force. The library's holdings are organized so that users can get the most out of them for this job. The capacity of a library to provide its patrons with the information they require is what determines its level of educational success.

In their study on how undergraduate law students at NnamdiAzikiwe University, Awka, use the Law Library collections to improve academic performance, Onwudinjo, Ogbonna & Nwadiogwa (2015) found that 75.7% of respondents use the library for exam preparation, 66.7% use it to report cases, 48.5% use it to supplement lecture notes (learning), and 45.5% use it for writing assignments.

Folorunso & Njoku (2016) say that university libraries have to keep up with a changing academic environment while still providing users with information services. In order to support effective teaching, learning, and research in universities, librarians must communicate with library users, faculties, departments, and lecturers. University libraries must offer services and facilities that are easy to use in order to address these issues.

○ Library Use and Information Literacy

According to Obinyan, Obinyan & Aidenoji (2011), regular training and retraining of library employees is necessary for them to remain relevant to their communities' needs. Since collection development not only assists in catering to demands but also in building a cohesive and dependable collection over several years to achieve the library service's objectives, the quality of the library collection has a direct impact on the quality of service and user satisfaction.

According to Tella & Ojo (2012), satisfying patrons is one of the goals of libraries and information centers. Libraries and information centers must comprehend the requirements of their patrons in order to achieve this objective.

When it comes to making use of library services and information resources, undergraduates face numerous obstacles. However, in order to better support academic and research activities, this challenge presents libraries with an opportunity to improve service quality Khan, Bhatti, Khan & Ismail (2014). Numerous patrons are unaware of the various library services and the comfort and convenience they provide.

By regularly conducting self-evaluations to keep up with the shifting needs of its patrons, the library can best fulfill its responsibility. Due to students' inability to fully utilize information resources, academic work suffers. The academic objective of academic libraries and librarians

ought to be to meet the needs of patrons in academic libraries. It is expected of librarians and library administrators to provide their patrons with the best possible service. Alade, Iyoro & Amusa (2014) came to the conclusion that efforts to evaluate students' library use have brought the library's position as a potential educational force into the spotlight. The value of information in all human endeavours is becoming overwhelming in this age of information technology, and the library contains a wealth of information. Information-rich nations are also economically prosperous when properly utilized because information is now used to evaluate a nation's worth.

It was also felt that the curriculum for medical library and information science education in Iran needed to be changed. Another major constraint cited by students as a major barrier to using academic libraries is a restricted library hour. For instance, according to Bernard & Dulle (2014), some of the libraries in the surveyed study areas had no set opening hours, while others were only open for short periods of time.

○ Use Patterns of Information Resources

According to Agyen-Gyasi, Lamptey & Frempong (2010), the networked environment presents another obstacle for academic libraries. The way academic libraries operate today has changed as a result of the rapid development of information and communication technologies. The print-only items in academic library collections are gradually being replaced by materials in multiple formats and media.

Students, professors, and researchers can generate and share ideas through social media platforms. If a student, lecturer, or researcher has a clear social profile, the institution should encourage them to use their networks. The result will be enormous in comparison to what an individual could have produced if these faculties, departments, and units were encouraged to collaborate and allowed to share their workload Edosomwan (2011).

The internet applications that make up social media platforms are based on Web 2.0's technological foundations, which make it possible to create and share user-generated content. Students nowadays prefer instant messages, which are available on social media platforms.

Additionally, Iwhiwhu & Okorodudu (2012) identified the following as factors that may make it difficult to make use of library information resources and services: inadequate financial resources and inadequate infrastructure.

Rogers (2012) found that users of social media platforms use highly accessible and scalable publishing technologies to create information content. But social media is a change in how people find, read, and share content, news, and information. It is the democratization of information that transforms people from content readers into publishers and is an amalgamation of sociology and technology that transforms monologue (one-to-many) into dialogue (many-to-many) Ganiyu & Oluwafemi (2016).

○ Use patterns of library facilities and services

According to Amankwah's (2014) study of undergraduate students' use of electronic resources in Ghana, students were aware of electronic resources, but their lack of information literacy prevented them from fully utilizing them to support their academic pursuits. Students who use electronic resources have identified a number of major issues, including inadequate library computers, poor internet connectivity, power outages, and a lack of search skills. In addition, a study on the use and sufficiency of e-resources by research scholars and students in India was conducted by Nazir (2014). The findings indicated that a lack of awareness regarding the

various types of e-resources and a lack of library assistance are major contributors to the low use of e-resources. As a result, awareness is a component of availability and indicates the extent to which subscribers are knowledgeable about the electronic resources they subscribe to.

According to a recent study by Thomas (2015) on the use and perception of e-resources by postgraduate students at Thomas College, Thrissur, India, most of the students could access the resources from the library and were aware of the e-resources in their field. He also said that the majority of students preferred e-books and learned information literacy and electronic technologies from their teachers.

According to Potter (2012), segmentation entails first figuring out the best way to divide the groups of people you want to market to and developing distinct value propositions for each of them. This basically entails promoting the aspect of the library's service that most piques their interest and presenting each of the library's various "faces" as relevant to each distinct group. In contrast, Abdul Mannan Khan (2012) conducted the study to determine how frequently faculty, researchers, and students of Aligarh Muslim University (AMU), Aligarh, use information sources. According to the findings, the majority of respondents would rather consult books and journals. Nevertheless, faculty members and researchers favor journals over books.

According to Dongardive (2013), other benefits of marketing include having users lead librarians, having a good reputation, excellent facilities, high service standards, accelerating the removal of obstacles, and being businesslike.

According to a study that was carried out by Parvatham & Mukesh Shinde (2015) and looked at how students used the information resources and services provided by the University of Horticulture, the majority of students went to the library to borrow general books about horticulture and related subjects. Rarely are dictionaries and encyclopaedias used as sources of information. The majority of students have never used online resources or bibliographic databases on CD/DVD. According to the findings of the study, teaching students information literacy skills - such as how to find, evaluate, and use both print and electronic information resources effectively - should be emphasized in order to prepare them for independent learning throughout their lives.

Understanding the library's goals and researching the needs of the target market, as well as the library and its services to meet these needs, are essential components of library marketing. In addition, it involves attracting patrons by promoting the library and its services Aderibigbe (2015). On the best ways to get more customers and gain a long-term advantage.

According to Igwela & Owate (2016), marketing is an interdisciplinary socio-economic activity that focuses on individuals and organizations in terms of how they collaborate to determine and satisfy the needs of their users. In contrast, Kennedy & LaGuardia (2017) emphasized the advantages of marketing, which permit libraries to demonstrate their value and to convey that they comprehend the value of the resources they possess and are disseminating that value to their patrons.

Enweani (2018) noted that marketing is necessary if librarians and libraries wish to remain in the academic world. According to Dhawan (2018), the dissemination of information is a crucial information service outline for educating and informing various user groups on relevant social, educational, and economic issues, issues, and

opportunities. For the information to be delivered to the target, it required organized planning, collection, organization, and storage. Strategy, in the words of Osinulu, Adekunmi, Okewale, & Oyewusi (2018), is a comprehensive list of objectives that a person or organization must accomplish. According to Daudu, Bello & Aghadiuno (2019), dissemination of information is a means by which actualities are linked to the authentic information seekers and organizations. It can also be viewed as a long-term, forward-looking planning approach. These can only be accomplished with the current technology.

According to a study conducted in (2019) by Narasappa and Dharani Kumar, pre-university college teachers suffer from inadequate library construction, infrastructure, reading materials, computers, internet access, and library automation. Consequently, the authority in question required the appointment of a permanent librarian position and provided pre-university college libraries with basic facilities.

This study, conducted by Naik, L. & Kumar, Kishore S. (2019), focused on first-grade college libraries in Bangalore to investigate the uses, awareness, and attitudes of library services and facilities. A sample population of 295 students from the three colleges was surveyed. Reading textbooks (83.9%), newspapers (67.1%), and sources for research or project work (65.8%) are the most common activities performed in the library.

In conclusion, the review of related studies revealed that the majority of them were carried out in Western countries. In contrast, very few studies have been carried out in India in this regard. In Karnataka State, for example, there has not been a study that has focused solely on the information requirements of research scholars and faculty members in the changing information environment. As a result, the researcher felt that there is a need for a comprehensive study on the aspects that will make a valuable contribution to the field of library and information science.

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