UTILIZATION OF LIBRARY SERVICES BY THE STUDENTS OF WOMEN ARTS AND SCIENCE COLLEGES IN CHENNAI

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ABSTRACT

Academic libraries are those that have been set up in higher education institutions with the dual goals of supporting faculty and student research as well as the curriculum of the school. The study's main focus was on the user experience and library services at Chennai's Women's Arts and Science College libraries. The investigation was carried out using a survey with a questionnaire. The study included data from fifteen women's arts and science colleges. This study looks at how often students use the library, how satisfied they are with it, and what obstacles they have while trying to use it. This study found that Current awareness service, library websites, printer/scanner services and online database service are the most important library service used by the students.

INTRODUCTION

The fundamental idea of a library and its services is to offer programs to users regardless of their caste, creed, gender, or race. The library is the primary institution for establishing social justice. In academic institutions, the library serves as a central hub that naturally draws users to acquire knowledge and engage in other academic pursuits. The primary objective of any institution is to cultivate highly educated women who possess advanced knowledge and skills. This is crucial in the contemporary society, given the significant influence of globalization. Higher education institutions that educate women decrease poverty rates, raise average wages, boost the proportion of commerce in the gross domestic product, and enhance health outcomes. Indeed, these factors contribute to the national development by promoting economic growth and social cohesiveness, which are crucial determinants of a country's economic growth and development. There exists a strong correlation between libraries and higher education. Shortly, higher education is an ongoing and lifelong endeavor that extends beyond physical boundaries. However, it can only be sustained and achieved effectively with the use of library resources. This is an indisputable fact that higher education is unattainable without the presence of a Library.

REVIEW OF LITERATURE

Ashish Kumar and Pandey (2020) studied the awareness, use, and satisfaction of students, researchers, and teachers with library resources at Doon University. The study found that despite spending Rs. 20 lakh annually, users faced issues with the unavailability of books and periodicals. Resources were underutilized, showing that expenditure and quantity do not define library performance—user satisfaction does. **Manjunath and Naik (2021)** examined the use of information resources in Government and Aided Pre-University College Libraries. Their survey showed that both students and teachers had a positive attitude toward the accessibility of resources. **Subramanian, Bala, and Shahnaz (2021)** analyzed students' perceptions of e-resources in Tamil Nadu university libraries. The study highlighted libraries' role in supporting education, research, and cultural development. With ICT advancements, libraries have shifted from record-keeping to enhancing digital access, strengthening their role in academic growth.

Mallesha (2022) studied the use of library resources by UG and PG students at Bangalore Institute of Technology. Most users frequently used the library, preferred print materials, and showed positive attitudes toward resources. Students wanted training in digital resources, though the library already subscribed to major online databases for 24/7 access. **Padma (2023)** highlighted the benefits, challenges, and impact of e-resources in academic libraries. E-resources have transformed traditional library systems, offering greater accessibility and advantages over print. Unlike the past, online searches are now common at homes and workplaces, showing the growing importance of digital access. **Nzewi (2023)** examined the role of librarians in helping students use resources effectively. Librarians guide new students in accessing information, ensuring they meet academic goals. The study stressed the importance of resources, staff, and services in enabling libraries to provide effective information support.

LIBRARY SERVICES

The services provided by every library are diverse and designed to cater to the information requirements of its users. Indeed, contemporary libraries offer several categories of documentation and information services, widely referred to as anticipatory and responsive services. Anticipatory service is rendered in advance and thereafter made available upon request. Outlined below are

some of the significant information services provided in academic libraries.

- ➢ **Automated Current Awareness Service (CAS):** Electronic tools make CAS easily accessible, though some remain costly for libraries. The Internet has enabled affordable, user-friendly CAS options to help users stay updated on new developments.
- ➢ **Bibliographic Service:** A systematically arranged list of books and materials on a subject, person, or place. It helps users identify and locate documents useful for their research.
- ➢ **Computer-Based Information Services (CBIS):** Use ICT to collect, store, and retrieve information for diverse user needs. Includes offline/online systems, database searches, and CD-ROMs. CBIS is efficient, cost-effective, and time-saving in meeting complex and growing information demands.
- ➢ **Current Awareness Service (CAS):** Provides researchers with the latest information from journals, newspapers, and reports in their field.
- ➢ **Digital Reference Service (DRS):** Online platforms like "Ask-A-Librarian" connect users with experts for accurate searches and guidance.
- ➢ **Document Delivery Service (DDS):** Supplies requested documents to users, saving time, cost, and effort, especially in arts and science colleges.
- ➢ **Electronic Document Delivery Services (EDDS):** Delivers electronic versions of documents using scanning and digital distribution technologies.
- ➢ **Indexing and Abstracting Service (IAS):** Provides bibliographic details and abstracts to help researchers focus on relevant material and avoid duplication.
- ➢ **Library Websites:** Offer virtual access to collections, services, layouts, subject gateways, FAQs, calendars, and interactive tools for users.
- ➢ **Literature Search Service:** Helps users, especially researchers, find materials on specific topics through bibliographies, catalogues, and digital tools.
- ➢ **Newspaper Clipping Service:** Provides selected newspaper excerpts on specific topics, shared in print or digital form.
- ➢ **Orientation Programme:** Introduces students and faculty to library use at the start of the year, helping them find information independently.
- ➢ **Reprographics Service:** Offers reproduction of documents in paper or microform, saving users time and cost.
- ➢ **Selective Dissemination of Information (SDI):** Sends personalised alerts about new materials that match users' research interests.

OBJECTIVES
- ● To know the students opinion about the services provided in the college library
- ● To understand the satisfaction level of using library services
- ● To find out the problems faced by the students while using library services

RESEARCH METHODOLOGY
In order to collect the comprehensive and relevant data from the students from Arts and Science College of Women in Chennai district. A structured questionnaire was designed and survey method was also adopted as the tool for collection of data. A total number of 1400 questionnaires were distributed and 1090 were collected.After collecting the data through questionnaire method, the data was analyzed and interpreted in suitable manner. The inferences were drawn based on standard statistical techniques. All the results have been presented in the form of tables and figures.

Table 1: Year of study

Department	No. of respondents	Percentage
First year	392	35.96
Second year	453	41.56
Third year	245	22.48
Total	**1090**	**100**

Source: Primary data

The above table describes the year of study of the selected students. 41.56% of the students are studying in second year, 35.96% are studying first year and 22.48% of them studying in third year of Women Arts and Science colleges in Chennai.
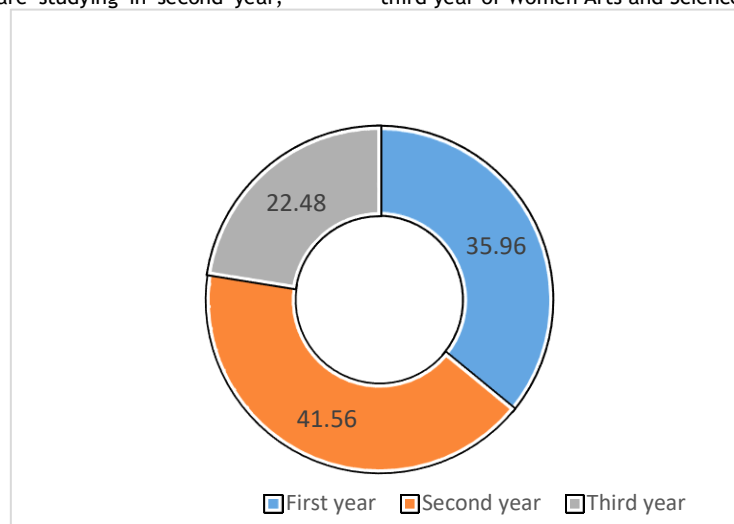

Figure 1: Year of study

Table 2: Level of study/course

Department	No. of respondents	Percentage
UG	841	77.16
PG	249	22.84
Total	1090	100

Source: Primary data

In the selected 1090 students, 77.16% of them studying under graduate's degree, and the remaining 22.84% of them studying post graduate degree. It is observed that most of the selected students (77.16%) studying under graduate degree in Arts and Science colleges of Women's in Chennai.
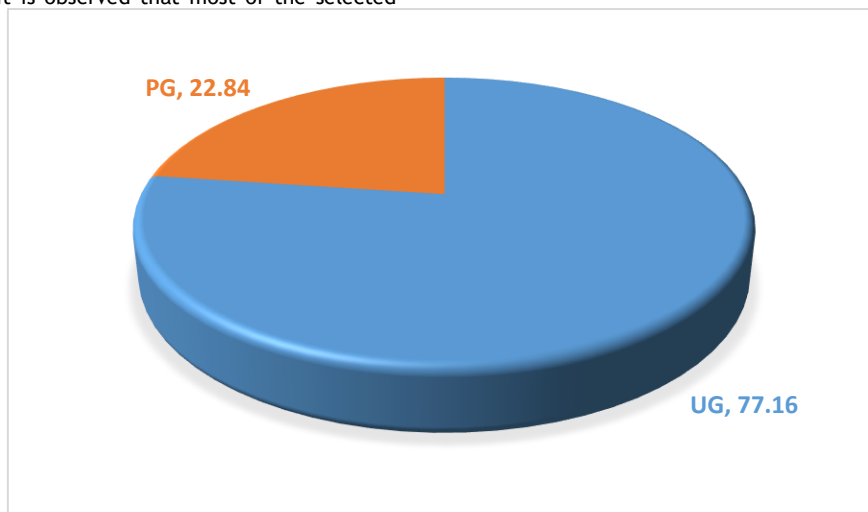

Figure 2: Level of study/course

Table 3: Respondents Opinion about the Library services

Services	Mean	SD
CD/DVD service	3.91	1.128
Current Awareness Services(CAS)	3.90	1.066
Electronic document delivery service	3.88	1.133
Electronic information display	3.87	0.935
Electronic Surveillance System (EAS)	3.90	1.132
Group mail service facility	3.98	0.857
Internet and Abstract service	3.75	0.979
Internet services	3.88	1.092
Multimedia service	3.57	1.517
Online Database search	3.91	0.957
Online Public Access Catalogue (OPAC)	3.97	1.125
Orientation programme	3.84	1.094
Photocopy (Xerox) service	3.80	1.097
Printer/Scanner service	3.81	0.983
Selective dissemination of information (SDI) service	3.82	1.168
Social networking	3.84	0.985

From the table 3 it is inferred that the students of Arts and Science colleges are using most of the library services very well. Current awareness service, library websites, printer/scanner services and online database service are the most important library service used by the students. SDI, OPAC, Multimedia, social networking, photocopy services are the other services are used by the respondents in the Arts and Science college of women's in Chennai.
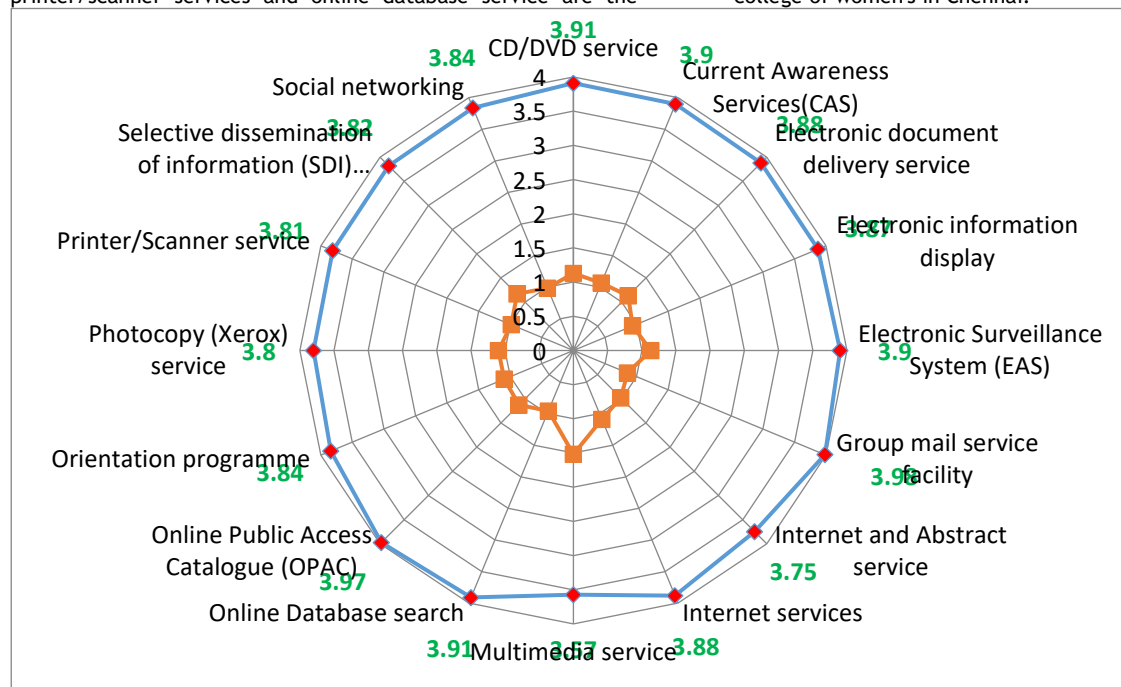

Figure 3: Radar diagram shows respondents Opinion about the Library services

Table 4: Respondents opinion about Performance of the library

Department	No. of respondents	Percentage
Excellent	279	25.60
Good	427	39.17
Fair	291	26.70
Poor	93	8.53
Total	**1090**	**100**

The above table describes the selected women respondents' opinion about performance of their college library. 39.17% of them felt that the library performance are good, 26.7% of them says it was fair, 25.6% of the girls felt the performance was excellent and only 8.53% of the women students are says the library performance was poor. It is observed that most of the respondents (39.17%) says the performance of library is Women's arts and science colleges in Chennai was good.
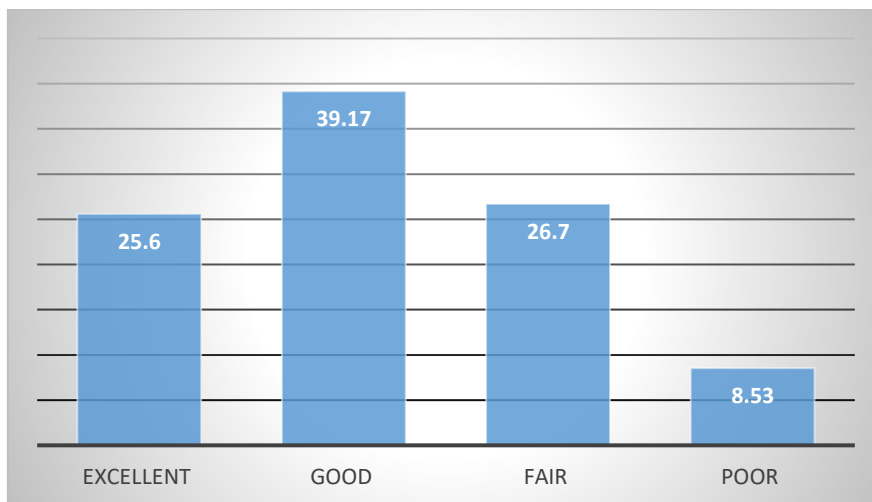
Figure 4: Respondents opinion about Performance of the library

Influence of year and level of study on Satisfaction towards library services

In this section the influence of demographic variables on Satisfaction towards library services is identified. One way ANOVA is applied to identify the significant influence of year and level of study; the results are presented in the table 5.

Table 5: Influence of year and level of study on Satisfaction towards library service

Variable	Classification	Mean	S D	F values
Year of study	First year	3.82	0.968	**4.821** (p=.001)**
	Second year	3.67	1.027	
	Third year	3.28	1.354	
Level of study/ course	UG	3.62	0.962	**6.024** (p=.000)**
	PG	3.49	0.913	

** Significant at 1% level

Significant influence of year of study(F=4.821, p=.001) and level of study (F=6.024, p=.000) on Satisfaction towards library services, the null hypothesis is rejected at 1% level.

Year of study

Students of first year have scored highest mean value of 3.82 and the lowest mean value is scored by the third year students (3.28). It is observed that the first year students are more satisfied on library services and third year students are less satisfied about the library services available in the Women's Arts and Science colleges in Chennai.

Level of study/course

The selected students studying under graduate degree have scored highest mean value of 3.62 and the lowest mean value is scored by the students studying in PG courses (3.49). It is observed that the under graduate students are more satisfied on library services and post graduates are less satisfied about the library services available in the Women's Arts and Science colleges in Chennai.

Table 6: One sample t-test for barriers to access Library services

Statements	Mean	SD	t-value	p-value
Collection development policy	2.35	1.364	16.255**	<.001
Cost of infrastructure development	3.30	1.298	7.043**	<.001
Disruption of data by virus attacks	1.86	1.207	30.496**	<.001
Download problem	3.37	1.206	9.246**	<.001
Interruption of electricity	3.10	1.332	2.429*	.015
Lack of Awareness of E-source	2.81	1.394	4.709**	<.001
Lack of computers	3.07	1.449	1.583	.114
Lack of financial support	1.85	1.064	33.958**	<.001
Lack of interest to access library service	3.40	1.343	9.424**	<.001
Lack of policy guidelines	2.71	1.333	6.857**	<.001
Lack of Time to Visit College Library	2.71	1.380	6.577**	<.001
Low priority to the library	2.95	1.285	1.344	.179
Server down/failure	3.30	1.199	8.041**	<.001
Storage problem	2.36	1.407	14.399**	<.001
Support of library staff	3.30	1.332	8.412**	<.001
Technological Obsolescence	2.87	1.428	2.815**	.005
Time restriction	2.88	1.487	2.385*	.017
User training to use e-sources	3.01	1.403	0.268	.788

* Significant at 5% level   ** Significant at 1% level

One sample t-test was used to test the barriers to access library services of Women's Arts and Science colleges in Chennai. Barriers to access library sources and services are measured through eighteen different factors. From the table 6, t-values of the variables under barriers to access library services 16.255, 7.043, 30.496, 9.246, 4.709, 33.958, 9.424, 6.857, 6.577, 8.041, 14.399, 8.412, 2.815 are significant at 1% level and 2.429, 2.385 are significant at 5% level. This shows that there is significant difference between the mean responses given by the respondents towards the variables under barriers to access library services and the test average score (=3). It is observed that the respondents facing more problems to access library services. They feel that cost of infrastructure development, electricity interruption, server down, lack of interest and user training are the main barriers to access the services in library.
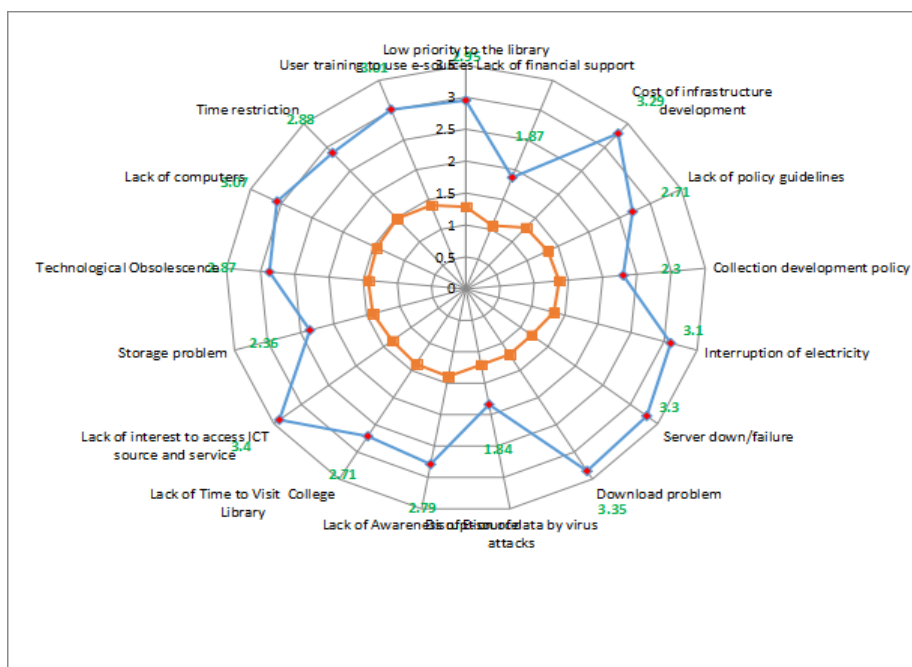
Figure 5: Radar diagram shows barriers to access Library services

Major findings of the study

- First year students are more satisfied on library services
- Under gradute students are more satisfied on library services
- Current awareness service, library websites, printer/scanner services and online database service are the most important library service used by the students.
- It is observed that nearly three fourth of the students (73.03%) studying under graduate degree in Arts and Science colleges of Women's in Chennai.
- Most of the selected students are studying second year (41.56%) followed by first year (35.96%).

CONCLUSION

The academic world has seen significant changes as a result of technology. There are now new approaches to education and learning. User needs are shaping academic libraries' futures. This study reveals that students studying in first year UG degree are more satisfied on the services provided in their college library. Students are facing more problems to access library services like cost of infrastructure development, electricity interruption, server down, and user training.

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