*Original Article*

Indian Journal of Library and Information Science
Volume 18 Number 3, September - December 2024
DOI: http://dx.doi.org/10.21088/ijlis.0973.9548.18224.5

# Awareness and Use of Library Resources and Services among the Post Graduate Students of Selected Government Colleges of Sikkim

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**How to cite this article:**

M Suresh Babu, Awareness and use of Library Resources and Services Among the Post Graduate Students of Selected Government Colleges of Sikkim. Ind J Lib Inf Sci 2024; 18 (3):225-232.

**Abstract**

***Purpose:*** This study assessed the awareness and use of information sources and services among the post graduate students of three government colleges of Sikkim. The purpose of the article is to provide information about different kinds of resources and services, including level of awareness, informational barriers, satisfaction with library performance, etc.

***Methodology:*** Only 94 of the 100 well-structured questionnaires that were formulated for the current study and were sent to postgraduate students at three government colleges were returned. The information was gathered and examined using tables, graphs, etc.

***Findings:*** Findings of the study results, 62 (65%) of respondents were men, and 32 (43%) were women. The results also show that while respondents from two of the colleges expressed satisfaction with the library's information sources and services while Sikkim Government College, Gyazing, expressed dissatisfaction with a number of them, including its online resources and internet access, suggesting that efforts should be made regarding those areas where a large percentage of respondents are not satisfied.Some recommendations have been made based on the findings in order to understand how to use information sources and services effectively and efficiently.

***Originality/Value:*** The study's findings and recommendations will be helpful and informative for selecting the best path to better information sources and services. The study will also offer suggestions for more research in the area of library and information science, which will ultimately assist learners, researchers, and decision-makers in identifying the information needs of users.

**Keywords:** awareness; information source and services; students; barriers; satisfactions; government colleges; Sikkim.

## INTRODUCTION

Libraries are built and maintained to provide information resources and services for a specific and defined users or community. A college is thought of as a post-secondary institution of higher learning offering bachelor's degrees. For the successful execution of its academic programs, higher education depends on libraries, and a

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**Received on:** 10.07.2024 **Accepted on:** 17.09.2024

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college library is a crucial component of a college. It has a significant impact on how education is carried out. It is constantly connected to the overall goals of the college. Therefore, a college library's primary purpose is to aid its parent organization in carrying out its program. A college library is often thought of as the center of the campus since it provides knowledge to the faculty, students, and administrative staff, which circulates the lifeblood to the entire college.

The modern educational system is built on a well-resourced and efficiently run library. Only if we make an effort to comprehend how concept of education are evolving can the relevance of libraries in education be properly and precisely understood. The management of reference services, document delivery services, access to the ordered collection maintained by the library, and support to users in information search and retrieval are among the fundamental duties of libraries.

Resources from libraries are crucial to the teaching and learning process at the college level and offer their users the best support. The efficiency of a library's services and operations at a school is defined by its resources. Academic libraries need to play a significant part in the processes of teaching, learning, and research. The social structure has likewise viewed them as an important component. They have been viewed as an important component of academic and scientific work. User satisfaction is a key consideration in users' studies with regard to the usage of library information sources and services, according to Iwhiwhu and Okorodudu (2012).

For the academic community, sources of information are becoming more and more crucial. Therefore, awareness of these information sources and services is crucial for the development of libraries in the twenty-first century.Ani &Ahiauzu (2008) define awareness as knowledge of an existing thing or understanding of a situation or subject at hand based on information or experience. It can also be interpreted as awareness or observation of a situation, as well as recognition, comprehension, grasp, and acknowledgement of care for and informed interest in a particular scenario or development.Facilities could refer to the main structures and infrastructure set up to improve service delivery, such as chairs, tables, and shelves in libraries, information and communication technologies, etc. As part of its services, the library offers users access to its collection of informationresources with the aim of attaining its aims and objectives.

**Description of the Colleges that offered Post Graduate Courses**

Nar Bahadur Bhandari Government College, Tadong, formerly known as Sikkim Government College, Tadong, was founded in 1977. It is located 2 km from the capital Gangtok. It is only government institution with a B++ NAAC rating. The institution enrolls around 3500 students in its 24 undergraduate degree programs, and additional courses like Pharmaceutical and information Technology. Nar Bahadur Bhandari College, Tadong also provides 8 postgraduate programs with a total enrollment of 170 students (30 in Economics, History, and English, and 15 each in Chemistry, Botany, Zoology, Mathematics, and Physics).

The Sikkim Government College, Namchi (SGC, Namchi), which has been accredited by NAAC and received a grade of B, is situated in the state of Sikkim's southern area. It was founded on August 18, 1995. It is currently located in Kamrang and offers 15 undergraduate courses, with an annual student intake of over 1300 approx., as well as three postgraduate programs in geography, commerce, and education, each with an enrollment of 15 every year.

Sikkim Government College, Gyazing, a co-educational institution with a western location in the state, was founded in 2011. In 2012, it became affiliated with Sikkim University and began offering one postgraduate political science programme with an annual enrollment of 15 students. Every year, around 900 undergraduate students are enrolled in 9 different courses at SGC, Gayzing.

## LITERATURE REVIEW

Shyni et.al. (2022). The study focused on the difficulties experienced by the professors and examined the many kinds of electronic resources, as well as the obstacles, benefits, and frequency of access to them at colleges connected to Mahatma Gandhi University, Kerela. The study concentrated on infrastructure amenities, and the library's hours should correspond to the needs while accessing resources.

Verma, M.K.& Shukla, R (2021). The study compares the information literacy abilities of master's students in the social sciences at Tezpur University and Mizoram University. It was discovered that there are no appreciable differences between the students of the two universities in terms of their information literacy abilities, and that

both groups of students are equally satisfied with their respective universities' library orientation programs regarding the use of the libraries' resources.

Neog, Shekhariyoti (2020).The paper highlighted the library services provided by Guwahati University through social media during Covid-19 pandemic. They talked about the numerous difficulties in delivering library services using social media, yet the user's response is generally unsatisfactory. The study's conclusions indicated that there need to be social media awareness campaigns for their services. For the purpose of adopting and managing the social media-based services, the institution should create appropriate policies. For efficient service delivery through social media, appropriate infrastructure, such as high-speed internet connectivity, should be set up.

Adetunji (2019). The study looked at how part-time students at Lead City University in Ibadan, Nigeria, used the library and information services. Although the library can fulfil many of the information demands of the students, they typically pick the internet and other sources instead, mostly due to their distance from their homes and ignorance of its fundamental capabilities. They are not allowed to use tools that could improve their education, such as internet access and online databases. The survey found that while part-time students have a variety of information needs, they have limited access to resources and services. Many of them lack information literacy skills. The findings also indicate that users prefer using a library over searching the internet for information

Issah, Dawuda (2019). The study examined into visitors' satisfaction at the Bagabaga College of Education Library in Tamala, Ghana with the facility's resources and services as well as the reason for their visits. To address the information demands of library users, the current tertiary status of colleges of education, including Bagabaga College, requires improvement in library resources and facilities. According to the study findings numerous shortcomings were found in the areas of electronic services, reference services, and internet services. In order to provide quality service to users, research findings also indicated that library staff members needed to improve their level of competence by participating in workshops and seminars.

Oriogu& Chukwuemeka (2018). The study investigated the perceptions and utilisation of information resources and services by faculty in the college libraries of Afe Babalola University. According to the findings based on the supply of information resources and services, OPAC, CD-ROM, Students Advisory, Reference Services, Current Awareness Services, and User Education are inadequately provided. Librarians can effectively promote information resourcesand services to faculty members by actively engaging in faculty meetings and providing user education to adequately encourage them to the availability of information resources and services in the library. There must be ongoing communication with library patrons if the institution wants to raise awareness of its offerings.

Sritharan (2018). The study examined how satisfied users were with the electronic information services and resources offered by the library at the Postgraduate Institution of Medicine at the University of Colombo. Electronic resources are used by postgraduate medical students for a variety of purposes. According to the research's findings, it is suggested that the library subscribe to more electronic books and journals, allow remote access for subscribing electronic sources, and set up a mobile alert service to keep users informed of the most recent developments. Additionally, seminars, practical training sessions, and orientation programmes should be organised to prepare them to access the most pertinent online resources.

Kumar, Kiran G. (2017) examines how postgraduate students and research researchers at the University of Agriculture Science, Dharwad, use the information resources and services that are available to them. The primary goal of the study is to determine how extensively postgraduate students and research scholars use the agricultural information resources and services offered by the library. In addition, this study aims to determine the reason people visit libraries, the services they provide, how frequently they use information resources, and how satisfied they are with doing so. According to the study's findings and recommendations, there should be training programms for better utilizing information and communication technology applications, as well as e-books, e-journals, and e-databases, and people should be encouraged to engage in these activities.

Manglik, D.K. et.al. (2017) investigates how libraries at specific private institutions in Uttar Pradesh play a significant part in the teaching and learning process at the university or higher education level and offer outstanding assistance to its users in the school of science and technology. By utilizing all of their resources, university libraries work to better serve their patrons.

The library must have enough staff, space, and informational resources, among other things. The study found that practically all patrons from the three universities were aware of the resources available in their libraries and were using them for academic purposes. The study would help libraries understand user demands for enhanced resource use services offered by Central Libraries of private colleges.

Gautam, A.S. & Sinha, M.K. (2017) the study reveals that the librarians are transitioning from managing library learning resources to providing service-oriented digital information resources. Due to the widespread availability of computers, increased support for computer networks, rapid expansion of the internet, and quality and quantity information explosion, libraries have adopted new methods for the storage, organization, management, retrieval, and distribution of electronic resources to end users in the networked and digital environment. The study's findings show that younger library users have embraced the internet, online and offline electronic resources, and web resources extremely fast, whereas older library users are less at ease utilizing the internet, social media, and e-resources. They rely more on conventional methods.

Gakibayo, A. & Odongo, J.R. (2013). The study focused on the primary goals of recognizing the availability of e-resources, establishing their use and relevance, and recommending measures to encourage the use of e-resources by students. It also highlighted the use of electronic resources in the library at Mbarara University. The results showed that one obstacle to using electronic resources was a lack of retrieval abilities. Students need training in a greater range of ICT applications in order to fully utilize technology when using e-resources, as learning fundamental computer and software applications is becoming more and more important to university students.

## OBJECTIVES

To study the major information sources and services used by the respondents of the chosen government colleges.

To know the availability of library collection and its services.

To know the barriers faced by the users while using available information sources and services of the library.

To suggest ways to effective use of resources and services in the college libraries.

To examine the purpose of use of library resources by the post graduate students of respective colleges.

## METHODOLOGY

The study looked into the awareness and use of library information sources and services at three Sikkim government colleges affiliated with Sikkim University. The study's population consists of library registered postgraduate students from government colleges. One hundred questionnaires were issued, and 94 were returned duly completed, therefore the total number of respondents was 94.

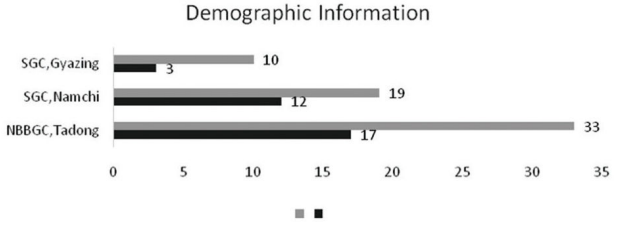
**Response Rate**

| Institution under study | Respondents | |
|---|---|---|
| | Numbers | Percentage |
| NBBGC, Tadong | 50 | 50% |
| Sikkim Government College, Namchi | 35 | 31% |
| Sikkim Government College, Gyazing | 15 | 13% |

## DATA ANALYSIS & INTERPRETATION

Simple statistical techniques have been used to analysed, tabulate, and interpret the data that have been obtained.

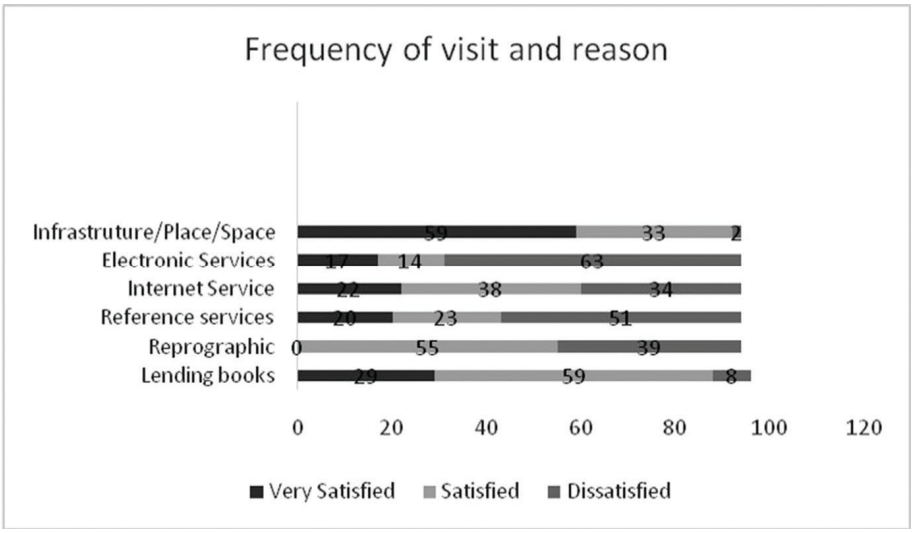
The sex gender category of the user demographic profile is summarized below. There were 50 (53%) respondents from Nar Bahadur Bhandari Government College, Tadong, with 33 females and 17 males, followed by 31 (32.9%) 19 females, and 12 males from Sikkim Government College, Namchi. Sikkim Government College, Gayzing had 13 (13.8%) respondents, 10 of them were female and 3 of whom were male. The table shows that there are female post graduate students than their male counterparts.



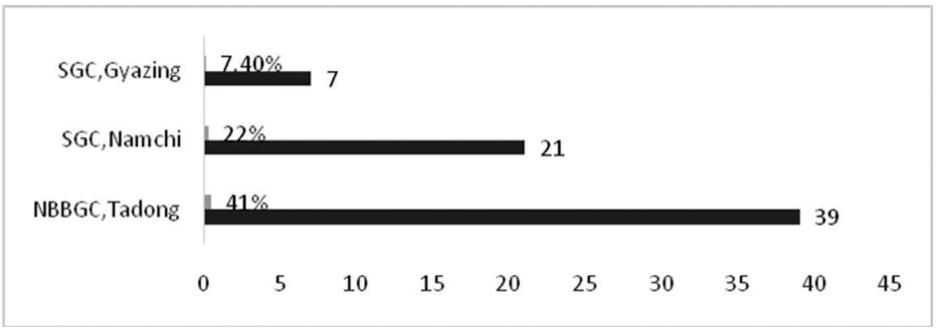

Frequency of Visit and Reason for library Visit.

According to the *table 2* mentioned below, the majority of respondents 32 (64%) and 21 (42%) of Nar Bhadur Bhandari Government College,

Tadongvisit libraries on a daily basis to use the internet and issue books. Sikkim Government College, Namchi, came with 11 (35%) respondents who indicated how frequently students visited the library on a daily basis and issue books 15 (48%) and studying. Due to weak network connectivity, Sikkim Government College, Gyazing displays zero visits to utilize the internet on a regular basis.

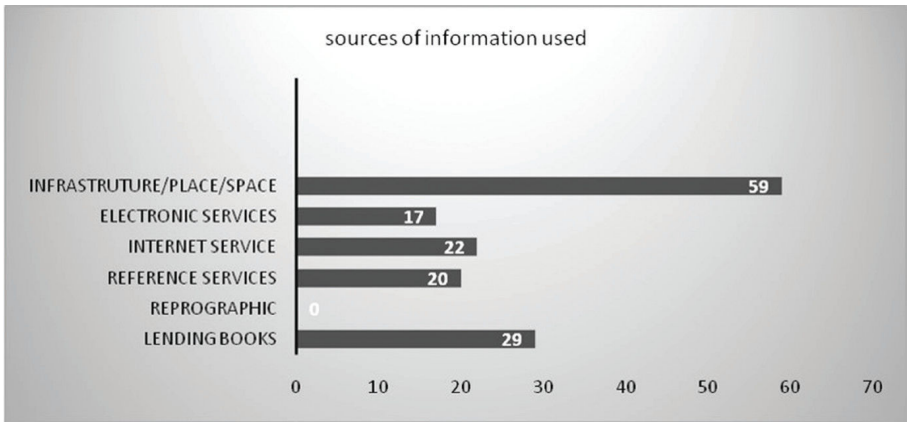



Level of Awareness of students toward Information sources and services



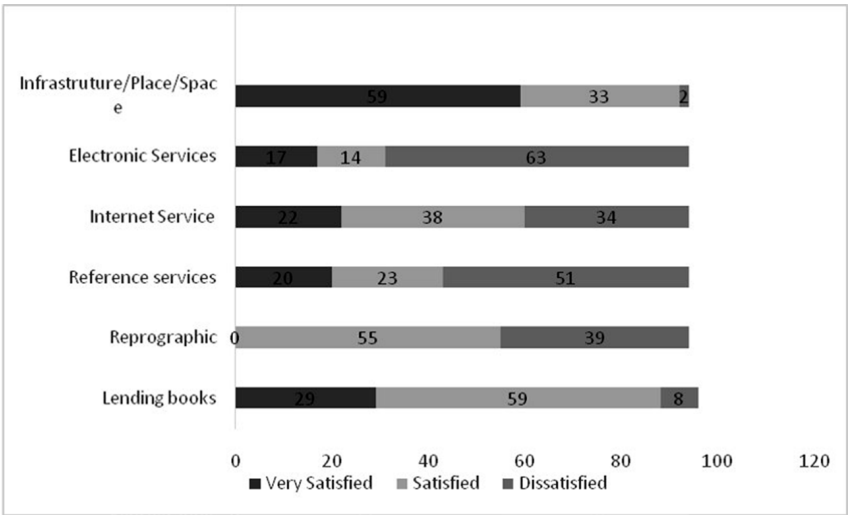

Users are asked to rate how well-versed they are in the resources and services that other users use for information. Almost 39 (41%) of the students at Nar Bahadur Bhandari Government College in Tadong were aware of the information sources and services provided by the library, according to the results in *table 3* above, compared to only 21 (22%) of the students at Sikkim Government College in Namchi and only 7 (7.2%) of the students at Sikkim Government College in Gayzing. The remaining students 27 (28%) are not aware of the libraries' information resources and services.

Sources of Information Used by the Respondents



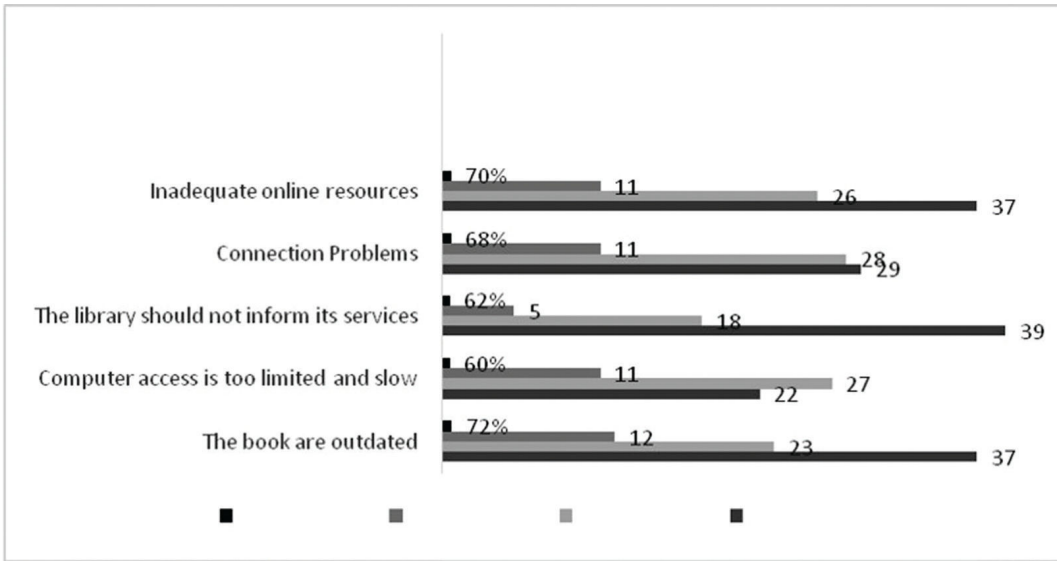
When asked how much they were aware of the sources of information they used, the above *table 4* shows that the highest percentage with 94 (100%) respondents said they were aware of newspapers and magazines, followed by 89 (94%) who were aware of textbooks and 72 (76%) who were aware of reference materials. The respondent's awareness of e-books and e-journals is also comparable, with 45 (52%), followed by 75 (79.9%) and 49 (52%) in respectively in OPAC and journals. The respondents are allowed multiple answers.

Services of Information Used by the Respondents




provides an overview of how the respondent used the various services offered by the library. The shows that 222 (47%) of the respondents were satisfied with almost all of the services offered by the library, while 147 (31%) of the respondents were extremely satisfied with the services, with infrastructure receiving the highest number of positive responses. 197 (41%) of the respondents are unsatisfied, particularly 66 (13%) and 51(10%) in the electronic and reference services, respectively.

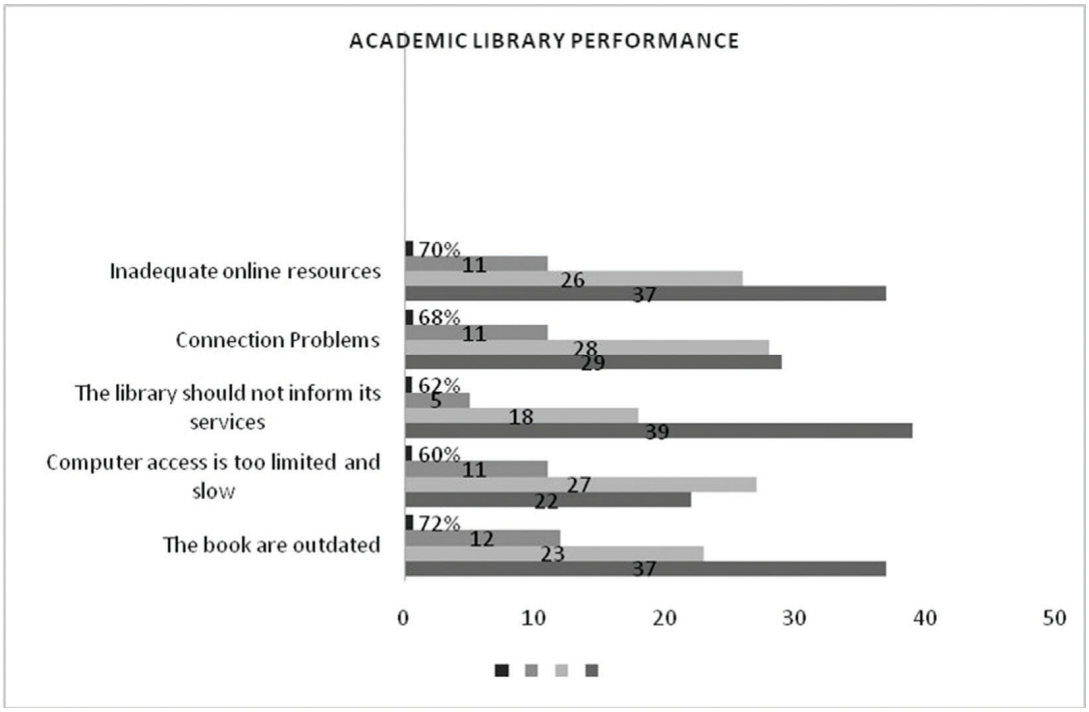
Barriers while using information sources and services




The postgraduate students at three different colleges experienced issues using the library's resources and services. According to the opinions of the majority of respondents, the most common issue that colleges have is with outdated books (37 (74%), 23 (74%), and 12 (92%) respectively), followed by 39 (78%), 18 (58%), and 5 (38%) that have trouble providing information about library services. Gyazing College's location in a distant place makes it difficult for students to get internet services, as seen in the table above, which shows that Gyazing College respondents have difficulty using computers, having connectivity issues, and finding online resources, so they cannot be doing the work in computer.

### Satisfaction on academic library performance

According to *table 7*, 87 (92%) of the respondents were completely satisfied with the library's operating hours, followed by 67 (71%) with its photocopy services and the staff's responses to user requests. 34 (36%) of the respondents are unsatisfied with the time it takes to use the internet, and 24 (25%) are dissatisfied with the availability of assistance in accessing online resources. Only 80 (14%) of the 564 respondents are unsatisfied with the library performance, compared to the 148 (26%) who are generally satisfied.




### Discussion of findings

The concern of the study was awareness and use of information sources and services among the post graduate students of three government colleges of Sikkim. The findings show that62 (65%) of respondents are women and 32 (43%) are men. The findings also reveal that of these, respondents from two of the colleges expressed satisfaction with the library's information sources and services, but Sikkim Government College, Gyazing, expressed dissatisfaction with many of them, including its online resources and internet access which show that attention should be placed on those areas where large number of respondents are not satisfied. 39 (41%) of the respondents at Nar Bahadur Bhandari Government College in Tadong, which is in the center of the capital, are aware of and make use of library information sources and services.

## RECOMMENDATION

The findings above have led to the recommendations that are below:

- The library should stock more recent and updated editions of books.
- Workshops should be planned to aware the students on how to use the library's resources and services.
- Make the reprographic services continuously available.
- There should be more computers with fast internet connections introduced.
- The library should periodically perform user studies to determine what postgraduate students require.

## CONCLUSION

New knowledge is developing globally in every subject in the modern information age. Manual knowledge management is highly challenging. The internet has built itself completely into the modern educational system as a result of the quick development of technology. For every form of library, the resources are essential. The use of

electronic resources is replacing traditional print resources among the users.The post-graduate students at three government colleges in Sikkim were included in the current study to learn more about their awareness and usage of information sources and services. It shows that, out of the 94 responses gathered, 68 (72%) students were aware of the services and resources available at their library and were using them for educational purposes. The study will be beneficial and helpful for libraries to understand what their users' demands in order to make better use of the materials and services offered by the relevant government college.

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