

Student Awareness of Library Information Products and Services in Tata Institute of Social Sciences Guwahati Campus

Abstract

This paper discusses students' awareness of Library information products and services in Tata Institute of Social Sciences Guwahati. Simple random sampling method was used to collect 104 students' data from the University. For data gathering, an online questionnaire was prepared and distributed among the Bachelors, Masters, and M.Phil.-Ph.D. students. TISS Guwahati Library provides library services like Website, OPAC, DSpace Digital Library, E-Databases, E-Journals, etc. Thus, this study was designed to understand if the users are aware of the valuable academic services and products provided to them by the library. It can be said from the study that majority of the respondents are aware of the library information services and products. This leads to the conclusion that the library staff and users have equally worked hard for the recognition and usage of library information services and products.

Keywords: Library Services, Library Products, User Awareness, Library Usage, Academic Library.

Introduction

University library has the responsibility to provide valuable academic information to the academic community and the public at large who may require the information for knowledge, academic and research oriented activities. Therefore, the university library has to acquire valuable information products which are of service to the public or the user at large. The information products may include textbooks, reference books, journals, indexes and abstracts, theses and dissertations, newspapers and magazines, government publications, research and technical reports, encyclopedias, manuscripts, publications of international organizations, patents and standards as well as microforms.

The responsibility of the library doesn't end with just ensuring quality information products but also being able to provide effective library and information services. The librarian and other professional library staff has to ensure that the information products are known to the users and thus for potential use. User should be educated about the valuable information at their disposal. This can be done with functional library promotion programmes like proper user orientation, advertisement like content-listing, selective dissemination of information, etc. When the user is in knowledge of what, how of information available to them, then only it can be ascertained that users are educated with library products and usage. Librarians, now and in the future, has to be able to handle information effectively along with other important daily library processes and activities. Meeting users' needs by library awareness and usage is a necessary activity for an active library.

Thus, for the reasons mentioned above, the study has been undertaken to understand if the users are aware of various library information products and services. This study will provide a significant understanding of what needs to be improved for user awareness and education.

Library Services provided by TISS Guwahati Campus Library Library Website

A library website of an academic institution is the face of the institution's academic pursuit and fulfillment. A library's web presence is an institutional requirement for supporting the virtual intake of the students,



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faculty and users. The library website has an immense role to fulfill in the academic community. It is static, available, and accessible to all. With proper organization and presentation of the library website, the user can avail information electronically. From solving a simple question of the users of a particular book being available in the library and where it might be found to being able to access research related information. A library can be a gateway to the information sources like databases, electronic texts and journals, electronic theses and dissertations and the library catalog, etc.

The library website of the TISS library is <http://library.tiss.edu/>. The library website is a one stop shop for academic information. It provides valuable links to E-databases, E-journals, DSpace Digital Library and other significant academic and research information.

Electronic Databases

An electronic database or an online database is a repository of related information, deposited in computer or a central computer which allows a user to retrieve data and information in a systematic and organized manner. Through it, a user can remotely access information through internet connection. It can be ascertained as an information retrieval service provided by vendors of online databases. Users can now access information without coming or going to the library. Online databases contain bibliographic information, full-text information and datasets. They have a vast set of information ranging into general or specific field of knowledge. It makes the information available with ease, accuracy and speed.

Some of the well-known online databases provided by TISS Library are Cambridge University Press Journals, Oxford University Press Journals, JStor, Project Muse, Wiley Online Library, Springer Link, Taylor and Francis, Emerald Insights, Sage, India Business Information database (IBID), Web of Science, etc.

Electronic Journals

Electronic journals have to be subscribed by the library for user usage. It may consist of full-text and bibliographic databases. An electronic journal reduces the trouble of space requirements, storage and easy accessibility in a library. They can be accessed using the internet service from any web enabled personal computer. Along with accessing the full-text information, users can also download the articles. Thereby, it provides a system of usage by more than one user and it is a 24 X 7 X 365 available. Along with the usage, it gives the user credible information and provides scope for research options to the user. Libraries just have to buy licenses from vendors or publishers of these electronic journals for information delivery.

Online Public Access Catalogue (OPAC)

The Online Public Access Catalogue (OPAC) is an automated catalogue on which all library materials data are stored. It is an information retrieval system which allows user to get the bibliographic records of materials. Library users can search on the search engine on the OPAC to enquire if a book or

physical material is available in the library. They can use their mobile phones or their personal computers to search on an OPAC.

The OPAC service link is <http://opac.tiss.edu/>. It is the most accessed tool from among all library services. It has been developed using Open Source Library Management Software KOHA. It has approximately half a million searches in a year.

Online/ Digital Repository for Institute Research

Digital Repository or an Institutional Repository preserves the publications and materials of research scholars and professors of an institute. It is an essential online storage unit for scholarly materials for easy access and usage. An educational institution is known because of its research and scholarly output to the worldwide audience. Thus, through an institutional repository, the research output of the institution is visible to the outside world showcasing the institution to interested constituencies. As it allows to access theses and dissertations, working articles and other important materials, these support the academic endeavors of students and scholars.

The TISS Library has set up archiving facility for the research community, using Open Source software DSpace. All the MA dissertations and M.Phil.-Ph.D. theses are made available in the Electronic Digital Library of TISS.

Review of Literature

A study carried out by Arif and Meadows (1994) asserted the fact that once users become aware of an information source, they tend to use it. From the statement above, it can be ascertained that with better knowledge of information source, the usage is better otherwise the products and services will remain underutilized. Therefore, there is a basic need for librarians to promote their library products and services for awareness and usage.

Lack of knowledge among library users of the services their university libraries provide is a growing concern in academic librarianship. This has been caused by poor communication and inadequate interaction between users and the library, coupled with the library's failure to apply marketing strategies to promote its services (Roberts, 1995).

Popoola, (2000) found that academic social scientists in the Nigerian universities utilized the following library information services: current awareness, photocopying, referencing, statistical data analysis, E-mail, selective dissemination of information and on-line database searching, in support of their research activities.

Ansari (2008) revealed a high percentage of library users in five academic libraries in New Delhi use OPAC as a search tool for retrieving documents. His study also showed that most of the users handled the OPAC themselves. One can conclude here that users of those five academic libraries have gone through the training offered by the libraries which help information searchers to use OPAC without requesting for the assistant of the library staff

According to Aina (2004) user is critical to the practice of librarianship and that all processes revolve round the users. User is the focal point of all

libraries or information centres since the primary objectives of the library is to satisfy its users.

Ifijeh (2011) asserted that the academic productivity of any student depends on his access to quality information resources for learning. The place of library in providing these resources cannot be overemphasized.

Similarly, Obiozor and Ogbonna (2007) observed that the entire human and material resources in a library are put in place at considerable expense for the overall purpose of providing effective service to the library user.

According to Ogbebor (2011) information resources help students in planning and implementing of learning programs that will equip students with the skills necessary to succeed in a constantly changing social and economic environment. Also resource-based programs help students in acquiring skills to collect, critically analyze, organize information, solve problems and communicate their understandings. Access to information provides and promotes quality fiction to develop and sustain students' habit and enjoyment of reading for pleasure and to enrich students' intellectual, aesthetic, cultural and emotional growth.

Kumar, Singh and Yadave (2011) asserted that "access to the right information is a difficult task because information is abundant, but users do not know whether it is available and where to locate it". Therefore, librarians must ensure maximum utilization of the few resources the library acquires to justify the cost in acquiring them.

Kumar (2016) conducted a study to investigate the awareness of digital information resources among the faculty members of engineering college libraries in Warangal district of Telangana State only. He found that most of the faculty members (92.42%) are aware about the digital resources.

Moyo (2017) in a study conducted to know the awareness of electronic library resources in Open distance learning by Third-year students in the school of arts at the University of South Africa found that 49.7% respondents are aware of electronic library resources available to them through Unisa Library.

Kaladhar, Naick, and Rao (2018) conducted a study on Digital resources and services awareness among JNTUK-Kakinada. The results of the study are: 75% respondents are aware of E-books, 56.4% respondents are aware of e-journals, 53.6% respondents are aware of E-theses/dissertations, 56.3% respondents are aware of Institutional Repository, 91.1% respondents are aware of OPAC service.

Rose and Saravanan (2018) conducted a study on ICT awareness among Research Scholars of Kanyakumari District of Manonmaniam Sundaranar University found that 82.8% respondents are aware of electronic resources and 49.5% are aware of Electronic databases.

Singh and Kumar (2018) in a study to investigate the awareness of Social science research scholars with important and highly marketed university library resources, services and facilities found that

92.7% respondents are aware of e-journals, e-books and other e-materials. 85.8% of the respondents are aware of OPAC facility and 80% respondents were aware of University library website.

Methodology

General Information of the Study Area

TISS Guwahati Campus offers courses in Bachelor of Social Sciences, Master's degree Programme in Social Work with various specializations, and M.Phil. and Ph.D. courses.

Guwahati campus library has a collection about 10000+ books covering major social science domains. Also, users have access to about 10,298+ E-Journals from the main library portal. Moreover, users have access to the institutional repository DSpace from any place 24 X7 X 365. There are various library orientations and programmes held at regular intervals to allow users to be aware of library services and products. Library makes it a point to update users by publishing on the Library Blog at a daily basis.

Objectives of the study

1. To examine the awareness of library services and products of TISS Guwahati Campus
2. To compare the awareness of library services and products among the Bachelors', Masters' and M.Phil. – Ph.D. students.

Selection of Study Sample

The respondents were randomly selected for the study. Library visitors were requested to fill up the online questionnaire.

Details of Respondents

The study population comprised of 104 students from Bachelor, Masters and M.Phil. and Ph.D. courses.

Sl.No.	Programmes	Total Students	Predefined Sample (16 percent)
1.	BA (Social Sciences)	36	34.6%
2.	MA	48	46.1%
3.	M.Phil. & Ph.D.	20	19.3%
	Total	104	100%

Tools and Techniques for Data Collection

Survey method was adopted in this study. Quantitative data was collected through an online questionnaire. The questionnaire has closed-ended questions to find out the awareness of library information products and services.

Significance of the study

1. The present study tries to understand the awareness of users of library services and products.
2. This will help to understand if the library professionals are orienting the students about library information services and products.

Limitations

The study is confined to:

1. Only students i.e. Bachelors, Masters, and M.Phil.- Ph.D. students
2. Only Tata Institute of Social Sciences Guwahati Campus

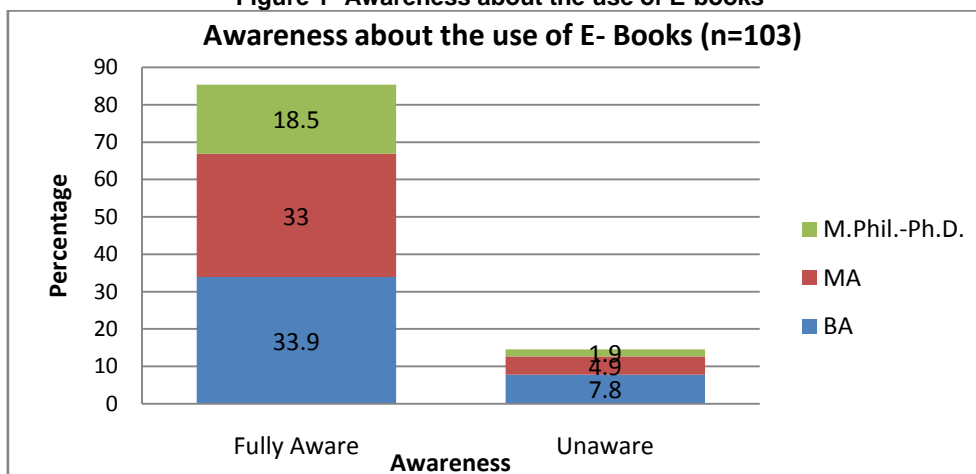
Data Analysis

Awareness about the use of E- Books

Table 1- Awareness about the use of E-books

Awareness	Student Course-wise Responses		Total Responses
Fully Aware	BA	35 (33.9%)	88 (85.4%)
	MA	34 (33%)	
	MPhil-PhD	19 (18.5%)	
Unaware	BA	8 (7.8%)	15 (14.6%)
	MA	5 (4.9%)	
	MPhil-PhD	2 (1.9%)	
Total		103 (100%)	103 (100%)

Figure 1- Awareness about the use of E-books



From the Table no. 1 and Figure no. 1 above, it can be seen that majority (85.4%) of the respondents know about the use of E-books. Also it

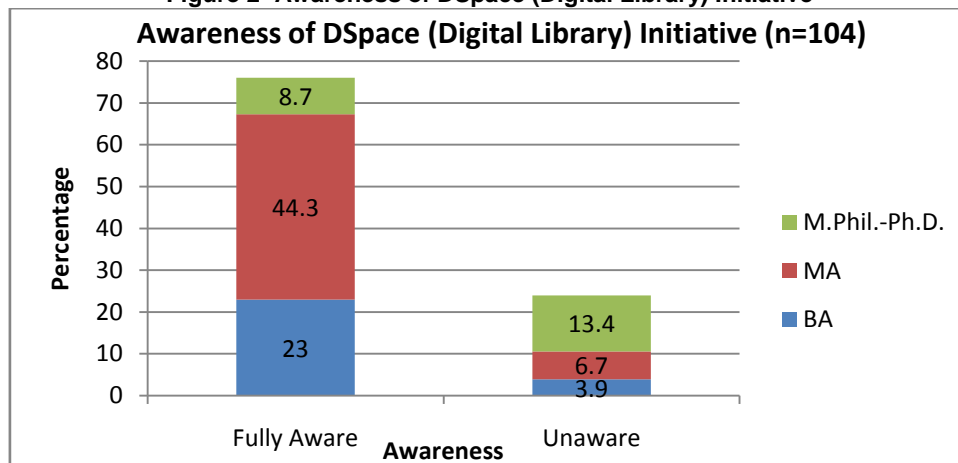
can be seen that majority of the BA (33.9%), MA (33%), MPhil-PhD (18.5%) know about the use of E-books in the institute library.

Awareness of DSpace (Digital Library) Initiative

Table 2- Awareness of DSpace (Digital Library) Initiative

Awareness	Student Course-wise Responses		Total Responses
Fully Aware	BA	24 (23%)	79 (76%)
	MA	46 (44.3%)	
	MPhil-PhD	9 (8.7%)	
Unaware	BA	4 (3.9%)	25 (24%)
	MA	7 (6.7%)	
	MPhil-PhD	14 (13.4%)	
Total		104 (100%)	104 (100%)

Figure 2- Awareness of DSpace (Digital Library) Initiative



From the Table no.2 and Figure 2 above, Majority (76%) of the respondents know about the use of DSpace Digital Library software in the library. Also it is noteworthy that majority of the BA (23%), MA

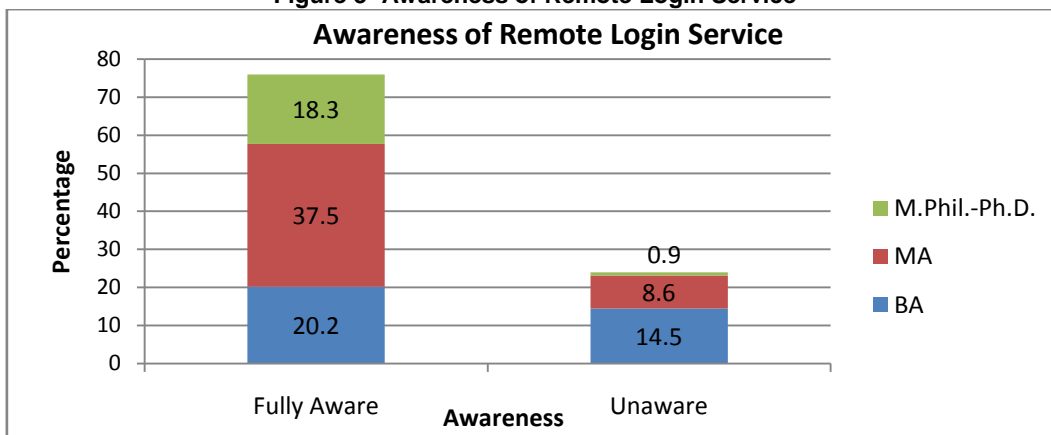
(44.3%) know about it. But among the MPhil-PhD students, less (8.7%) are aware of DSpace Digital Library.

Awareness of Remote Login Service

Table 3- Awareness of Remote Login Service

Awareness	Student Course-wise Responses		Responses
Fully Aware	BA	21 (20.2%)	79 (76%)
	MA	39 (37.5%)	
	MPhil-PhD	19 (18.3%)	
Unaware	BA	15 (14.5%)	25 (24%)
	MA	9 (8.6%)	
	MPhil-PhD	1 (0.9%)	
Total		104 (100%)	104 (100%)

Figure 3- Awareness of Remote Login Service



From the Table 3 and Figure 3, it can be observed that majority (76%) of the respondents about the use of Remote Login service. Also, from the student course-wise responses, it can be seen that

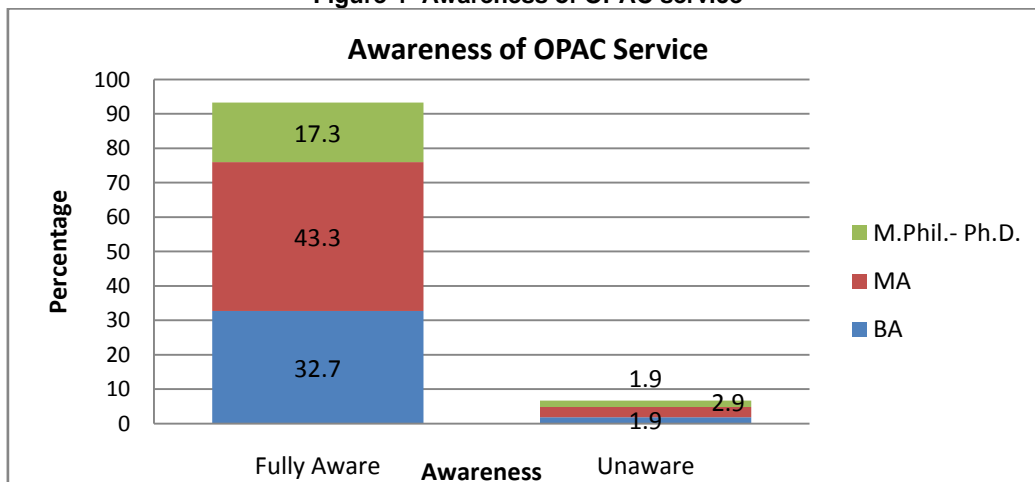
majority of the BA (20.2%), MA (37.5%) and MPhil-PhD (18.3%) respondents know about the Remote Login service.

Awareness of OPAC service

Table 4- Awareness of OPAC service

Awareness	Student Course-wise Responses		Total Responses
Fully Aware	BA	34 (32.7%)	97 (93.3%)
	MA	45 (43.3%)	
	MPhil-PhD	18 (17.3%)	
Unaware	BA	2 (1.9%)	7 (6.7%)
	MA	3 (2.9%)	
	MPhil-PhD	2 (1.9%)	
Total		104 (100%)	104 (100%)

Figure 4- Awareness of OPAC service



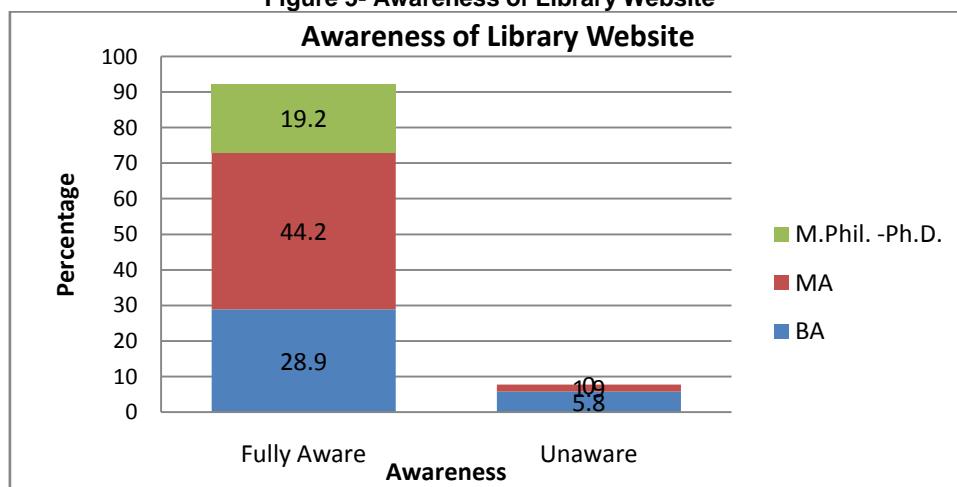
From the Table no. 4 and figure no. 4, it can be understood that 93.3% of the respondents are fully aware of the OPAC service

Awareness of Library Website

Table 5- Awareness of Library Website

Awareness	Student Course-wise Responses		Total Responses
Fully Aware	BA	30 (28.9%)	96 (92.3%)
	MA	46 (44.2%)	
	MPhil-PhD	20 (19.2%)	
Unaware	BA	6 (5.8%)	8 (7.7%)
	MA	2 (1.9%)	
	MPhil-PhD	0 (0%)	
Total	104 (100%)		104 (100%)

Figure 5- Awareness of Library Website



From the table and figure above, it can be understood that 92.5% of the respondents are aware of the library website. When we see course-wise,

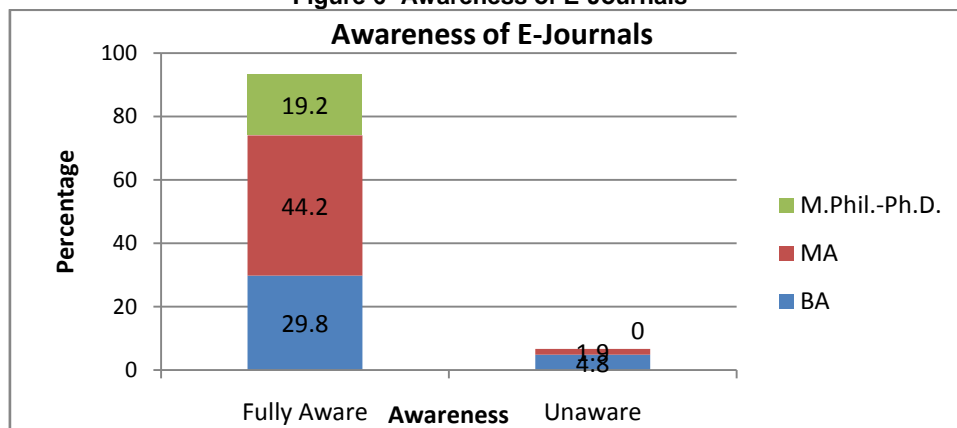
majority of the respondents BA (28.9%), MA (44.2%) and M.Phil. – Ph.D. (19.2%) are aware of the library website.

Awareness of E-Journals

Table no.6- Awareness of E-journals

Awareness	Student Course-wise Responses		Total Responses
Fully Aware	BA	31 (29.8%)	97 (93.3%)
	MA	46 (44.2%)	
	MPhil-PhD	20 (19.2%)	
Unaware	BA	5 (4.8%)	7 (6.7%)
	MA	2 (1.9%)	
	MPhil-PhD	0 (0%)	
Total	104 (100%)		104 (100%)

Figure 6- Awareness of E-Journals



From the figure no. 6 and table no. 6 it can be understood that Majority of the respondents i.e. 93.3% are aware of E-journals subscription. When we see course-wise, it can be seen that BA (29.8%), MA (44.2%) and M.Phil.-Ph.D. (19.2%) are aware of E-journals subscription. Only 6.7% respondents are not aware of E-journals.

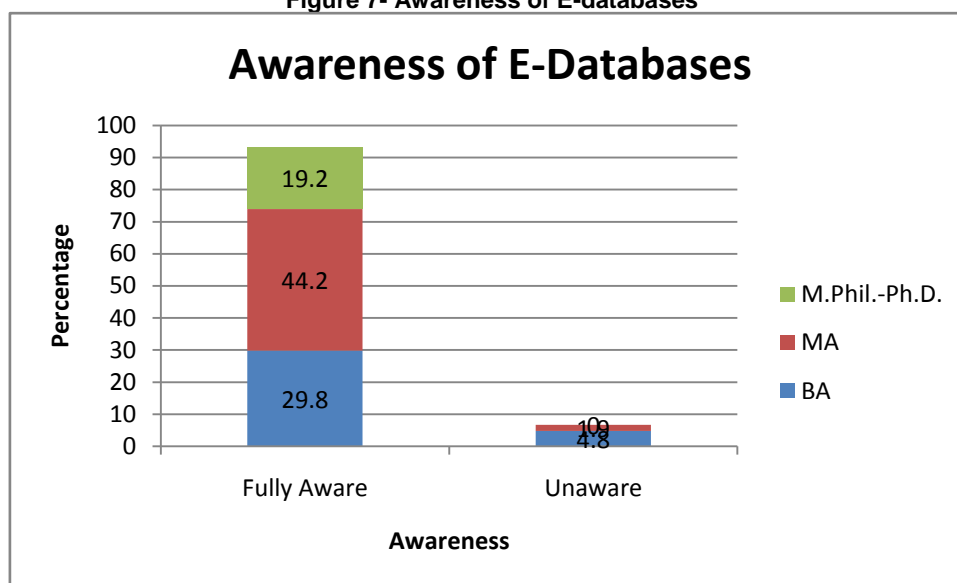
(44.2%) and M.Phil.-Ph.D. (19.2%) are aware of E-journals subscription. Only 6.7% respondents are not aware of E-journals.

Awareness of E-Databases

Table 6- Awareness of E-databases

Awareness	Student Course-wise Responses		Total Responses
Yes	BA	31 (29.8%)	97 (93.3%)
	MA	46 (44.2%)	
	MPhil-PhD	20 (19.2%)	
No	BA	5 (4.8%)	7 (6.7%)
	MA	2 (1.9%)	
	MPhil-PhD	0 (0%)	
Total		104 (100%)	104 (100%)

Figure 7- Awareness of E-databases



From the figure no. 7 and table no. 7, it can be seen that 93.3% of the respondents are aware of the E-databases. When we see course-wise, majority of the respondents BA (29.8%), MA (44.2%) and M.Phil.-Ph.D. (19.2%) are aware of E-databases. Only 6.7% of the respondents are unaware of E-databases.

Findings

- Majority (84.6%) of the respondents know about the use of E-books. Also it can be seen that majority of the BA (33.6%), MA (32.7%), MPhil-PhD (18.3%) know about the use of E-books in the institute library.
- Majority (80.8%) of the respondents know about the use of DSpace Digital Library software in the library. Also it is noteworthy that majority of the BA (23.1%), MA (44.2%) and MPhil-PhD (13.5%) know about DSpace Digital Library.
- Majority (76%) of the respondents about the use of Remote Login service. Also, from the student course-wise responses, it can be seen that majority of the BA (20.2%), MA (37.5%) and MPhil-PhD (18.3%) respondents know about the Remote Login service.
- 93.3% of the respondents are fully aware of the OPAC service. When we see course-wise, BA

(32.7%), MA (43.3%), and M.Phil.-Ph.D. (17.3%) respondents are aware of OPAC service.

- 92.5% of the respondents are aware of the library website. When we see course, majority of the respondents BA (28.9%), MA (44.2%) and M.Phil.-Ph.D. (19.2%) are aware of the library website.
- Majority of the respondents i.e. 93.3% are aware of E-journals subscription. When we see course-wise, it can be seen that BA (29.8%), MA (44.2%) and M.Phil.-Ph.D. (19.2%) are aware of E-journals subscription. Only 6.7% respondents are not aware of E-journals.
- 93.3% of the respondents are aware of the E-databases. When we see course-wise, majority of the respondents BA (29.8%), MA (44.2%) and M.Phil.-Ph.D. (19.2%) are aware of E-databases. Only 6.7% of the respondents are unaware of e-databases.

Conclusion and Recommendations

As information is no longer location bound, librarians has to accept that users has varied information providers at their hand. Still, librarians need to educate the users or academics of authentic academic pursuit at hand and not just any other spurious information source. With acknowledging the fact that librarians are no longer the sole link between

information users and the online store of knowledge, librarians should work on building a virtuous rapport with students, faculty and users. This would provide in bringing together authentic academic sources to the user community.

Librarians should be more comfortable with relationship with users. It needs to be continuous through better understanding of users and their needs, intimacy among both parties and developing trust (Gupta and Jambhekar, 2003).

This study found that most of the students are aware of library information products and services like Library Website, OPAC, E-Journals, E-Books, E-Databases in Tata Institute of Social Sciences Guwahati Campus. But there is still a need to make users or students aware of available library information products and services in the University. This could be done through planned public relations programmes, library weeks, study tours, user education programmes, and library exhibitions, organization of seminars, symposia and workshops, librarian making contact with the students, faculty, staff and improve communication links with the latter. The library must constantly update and weed its outdated and non-useful collections.

Librarians are needed to speak out about library's needs, raise awareness on campuses and in communities. Customer convenience is important along with staff activity in the academic community.

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