

Approach towards Non-Availability and Searching the Documents by the Users in Sanskrit University

Abstract

The research paper focuses to understand the action of a user towards the non-availability of documents in the library, and the approach of the user in searching and locating the different documents in the Central Library of Sanskrit University, Haridwar. The paper is part of a survey made on the State Universities of Uttarakhand conducted through a structured questionnaire. For sample size Solvin formula was used, and for data analysis Chi-Square test, Standard Deviation and mean was used. The findings of the study reveals that the user of the concerned library is still following the traditional method of searching the documents.

Keywords: Library Resources, University Libraries, Searching Systems, Searching Approaches.

Introduction

According to Halsey (2006), the growth of research in all fields of human endeavour is becoming increasingly detailed and sophisticated, faculty members and students have realized that the library has great roles to play in the provision of information necessary for their day to day research. Moreover, the library acts as a medium of getting the latest scientific and technological information either in print or electronic form. University libraries collect a variety of materials for preservation and use of the library patrons. These resources include not only traditional print-on-paper media like books, journals, newspapers, and maps, but also audio-visual materials like records, audiocassettes, videocassettes, and projectors. Libraries maintain collections that include not only printed materials but also art reproductions, maps, photographs, microfiches, CD-ROMs, computer software, online databases, Internet, electronic books and e-journals and other media. In addition to maintaining collections within library buildings, libraries often feature telecommunications links that provide users with access to information at remote sites.

Library materials acquired needs to be used adequately to justify a huge amount of money invested in such resources. *Connie (1976)* reiterated that "we cannot continue to justify the huge expenditure each year to buy collections which are only minimally used." Library resources should be utilized judiciously.

The Libraries are no longer judge based on their huge collection, now the yardstick has changed, the libraries are required to prove that they are doing enough to develop a focus collection and providing sufficient services and help for optimum utilization of their resources.

Review of Literature

Geetha, Shurpani, B, & Supriya, (2016) undertaken a study to identify how the resources and services of libraries are being utilised by the students. The findings of the study revealed difficulties in locating the needed materials by the students and lack of latest collection in both the college libraries as the major problems.

Fatima, F., & Tadasad, P. G. (2013) undertaken a study to find out the user's attitude comprising of all categories of users of Gulbarga University Library, Gulbarga towards library resources, surveyed 219 users through a questionnaire. Users have rated the adequacy of resources from moderately inadequate to slightly adequate. Users are not completely satisfied with the collection. However, they have a positive attitude with regard to newspapers, general magazines, and books while they have a negative feeling towards other resources. The users have a poor satisfaction rate with regard to catalogues/ union catalogues, directories, abstracting/indexing sources

Ashish Kumar

Assistant Librarian (SS),
Doon University,
Dehradun, Uttarakhand, India

S.K. Pandey

Librarian,
Central University,
Ranchi, Jharkhand, India

Israel, (2011) investigated the frequency of use of the library's collection and services by Faculty, purpose of such use, kinds of materials used, problems encountered in the use of the library etc. The findings revealed a lack of awareness of library materials / services as the greatest problem militating against faculty's use of the library. Two other problems identified are the inability to access electronic databases and materials from the shelves. This could be as a result of the faculty's inability to seek and take full advantage of the library's user programmes. Finally, the study revealed that majority of faculty agreed that 24-hour library service could help to improve the library's efficiency.

Mallaiah, T. Y., &Badami, K. K. (1993) conducted a study to find out the types of Information sources required, information needs, communication channels through which information is acquired. majority of users (72.2%) locate their needed documents/ information primarily by consulting catalogues and 63.6% seek assistance from the library staff. The study identifies that 52.3% of the respondents faced problems in locating documents/ information in the library. 70.4% respondents approach the documents through the author in the author catalogue. 23 respondents (52.2%) got their guidance from the library staff for using library catalogues. The majority of researchers (54.4%) have complained about the non-availability of current journals on time to meet their requirements in the library.

Parveen Kumar (2013) evaluates in detail the type of material, sources and the services used by the students. It examines the extent of use of library resources in IIM, Rohtak. The findings revealed that 63.54% of the students sampled visited the library to read the newspapers while 42.70% students visited the library on daily basis. 32.39% students were not satisfied with the existing library resources. The findings of this study suggest that library professionals should stress the importance of using OPAC as a retrieving tool, especially to students. Users should be dissuaded from merely browsing the shelves. They should be encouraged to use OPAC before going to the shelves. The study strongly recommends aggressive user education and computerization of the library as well as acquisition of current information resources for proper and effective services.

Objective of the Study

The objectives of the present study are as follows:

1. To know the action taken by the user on the non-availability of documents in the library.

Gender Wise response

Table 1: Gender wise response

| Gender | Student | Research Scholars | Faculty Member | Total |
|--------------------|-------------|-------------------|----------------|-------------|
| Male | 140(67%) | 19 (73.07%) | 12 (80%) | 171 (68.4%) |
| Female | 69 (33%) | 07 (26.92%) | 03(20%) | 79 (31.6%) |
| Total N=250 | 209 (83.6%) | 26 (10.4%) | 15 (6%) | 250 (100%) |

Table1 shows the gender wise details of the respondents, in the overall percentage of respondents 68.4% were male and 31.6% were female. In the

2. To know the preferred form of documents of the users in their study teaching and research activities
3. To know the different approaches, use by the user in searching the different documents in the library.
4. To know the problem(s) if any of the users in locating the documents and the action taken by the library on the issue.

Sample Size

Solvin Formula is used to calculate the sample size (n) given the population size (N) and a margin of error (e). The population under study comprises Students, Research Scholars, and Faculty Members. The sample has been taken from each category of users.

Central Library, Sanskrit University

Uttarakhand Sanskrit University, located at Bahadrabad, Haridwar on Haridwar-Delhi National Highway, is a State University. It was established by the Government of Uttarakhand in the year 2005 through the State Gazette vide notification no.727/11-2005-13(05)/03, dated 24 October 2005. It was established to promote Shastric (Classical) Sanskrit education, research, preservation, strengthening of the ancient language and allied fields, and to promote the invaluable tradition of knowledge along with providing carrier-oriented education to the students. This University has been included in the list of Universities maintained by the University Grants Commission (Section-2(f) of UGC Act, 1956.

The Central library of the University provides books and journals to the students, research scholars and teaching community related to their research work. The Books according to the curriculum are periodically purchased by the Library to meet the demands of the students. The students have access to internet facility in the University Library and Computer Centre respectively that help them in meeting out their learning needs. the University also publishes a biannual, reviewed and UGC approved research journal entitled 'ShodhPragya' with ISSN 2347-9892

Data Analysis

The Data collected from the respondent of Uttarakhand Sanskrit University have been analyzed, a total of 272 questionnaires were distributed to different categories of the users i.e. students, research scholars and faculty members, out of 272 distributed questionnaires, 253 filled in questionnaires are received, and out of received questionnaires, 250 were found right for data analysis. The analysis of the received data is as follows:

category wise analysis, 83.6% were students, 10.4% were research scholars and 6% were faculty members.

Have you ever communicated the non-availability of your required documents?

Table 2: communication about the non-availability of LS and response of the library

| Users | Problem faced | Yes, Communicated | Not Solved | Partially Solved | Fully Solved |
|-------------------|---------------|-------------------|-------------|------------------|--------------|
| Students | 141 (67.46%) | 130 (92.19%) | 44 (33.84%) | 90 (69.23%) | 17 (13.07%) |
| Research Scholars | 19 (73.07%) | 17 (65.38%) | 13 (76.47%) | 8 (47.05%) | Nil |
| Faculty Members | 13 (86.66%) | 12 (92.30%) | 7 (58.3%) | 5 (41.7%) | Nil |
| Total (N=250) | 173 (69.2%) | 156 (90.17%) | 64 (25.6%) | 103 (41.2%) | 17 (6.8%) |

The respondents were asked if they have ever communicated about the non-availability of their required documents to the library authority; Table 2 shows the results of the question. 69.2% of the total respondent users have faced the problem, out of which 90.17% have communicated on which 6.8% were fully solved by the library. In category wise analysis, 67.46% of the total respondent students have faced the problem, on which 92.19% have

communicated, out of which 13.07% were fully solved. 73.07% of the total respondent research scholars have faced the problem out of which 65.38% have communicated, on which no request is fully solved by the library. In case of faculty members, 69.2% of the total respondent have faced the problem out of which 90.17% have communicated on which 6.8% were fully solved by the library.

Preference of the form of documents:

Table 3: Preference for the form of documents

| Users | Only Print form | Only E-Form | Document in Both form | total | χ^2 | df |
|-------------------|-----------------|-------------|-----------------------|-------|----------|----|
| Students | 121 (57.89%) | 5 (2.4%) | 83 (39.9%) | 209 | 96.9853 | 4 |
| Research Scholars | 3 (11.53%) | 16 (61.53%) | 7 (26.92%) | 26 | | |
| Faculty Members | 8 (53.33%) | 3 (20%) | 4 (26.66%) | 15 | | |
| Total(N=250) | 132 (52.8%) | 24 (9.6%) | 94 (37.6%) | 250 | | |

Table 3 shows the preference for the form of documents; the majority of the respondent users prefer to only print form of documents. In the category wise analysis, the majority of the respondent students (57.89%) and the majority of faculty members (53.33%) also prefers the print form of documents, whereas the majority of the research scholars

(61.53%) prefer to use digital form of sources. The calculated value of chi-square is 96.9853, and the degree of freedom is 4, the calculated value of the chi-square is significant at 5% level ($\chi^2 \leq 0.05$). The calculated value of χ^2 is more than the tabulated value, so there is a significant difference among the respondents in the preference of form of sources.

How do you find the following sources in the Library?

Books

Table 4: Preference of approach in locating the Books in the Library

| Procedure | Students | Rank | Research Scholars | Rank | Faculty Members | Rank | Total | Rank | df |
|------------------------------------|-------------|------|-------------------|------|-----------------|------|-------------|------|----|
| Through Catalogue | 74 (35.4%) | 3 | 13 (50%) | 3 | 10 (66.7%) | 2 | 97 (38.8%) | 3 | 6 |
| Directly Going to Shelf | 189 (90.4%) | 1 | 26 (100%) | 1 | 15 (100%) | 1 | 230 (92%) | 1 | |
| Asking help from the Library Staff | 116 (55.5%) | 2 | 25 (92.2%) | 2 | 8 (53.3%) | 3 | 149 (59.9%) | 2 | |
| Through friends | 52 (24.9%) | 4 | 1 (3.84%) | 5 | 1 (6.66%) | 5 | 54 (21.6%) | 4 | |

Table 4 present the approaches of searching and locating the books in the library. The majority of the respondent of each category (students, research scholars, and faculty members) prefer to directly go to the library shelves to locate their required documents.

The chi-square statistic is 13.861. The p-value is .031228. The value of χ^2 is more than the tabulated value, so there is a significant difference in the approach of locating the books between the categories of users.

Reference Books

Table 5: Preference of approach in locating the Reference Books in the Library

| Procedure | Students | Rank | Research Scholars | Rank | Faculty Members | Rank | Total | Rank | df |
|------------------------------------|-------------|------|-------------------|------|-----------------|------|-------------|------|----|
| Through Catalogue | 91 (43.5%) | 3 | 12 (46.2%) | 3 | 1 (6.66%) | 5 | 104 (41.6%) | 3 | 6 |
| Directly Going to Shelf | 193 (92.3%) | 1 | 20 (76.9%) | 2 | 12 (80%) | 2 | 225 (90%) | 1 | |
| Asking help from the Library Staff | 110 (52.6%) | 2 | 26 (100%) | 1 | 15 (100%) | 1 | 151 (60.4%) | 2 | |
| Asking help from friend(s) | 28 (13.4%) | 4 | 01 (%) | 4 | 10 (66.7%) | 3 | 39 (15.9%) | 4 | |

Table 5 shows the preference of approaches in locating the reference books. The majority of the respondent students prefer to directly go to library shelves to locate the reference books, whereas all the research scholars and faculty members prefer to ask library staff. The chi-square statistic is 37.4751.

The p-value is < 0.00001. The value χ^2 is more than the tabulated value, so there is a significant difference in the approach of locating the Reference books between the different categories of users. The result is significant at $p < .05$

Print Journals

Table 6: Preference of approach in locating Print Journals in the Library

| Procedure | Students | Rank | Research Scholars | Rank | Faculty Members | Rank | Total | Rank | df |
|--------------------------------------|----------------|------|-------------------|------|-----------------|------|----------------|------|----|
| Through Guide Cards | 78 (37.3%) | 3 | 05 (19.2%) | 3 | 02 (13.33%) | 4 | 85 (34%) | 3 | 6 |
| Through A-Z list | 09 (4.3%) | 4 | 4 (15.38%) | 4 | 3 (20%) | 3 | 16 (6.4%) | 4 | |
| Directly going to the Journal's Rack | 174 (83.3%) | 1 | 26 (100%) | 1 | 15 (100%) | 1 | 215 (86%) | 1 | |
| Asking help from Library staff | 130 (62.2%) | 2 | 26 (100%) | 2 | 10 (66.7%) | 2 | 166 (66.4%) | 2 | |

Table 6 presents the analysis of the approaches to search and locate Print Journals in the Library. The Kardex System for locating the print journals is not used by the library, therefore not included in the study. The majority of the respondents of each category prefer to directly go to the journal's rack for locating their required print journals. The chi-square statistic is 15.1033. The p-value is .019468.

The value of χ^2 is more than the tabulated value, so there is a significant difference in the approach of locating the Print Journals among different category of users. the result is significant at $p < .05$

The library source; e-books, e-journals and institutional repository are not available in the library, therefore, no analysis of the said sources is made.

Action on the problem faced while searching and retrieving the document.

Table 7: Action on the problem while search and retrieving the documents

| Users | Problems Faced | Yes, communicated | Not Solved | Partially Solved | Fully Solved |
|---------------------------|-----------------|-------------------|----------------|------------------|----------------|
| Students N=209 | 142 (67.94%) | 134 (94.36%) | 45 (33.58%) | 89 (66.41%) | 29 (21.64%) |
| Research Scholars N=26 | 26 (100%) | 22 (84.6%) | 00 (00%) | 22 (100%) | 00 (00%) |
| Faculty Members N=15 | 15 (100%) | 14 (93.3%) | 6 (42.85%) | 9 (64.2%) | 00 (00%) |
| Total N=250 | 183 (73.2%) | 170 (92%) | 51 (30%) | 120 (70.58%) | 29 (17.05%) |

The Table 7 shows the problem faced by the users in searching and retrieving their desire documents. A total of the 73.2% of the respondent users have faced the problem, out of which 92% has communicated their problems to the library, from which 17.05% were fully solved. In the category wise analysis 67.94% of the total respondent students faced the problem out of which 94.36% have communicated their problems to the Library on which

21.64% are fully resolved by the Library. All the respondent research scholars faced the problem in searching and retrieving the documents out of which 84.6% of the respondent research scholars have communicated their problems on which 100% were partially resolved by the Library. All the faculty members faced the problems out of which 93.3% have communicated out of which no request is fully resolved by the library.

Mode of preference to receive the information about the latest document procured in your library

Table 8: Preferred mode to receive information about the latest documents in the Library

| Users | Yes | Through E-Mail | Through SMS | Library Orientation Session | Thorough Telephone | Notice Board | Library website | Library notices |
|------------------|-----------------|-----------------|-----------------|-----------------------------|--------------------|----------------|-----------------|-----------------|
| Students | 199 (95.21%) | 126 (63.31%) | 189 (94.97%) | 8 (4%) | 6 (3%) | 64 (32.16%) | 50 (25.12%) | 16 (8%) |
| Research Scholar | 26 (100%) | 25 (96.2%) | 25 (96.2%) | 00 (00%) | 00 (00%) | 1 (3.8%) | 16 (61.5%) | 00 (00%) |
| Faculty Members | 15 (100%) | 14 (93.3%) | 5 (33.3%) | 00 (00%) | 1 (6.7%) | 5 (33.3%) | 10 (66.7%) | 00 (00%) |
| Total N=250 | 240 (96%) | 165 (68.75%) | 219 (91.25%) | 8 (3.33%) | 7 (2.91%) | 70 (29.16%) | 76 (31.66%) | 16 (6.66%) |

Table 8 depicts the preferred mode by the users to receive the latest information about the documents procured by the Library. The 96% of the total respondent users shown their willingness to receive information, and majority of them prefer the SMS medium of communication. In category wise analysis the 95.21% of the respondent students have shown their willingness for receiving the said information and the majority of them (94.97%) also preferred the SMS medium. All the respondent research scholars willing to receive the information and the majority of them (96.2%) preferred the email, and SMS medium of communication, the majority of the faculty members (93.3%) preferred the E-mail medium to receive information.

Conclusion and Suggestion

The study revealed that 69.2% of the total respondent users have faced the problem, out of which 90.17% have communicated on which 6.8% were fully solved by the library. The majority of the respondent users prefer to only print form of documents. In the category wise analysis, the majority of the respondent students (57.89%) and the majority of faculty members (53.33%) also prefers the print form of documents, whereas the majority of the research scholars (61.53%) prefer to use digital form of sources. The majority of the respondent of each category (students, research scholars, and faculty members) prefer to directly go to the library shelves to locate their required books. The majority of the respondent students prefer to directly go to library shelves to locate the reference books, whereas all the research scholars and faculty members prefer to ask library staff. The majority of the respondents of each category prefer to directly go to the journal's rack for locating their required print journals. 73.2% of the respondent users have faced the problem, out of which 92% has communicated their problems to the library, from which 17.05% were fully solved. The 96% of the total respondent users shown their willingness to receive information, and majority of them prefer the SMS medium of communication.

The Library is required to guide the users to use developed system of the library and the technology to search and locate the documents in the library, this way they can save their time and energy. Library can organize library orientation programme as

well as practical session to guide the users for optimum utilization of library resources in minimum possible time. The library should also organize a quarterly training for both faculty and students on the use of library materials and services.

References

- Connie, R.D (1976), "Library services to the graduate community: the University of Michigan" *College and Research Libraries*. Vol.37 No.3.pp 248-9
- Fatima, F., & Tadasad, P. G. (2013) *Users' Attitude towards Library Resources in a University Environment: A Case Study of Gulbarga University Library Gulbarga*. *International Research: Journal of Library and Information Science*, 3(2).
- Geetha, M., Shurpani, S., B, S. K. G., & Supriya, A. S. (2016) *Use of Library Resources and Services by Students of PESITM and JNN College of Engineering in Shivamogga: A Comparative Study*. *Research Journal of Library Sciences*, 4(1), 1–10.
- Halsey, R.S., et al. (2005) *Library (institution)*. *Microsoft Encarta 2006 [CD]*. Redmond, WA: Microsoft Corporation.
- Israel, I. G. (2011) *Assessing Faculty Use of University Library Collection and Services in Nigeria: A Case of Covenant University , Ota*.
- Mallaiah, T. Y., & Badami, K. K. (1993) *Library and information service facilities in Mangalore University Library from the research scholars' point of view: a survey*.
- Parveen Kumar. (2013). *Use of Library Resources by the Students of Indian Institute of Management (IIM), Rohtak, India*. *International Journal of Library Science and Research (IJLSR)* , 3(1), 7–12. Retrieved from http://www.tjprc.org/view_archives.php?year=2013&jtype=2&id=48&details=archives