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# Awareness and Use of Library Resources and Services among the Social Science Researchers: A Case Study

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## **Awareness and Use of Library Resources and Services among the Social Science Researchers: A Case Study**

### **Abstract**

Libraries play a vital role in the promotion of education, training, research and other development programmes by providing wider and deeper access to information for social science researchers. Social science researchers are the end users of information, and hence, various resources have been devised to facilitate social science research outputs. The present study focuses on the level of awareness regarding library resources and facilities, frequency of use, the purpose of using the library services and facilities among the social science researchers of ISEC library, Bangalore. The study reveals that, the majority of the respondents are aware of library collections, such as Books (100%), National Journals (95.97%) and international journals (86.22%) etc., and with regard to library services, 89.12% of the respondents are aware of photocopy services provided by the library 85.55% of the respondents are aware of different reference services available in the library, while opining that these services are important for their research. The regression results show that in respect of researcher category, accessing index journals and thesis/dissertations is statistically significant. The findings of the study also show that the major purpose of using the library services and facilities on the part of researchers is to search for the most relevant information required for their research.

**Keywords:** Library collections; Databases; Library services; Social Science; Social Science Researchers

## **1. Introduction**

The social science libraries play a vital role in the promotion of dissemination of right information to the right user at the right time, and also in facilitating greater access to global information and knowledge resources available with them. The social science library system, created in response to the changing needs of social research, aims at providing seamless information services, ranging from the identification and acquisition of information and data complex utilization to modelling of these sets, Mahapatra, R.K (2017)<sup>3</sup>. The Social Science library system has come to assume a new role in the context of the changing needs of Social Science Education, Training, Research and other development activities and accordingly, Social Science libraries are increasingly involved in providing innovative information services and facilities to the user community. The information needs of users such as Social scientists, Teachers, Researchers, Policymakers, Students etc, are complex and dynamic in nature. Hence, Social Science libraries have to streamline their work culture towards providing need-based and up-to-date information services, using modern ICT technologies.

Given the context, the present study attempts to analyse the level of awareness and the use of library and information services and facilities among researchers with regard to the provision of information relevant to their research work.

## **2. Review of Literature**

Savitha, K S and Geetha, M (2016), While exploring the use of information and sources and services as also the satisfaction levels of social science students, found a majority of them using reference books (66.7%), internet browsing (16.27%), books (15.59%) and accessing online resources (12.57%), the study also found a large number of the respondents (59.4%) using reference services and 37.5% of the respondents making use of E-mail and web services. Interestingly the study also found a majority of the users facing problems in accessing needed material from old damaged books and journals.

Hegde, V Pradeep (2017), In his article, focuses on social scientists from among the faculty members of ICSSR institutes in India. The study results reveal that 67% of the respondents were aware of open access journals and that 55% of the respondents cited open access resources in their research publications. Finally, the author concludes by suggesting that open access publishers need to give more importance to the quality of research articles and that libraries need to promote OA resources.

Mahapatra, R.K (2017), in his paper, designed the use of electronic information among the social scientists in Bhubaneswar. The study, highlights the importance of electronic information resources, use of e-resources and statistical information in e-format, online databases in social science research, user satisfaction regarding the use of e-resources etc.

Gupta, S.K and Sharma, S (2017), Studies the user's awareness and satisfaction levels regarding digital information resources and services with respect to the students of IIT Guwahati with a focus on awareness, purpose, satisfaction and importance of digital information resources and services. The study results show that a majority of the users were aware of e-books, e-resources and found these resources important in their research. The study results also reveal that a majority of the users were aware of OPAC/Web OPAC services and were using the same frequency. The findings of the study show that 70.9% of the respondents were satisfied with the digital information resources and services.

Veena, G and Kotari, P.N (2016), Present the results of an investigative study on users satisfaction regarding library services and facilities among the students of the SDM college library. The study findings show that 86.7% of the respondents were satisfied with general books, while 53.3% of the users were satisfied with textbooks and considered circulation services as being excellent. The authors opine that the library should try to identify users information needs and their information gathering behaviours.

Pandey, S.K (2015), evaluates users satisfaction levels regarding library resources and services. The study found that a majority of the respondents were satisfied with the availability and use of library resources such as books, journals/magazines and conference proceedings and library services like circulation, reference and book-bank services. Surprisingly, the study found that a majority of the respondents were dissatisfied with electronic resources, OPAC and online databases, resources and services.

### **3. Objectives**

The Major objective of the study is to analyse the awareness levels and use of library resources and services among the social science researchers. The specific objectives are as follows:

1. To study the purpose of visits to Social Science libraries among researchers.
2. To explore the awareness levels and use of various types of library resources among Social Science researchers.
3. To examine the awareness and use of library services provided by libraries
4. To understand the frequency of use of various library resources and services.
5. To suggest measures towards improvement in the current information services and facilities available with libraries

### **6. Methodology**

The study was conducted at the Institute for Social and Economic Change (ISEC), Bangalore, Karnataka, established in the year of 1972, is and one of the multidisciplinary social science research institutions funded by ICSSR. The library users are majorly categorised as Faculty members, PhD scholars and Research staff engaged in social science research.

A survey method was adopted for collecting the data from the respondents. A structured questionnaire was administered to the respondents. A total of 140 questionnaires were

distributed among the research groups, and 117 (83.57%) filled questionnaires received and used for analysis and interpretation.

## 7. Data Analysis and Interpretation

The collected data was analyzed, organized and tabulated using SPSS (Version 22) for an entering table, column charts etc. The purpose of this analysis was to translate the data into an intelligible and interpretable form. The data analysis-based results are interpreted presented in the following section.

### 7.1 Econometric model

Frequency of visits to the library is taken the dependent variable (ISEC library, Bangalore) and independent variables include gender, category, international journals, indexing journals, thesis/dissertations, government publications/reports, project reports and working papers. A liner regression model specification is given as follows:

$$r_i = \beta_0 + \beta_1 \text{gender} + \beta_2 \text{category}_2 + \beta_3 \text{international journals} + \beta_4 \text{indexing journals} + \frac{\beta_5 \text{thesis}}{\text{dissertation}} + \beta_6 \text{Government} \frac{\text{publications}}{\text{reports}} + \beta_7 \text{project reports} + \beta_8 \text{working paper} + e_i$$

### 7.2 Demographic profile

Demographic information	Particulars	Nos.	Percentage
Gender	Male	67	57.30%
	Female	50	42.70%
Age groups	Below 30	75	64.10%
	31-40	25	21.37%
	41- 50	7	5.98%
	Above 51	10	8.55%
Designation	Researchers	89	76.07%
	Faculty	28	23.93%
Educational Qualification	PhD	33	28.23%
	MPhil	11	8.87%
	Masters	73	62.90%

**Table 1: Demographic profile**

Table No.1 shows that, out of a total of 117 (83.57%) respondents, 67(57.30%) are male and 50(42.70%) female. Next on the order, most of the respondents belong to the age group of below 30 years i.e.,75(64.10%) and 25(21.37%) respondents come under the age group of 31-40 years, and only 5.98% and 8.55% of respondents fall in the age groups of 41-50 and above 51 years, respectively. In terms of designation, a majority of the respondents 89(76.07%) are researchers and 28(23.93%) are faculty members. The basic educational qualification of the respondents shows that a majority of the respondents i.e., 73(62.90%) have an only masters degree and 33(28.23%) and 11(8.87%) respondents have completed PhD and MPhil degree, respectively.

The age groups and designation background of the respondents indicate that awareness and use of library resources and facilities are using to borrowing and returning the books and to refer/consult journals mostly by Researchers who fall under the age group of below 30 age groups they are new to entering the R&D activity.

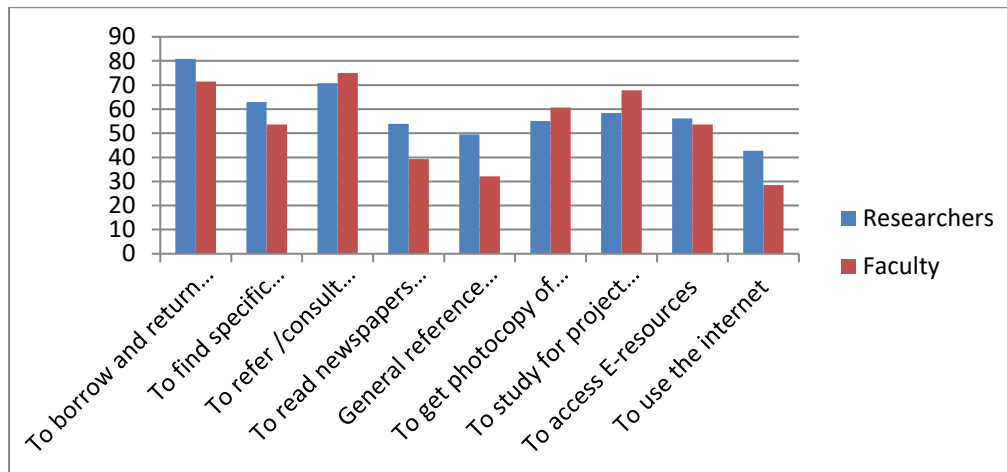
### 7.3 Purpose of visits to the library

As regards the purpose of visits to the library in general, users visit the library for reference purpose like updating their knowledge, keeping abreast of the latest developments in their respective fields of interest, updating themselves with the latest information and getting information for their research work etc. The purpose of visits to the library depends on their research interest, nature of works, level and status of the work-in-progress etc.

Purpose of visit	No. of Respondents (N=117)		
	Researchers	Faculty	Total
To borrow and return books	72 (80.90%)	20 (71.43%)	92 (78.63%)
To find specific information in the field of interest	56 (62.92%)	15 (53.57%)	71 (60.68%)
To refer /consult journals	63 (70.79%)	21 (75.00%)	84 (71.79%)
To read newspapers and magazines	48 (53.93%)	11 (39.29%)	59 (50.43%)
General reference purpose	44	93	53

	(49.44%)	(32.14%)	(45.30%)
To get photocopy of articles	49 (55.06%)	17 (60.71%)	66 (56.41%)
To study project works/thesis works	52 (58.43%)	19 (67.86%)	71 (60.68%)
To access E-resources	50 (56.18%)	15 (53.57%)	65 (55.56%)
To use the internet	38 (42.70%)	8 (28.57%)	46 (39.32%)

**Table: 2 Purpose of visits to the library**



**Figure 1. Purpose of visits to the library**

It is very important to understand the purpose of visiting the library for providing innovative and need-based information services. We have listed nine major purposes of visiting the library with responses tabulated in Table 2. It shows that major purposes of visiting the library across all the categories of users are generally research-oriented expect for general reference/reading Newspapers and Magazines and for using the internet facility. One of the interesting observations is that a majority of the i.e., Researchers (80.90%) and Faculty (71.43%) visit the library to “borrow and return books”, while 70.79% of researchers and 75.00% of faculty members visit the library to “refer /consult journals”, Followed by 62.92% of researchers and 53.57% of faculty to “find specific information in the field of interest”. Similarly, the study of Gupta, et al. (2017) also has found that a majority of the respondents (91.02%) visit the library for borrowing/returning books and accessing research materials. Thus, based on the above analysis, it can be observed that researchers and faculty members



visit the library mainly for borrowing the required books/reports and for consulting journal articles in their fields of interest.

#### 7.4 Awareness and availability of library resources

Awareness and availability of library print collections generally attract users to the library.

The study carried out the further analysis as part of understanding the extent of awareness regarding the availability of library resources among social science researchers.

Awareness of Lib collection	Researchers		Faculty		Mean	SD
	YES	NO	YES	NO		
Books	89 (100%)	0 (0.00%)	28 (100%)	0 (0.00%)	1	0
Reference documents	80 (89.89%)	9 (10.11%)	25 (89.29%)	3 (3.37%)	1.1	0.305
National Journals	85 (95.51%)	4 (%4.49)	27 (96.43%)	1 (1.12%)	1.04	0.203
International Journals	74 (83.15%)	15 (16.85%)	25 (89.29%)	3 (3.37%)	1.15	0.362
Journals (Back volume) Archive	68 (76.40%)	21 (23.60%)	23 (82.14%)	5 (5.62%)	1.22	0.418
Indexing Journals	49 (55.06%)	39 (43.82%)	13 (46.43%)	15 (16.85%)	1.47	0.501
Abstracting Journals	49 (55.06%)	39 (43.82%)	15 (53.57%)	13 (14.61%)	1.45	0.499
Thesis/Dissertations	82 (92.13%)	7 (7.87%)	22 (78.57%)	5 (5.62%)	1.1	0.306
Research reports	72 (80.90%)	17 (19.10%)	24 (85.71%)	4 (4.49%)	1.18	0.385
Conference proceedings	48 (53.93%)	40 (44.94%)	11 (39.29%)	17 (19.10%)	1.49	0.502
Government publications/Reports	69 (77.53%)	20 (22.47%)	21 (75%)	7 (7.87%)	1.23	0.423
News letters	71 (79.78%)	17 (19.10%)	20 (71.43%)	8 (8.99%)	1.22	0.413
Project reports	68 (76.40%)	21 (23.60%)	23 (82.14%)	5 (5.62%)	1.22	0.418
News bulletins	65 (73.03%)	23 (25.84%)	16 (57.14%)	11 (12.36%)	1.3	0.458
Working papers	79 (88.76%)	9 (10.11%)	20 (71.43%)	8 (8.99%)	1.15	0.355

**Table: 3 Awareness and availability of library resources**

It is evidence to note from the above Table 3, shows the awareness level among the researchers and faculty members regarding the availability of various library collections. It is interesting to observe that a majority of the users are very familiar with books (100%), as also researchers and faculty members (100%), while 95.51% of researchers and 96.43% of the faculty are aware of National and International journals available in the library. Further, 89.89% of researchers and 89.29% of faculty members are aware of and happy with the availability of reference books and a good number of users are also aware of Research reports i.e., (80.90%), researchers and faculty members (85.71%), followed by Thesis/Dissertations researchers (92.13%) and faculty (78.57

Surprisingly, most of the faculty and researchers are not much aware of the following: Newsletters 79.78% of researchers and 71.43% of faculty, Government reports 77.53% Researchers and 75.00% of Faculty, Journals Back volumes Researchers 76.40% and 82.14% of Faculty, Conference proceedings 53.93% researchers and 39.29% of faculty, Project reports 76.40% of researchers and 82.14% of faculty, Abstracting journals 55.06% of researchers and 53.57% of faculty and Indexing journals 55.06% of researchers and 56.43% of researchers.

Based on the above analysis, it can be observed that many social science researchers are aware of and use library resources like Books, Reference books, National and International Journals, Thesis/Dissertations which are most relevant sources to their research work as compared to other resources like Newsletters, Government reports, Journals Back volumes, Conference proceedings, Indexing and Abstracting journals etc.

### **7.5 Frequency of use the library resources**

The study further explored the frequency of library recourses use in order to understand the importance of those resources for their research activity.

Type of Documents	Frequency of Use			Total
	Regularly	Occasionally	Rarely	
Books	25 (21.37%)	57 (48.72%)	35 (29.19%)	117 (100%)
Reference documents	23 (19.66%)	38 (32.48%)	55 (47.01%)	117 (100%)
Indian Journals	82 (70.09%)	20 (17.09%)	15 (12.82%)	117 (100%)
Foreign Journals	75 (64.10%)	27 (23.08%)	16 (13.68%)	117 (100%)
Journals (Back volume) Archive	40 (34.19%)	59 (50.43%)	18 (15.38%)	117 (100%)
Indexing Journals	18 (15.38%)	92 (78.63%)	7 (5.98%)	117 (100%)
Abstracting Journals	22 (18.80%)	89 (76.07%)	6 (5.13%)	117 (100%)
Thesis/Dissertations	86 (73.50%)	24 (20.51%)	7 (5.98%)	117 (100%)
Research reports	75 (64.10%)	25 (31.37%)	17 (14.53%)	117 (100%)
Conference proceedings	52 (44.44%)	59 (50.43%)	6 (5.13%)	117 (100%)
Government publications/Reports	79 (67.52%)	22 (18.80%)	16 (13.68%)	117 (100%)
News letters	57 (48.72%)	53 (45.30%)	7 (5.98%)	117 (100%)
Project reports	49 (41.88%)	63 (53.85%)	5 (4.27%)	117 (100%)
News bulletins	35 (29.91%)	63 (53.85%)	19 (16.24%)	117 (100%)
Working paper	49 (41.88%)	56 (47.86%)	12 (10.26)	117 (100%)

**Table: 4 Frequency of use the library resources**

To find out how frequently the respondents use library resources, a question was asked about the frequency of library resource use. The respondents' opinion has been analyzed and furnished in the above Table (No.4). It reveals that a maximum number of respondents (70.09%) use journals and periodicals quite frequently, while 73.50% use thesis and dissertation works and 67.52% of the respondents regularly use government publications. It is very interesting to note that, 47.01% of the respondents visit the library rarely for making use of reference documents available in the library, while 29.19% of the respondents visit rarely for referring to textbooks.

It can be seen that respondents visit the library for reading traditional resources like books, but reference documents very rarely as compared to other resources like periodicals/journals, government publications, and thesis/dissertations available in the library. It is evident that Social Science researchers mainly depend on primary resources like journal articles, thesis and government publications/reports rather than traditional resources like textbooks or reference documents.

### 7.6 Awareness and availability of the library non-print resources

This study is also attempted to understanding know that which non-print resources understand the awareness level and use of e-resources among social science researchers for their R&D activity.

Types of E-Resources	Researchers		Faculty		Mean	SD
	Yes	No	Yes	No		
E-Books	62 (69.66%)	23 (25.84%)	17 (60.71%)	7 (7.86%)	1.28	0.449
E-Reference documents	59 (66.29%)	25 (28.09%)	12 (42.86%)	12 (13.48%)	1.34	0.477
E-Journals (through subscription)	57 (64.04%)	25 (28.09%)	20 (71.43%)	5 (5.63%)	1.28	0.451
E-Journals (Through consortium)	46 (51.69%)	37 (41.57%)	14 (50.00%)	10 (11.24%)	1.44	0.499
E-Indexing Journals	31 (34.83%)	48 (53.93%)	8 (28.57%)	15 (16.85%)	1.62	0.488
E-Abstracting Journals	33 (37.08%)	47 (52.81%)	10 (38.71%)	15 (16.85%)	1.59	0.494
E-Thesis/Dissertations	52 (58.43%)	35 (39.33%)	12 (42.86%)	13 (14.61%)	1.43	0.497
E-Research reports	50 (56.18%)	35 (39.33%)	13 (46.43%)	11 (12.36%)	1.42	0.496
E-Conference proceedings	28 (31.46%)	52 (58.43%)	11 (39.29%)	14 (15.73%)	1.63	0.486
E-Government publications/Reports	52 (58.43%)	34 (38.20%)	11 (39.29%)	13 (14.61%)	1.43	0.497
E-News letters	41 (46.07%)	38 (42.70%)	12 (42.86%)	12 (13.48%)	1.49	0.502
E-Project reports	40 (44.94%)	39 (43.82%)	13 (46.43%)	11 (12.36%)	1.49	0.502
E-News bulletins	35 (39.33%)	45 (50.56%)	10 (35.71%)	14 (15.73%)	1.57	0.498

E-Working papers	49 (55.06%)	33 (37.08%)	15 (53.57%)	10 (11.24%)	1.4	0.493
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**Table: 5 Awareness regarding the availability of library non-print resources**

Table .5 shows the awareness level of researchers and faculty regarding the availability of E-resources. It is interesting to observe that a majority of the users are very familiar with E-books (69.66%), followed by is referred to by researchers and faculty (60.71%). Further, E-Journals (through subscription) 64.04% of researchers and 71.43% of faculty. Similarly, 58.43% of researchers and 60.71% of faculty are aware of E-Thesis/Dissertations. Further, a good number of users are aware of E-Reference books 66.29% of researchers and 42.86% of faculty, while aware of E-Research reports 56.18% of researchers and 46.43% of faculty. A similar study of Mahapatra, Rabindra.K (2017) yielded related result about the majority of the social scientist prefer E-journals with 75.55% followed by E-articles 68.69% and E-thesis and dissertations 51.11% prefer for their research work.

Interestingly, the faculty and researchers are not much aware of the following E-resources. E-Journals (Through consortium) 51.69% of Researchers and 50.00% of faculty; E-Newsletters 46.07% of researchers and 42.86% of faculty; E-Government report 58.43% of researchers and 39.29% of faculty; E-Conference proceedings 31.46% of researchers and 39.29% of faculty; E-Project reports 44.94% of researchers and 46.43% of faculty; E-Abstracting journals 37.08% of researchers and 38.71% of faculty and E-Indexing journals 34.83% of researchers and 28.57% of faculty.

Form the above analysis, it can be observed that most of the researchers and faculty are familiar with E-Books, E-Reference books, E-Journals (through subscription) and E-Thesis/Dissertations, while they are yet to be more familiar with Indexing and Abstracting Journals, Conference proceedings, Project reports and Working papers. It is evident that Social science researchers were aware and use mainly depend on primary resources only like

E-journals articles, E-books, E- Reference books, E-thesis and dissertation are most relevant to research and development activity.

### 7.7 Frequency of use the library non-print resources

A further analysis was carried out to understand the frequency of e-resources use among social science researchers and the results are described below:

Type of E-documents	No. of Respondents (N=117)			Total
	Regularly	Occasionally	Rarely	
E-Books	35 (29.91%)	34 (29.06%)	10 (8.55%)	79 (67.52%)
E-Reference documents	30 (25.64%)	28 (23.93%)	13 (11.11%)	71 (60.68%)
E-Journals (through subscription)	58 (49.57%)	13 (11.11%)	12 (10.26%)	83 (70.74%)
E-Journals (Through consortium)	42 (35.90%)	10 (8.55%)	8 (6.84%)	60 (51.28%)
E-Indexing Journals	12 (10.26%)	20 (17.09%)	5 (4.27%)	37 (31.62%)
E-Abstracting Journals	16 (13.68%)	22 (18.80%)	5 (4.27%)	43 (36.75%)
E-Thesis/Dissertations	54 (46.15%)	8 (6.84%)	2 (1.71%)	64 (54.70%)
E-Research reports	38 (32.48%)	15 (12.82%)	10 (8.55%)	63 (53.85%)
E-Conference proceedings	12 (10.26%)	19 (16.24%)	8 (6.84%)	39 (33.33%)
E-Government publications/Reports	36 (30.77%)	18 (15.38%)	9 (7.69%)	63 (53.85%)
E-News letters	25 (21.37%)	18 (15.38%)	10 (8.55%)	53 (45.30%)
E-Project reports	22 (18.80%)	22 (18.80%)	9 (7.69%)	53 (45.30%)
E-News bulletins	18 (15.38%)	15 (12.82%)	10 (8.55%)	43 (36.75%)
E-Working papers	20 (17.09%)	25 (21.37%)	19 (16.24%)	64 (54.70%)

**Table:6 Frequency of use the library non-print resources**

The above table. 6 shows the frequency of the library E-resources use among the social science researchers, It is seen that a maximum number of the respondents (49.57%) use E-Journals (through subscription) quite frequently, followed by E-Thesis/Dissertations

(46.15%) E-Journals (Through consortium) (35.90%). It is very interesting to note that 16.24% of the users visit the library rarely to read E-working papers for research purpose, While 11.11% of the users visit the library rarely for making use of reference documents and 10.26% of the users visit the library rarely for browsing E-Journals (through subscription).

From the above analysis, it can be observed that most of the respondents visit the library rarely of reading the traditional resources like E-books, E-reference documents as compared to other resources like E-periodicals/journals, E-government publications, and E-thesis/dissertations available in the library. It is evident that Social Science researchers largely depend on primary resources like E-journal articles, E-thesis and government publications/ reports, E-working papers rather than traditional resources like textbooks or reference documents for their research activity.

### 7.8 Awareness of databases

The awareness of databases depicts the importance of various social science databases for the respondents. The data has been analysed considering only the respondents who are aware of databases for different services.

Types of Databases	Researchers		Faculty		Mean	SD
	Yes	No	Yes	No		
JSTOR	66 (56.41%)	10 (8.55%)	19 (16.24%)	4 (3.42%)	1.14	0.35
EBSCO	29 (24.79%)	41 (35.04%)	10 (8.55%)	13 (11.11%)	1.58	0.496
Web of science (SSCI-Social Science Citation Index)	25 (21.37%)	42 (35.91%)	12 (10.26%)	11 (9.40%)	1.59	0.495
Scopus	10 (8.55%)	56 (47.86%)	11 (9.40%)	12 (10.26%)	1.76	0.427
J-Gate	14 (11.97%)	51 (43.59%)	7 (5.98%)	16 (13.68%)	1.76	0.429
EconLit	23 (19.66%)	47 (40.17%)	10 (8.55%)	13 (11.11%)	1.65	0.481
ERIC	22 (18.80%)	44 (37.61%)	8 (6.84%)	15 (12.82%)	1.66	0.475
Indiastat	60	15	18	3	1.19	0.392

	(51.28%)	(12.82%)	(15.38%)	(2.56%)		
Sociofile	14 (11.97%)	49 (41.88%)	9 (7.69%)	14 (11.97%)	1.73	0.445
Political science abstract	15 (12.82%)	51 (43.59%)	9 (7.69%)	15 (12.82%)	1.73	0.445
Social Science abstract	21 (17.95%)	46 (39.32%)	8 (6.84%)	16 (13.68%)	1.68	0.469
International Bibliography of the Social Sciences (IBSS)	27 (23.08%)	39 (33.33%)	9 (7.69%)	14 (11.97%)	1.6	0.494

**Table:7 Awareness of databases**

Table 7, shows the awareness levels of the researchers and faculty regarding social science databases. It is interesting to observe that a majority of the users are very familiar with JSTOR i.e., 56.41% of researchers and 16.24% of faculty, followed by 51.28% of researchers and 15.38% of faculty who are very much aware of Indiastat databases. Further, it can be observed that 23.08% of researchers and 7.69% of faculty are aware of International Bibliography of the Social Sciences (IBSS); Web of science 21.37% of researchers and 10.26% of faculty; EconLit 19.66% of researchers and 8.55% of faculty; ERIC 18.80% researchers and 18.80% of faculty.

From the above analysis, it can be observed that most of the respondents are familiar with JSTOR and Indiastat, International Bibliography of the Social Sciences (IBSS), Web of science, EconLit. Many social science researchers use relevant databases as they contain quality information for their research work.

### 7.9 Frequency use of social science databases

A further analysis was carried out to understand the frequency of databases use among social science researchers and the results are described below:

Frequency of use	No. of Respondents(N=117)				Total
	Daily	Weekly	Twice in a week	Occasionally	
JSTOR	30 (16.95%)	22 (12.43%)	11 (6.21%)	33 (18.64%)	96 (54.24%)
EBSCO	5 (2.82%)	11 (6.21%)	6 (3.39%)	24 (13.56%)	46 (25.99%)



Web of science (SSCI-Social Science Citation Index)	4 (2.26%)	3 (1.69%)	5 (2.82%)	24 (13.56%)	36 (20.34%)
Scopus	4 (2.26%)	2 (1.13%)	3 (1.69%)	30 (16.95%)	39 (22.03%)
J-Gate	8 (4.52%)	2 (1.13%)	3 (1.69%)	20 (11.30%)	33 (18.64%)
EconLit	2 (1.13%)	9 (5.08%)	1 (0.56%)	32 (18.08%)	44 (24.86%)
ERIC	2 (1.13%)	5 (2.82%)	2 (1.13%)	30 (16.95%)	39 (22.03%)
Indiastat	6 (3.39%)	11 (6.21%)	12 (6.78%)	55 (31.07%)	84 (47.46%)
Sociofile	1 (0.56%)	5 (2.82%)	4(2.26%)	25 (14.12%)	35 (19.77%)
Political science abstract	2 (1.13%)	5 (2.82%)	5 (2.82%)	28 (15.82%)	40 (22.60%)
Social Science abstract	1 (0.56%)	8 (4.52%)	3 (1.69%)	28 (15.82%)	40 (22.60%)
International Bibliography of the Social Sciences (IBSS)	1 (0.56%)	4 (2.26%)	4 (2.26%)	27 (15.25%)	36 (20.34%)

**Table: 8 Frequency use of social science databases**

The data presented in Table 8, shows how frequently the library databases are used by social science researchers. It can be seen from the above table that a good number of respondents (16.95%) visit the library on daily basis for using JSTOR and 6.21% of the respondents visit the library weekly for using Indiastat. However, a large number of respondents number (31.07%) make visits to the library for using occasionally Indiastat and 18.64% of respondents for using J-Gate.

From the above analysis, it can be observed that a large number of respondents visit the library regularly for using JSTOR and Indiastat, followed by EconLit, ERIC databases. The Social science researcher is always engaged in research writing activities such as journals articles, working papers, monographs and report writing like thesis and projects, etc. Hence, a large number of researchers using social science databases which are mostly the only source of information and these have been highly relevant to social science research

### 7.10 Awareness regarding the library services and facilities

A library is a place for offering various kinds of library information services for the benefit of users. Users require various kinds of information support services in order to carry out their activities. Equally important for the effective use of these services is awareness regarding library services among the users. Hence, the library authorities have undertaken suitable measures and methods to creating awareness among the users of the library. Added to this, while evaluating the utility of library and information services, it is important to investigate the extent of awareness regarding the library information services among users.

Types of services	Researchers		Faculty		Mean	SD
	Yes	No	Yes	No		
Reference Service	76 (85.39%)	13 (14.61%)	24 (85.71%)	4 (4.49%)	1.15	0.354
Bibliographic service	48 (53.93%)	35 (39.33%)	22 (78.57%)	6 (6.74%)	1.37	0.485
Document delivery service	33 (37.08%)	54 (60.67%)	17 (60.71%)	11 (12.36%)	1.57	0.498
Photocopy services	76 (85.39%)	13 (14.61%)	26 (92.86%)	2 (2.25%)	1.13	0.336
Inter-Library Loan service	31 (34.83%)	58 (65.17%)	15 (53.57%)	13 (14.61%)	1.61	0.491
Current awareness service (CAS/SDI)	19 (21.35%)	64 (71.91%)	11 (39.29%)	17 (19.10%)	1.73	0.446
Current content services	26 (29.21%)	62 (69.66%)	16 (57.14%)	12 (13.48%)	1.64	0.483
News paper clipping service	56 (62.92%)	32 (35.96%)	20 (71.43%)	8 (8.99%)	1.34	0.477
Indexing service	30 (33.71%)	52 (58.43%)	13 (42.86%)	16 (17.89%)	1.62	0.487
Abstracting service	20 (22.47%)	63 (70.79%)	9 (32.14%)	19 (21.35%)	1.74	0.441
Online services	51 (57.30%)	33 (37.08%)	18 (64.29%)	10 (11.24%)	1.38	0.489
Consultancy service	22 (24.72%)	61 (68.54%)	9 (32.14%)	19 (21.35%)	1.72	0.451
Digital repository	42 (47.19%)	46 (51.69%)	16 (57.14%)	12 (14.61%)	1.51	0.502
CD-ROM service	56 (62.92%)	3 (3.57%)	15 (53.57%)	13 (14.61%)	1.39	0.489
OPAC facility	64 (71.91%)	25 (28.09%)	16 (57.14%)	11 (23.36%)	1.31	0.465

**Table:9 Awareness regarding the library services and facilities**

Table 9, shows 85.39% of researchers and 85.71% of faculty are familiar with Reference services, Photocopy services 85.39% of researchers and 92.86% of faculty, CD-ROM service 62.92% of researchers and 53.57% of faculty, Newspaper clipping service 62.92% of researchers and 71.43% of faculty, Online services 57.30% of researchers and 64.29% of faculty, Digital repository 47.19% of researchers and 57.14% of faculty, Bibliographic service 53.93% of researchers and 78.57% of faculty are aware. Further, it can also be observed that most of the respondents are yet to be more familiar with the use of Document delivery service, Inter-Library Loan service, Current content services, Indexing service, Abstracting service, Current awareness service (CAS/SDI) etc. Correspondingly, Hussain, et al (2013) study found the maximum number of respondents using Reference services, current awareness, photocopy services for research and development work.

Thus, based on the above analysis, it can be inferred that many social science researchers are expressed that Reference services, Photocopy services of their services, followed by CD-ROM service, Newspaper clipping service, online services, Digital repository, Bibliographic service are most relevant to their research work. In case of Document delivery service, Inter-Library Loan service, Current content services, Indexing service, Abstracting service, Current awareness service (CAS/SDI) services are decided to be not much relevant their research work like writing for journals articles, thesis, working papers, monographs, project reports etc. Hence it is evident that the majority of the social science researchers depend on Reference services, Photocopy services, CD-ROM service, Newspaper clipping service etc, in their research work.

### 7.11 Frequency use of library services and facilities

Types of services	No. of Respondent (N=117)			Total
	Regularly	Occasionally	Rarely	
Reference Service	57 (48.72%)	40 (34.19%)	11 (9.40%)	108 (32.31%)

Bibliographic service	30 (25.64%)	44 (37.61%)	24 (20.51%)	98 (83.76%)
Document delivery service	27 (23.08%)	42 (35.90%)	22 (18.80%)	91 (77.78%)
Inter-Library Loan service	9 (7.69%)	27 (23.08%)	46 (39.32%)	82 (70.09%)
Current awareness service (CAS/SDI)	12 (10.26%)	31 (26.50%)	42 (35.90%)	85 (72.65%)
Current content services	14 (11.97%)	35 (29.91%)	35 (29.91%)	84 (71.79%)
News paper clipping service	24 (20.51%)	36 (30.77%)	31 (26.50%)	91 (77.78%)
Indexing service	12 (10.26%)	30 (25.64%)	32 (27.35%)	74 (63.25%)
Abstracting service	14 (11.97%)	31 (26.50%)	29 (24.79%)	74 (63.25%)
Online services	33 (28.21%)	38 (32.48%)	20 (17.09%)	91 (77.78%)
Consultancy service	15 (12.82%)	23 (19.66%)	31 (26.50%)	69 (58.97%)
Digital repository	16 (13.68%)	42 (35.91%)	26 (22.22%)	84 (71.79%)
CD-ROM service	14 (11.97%)	48 (41.03%)	26 (22.22%)	88 (75.21%)
OPAC facility	41 (35.04%)	34 (29.06%)	24 (20.51%)	99 (84.62%)

**Table: 10 Frequency use of library services and facilities**

The data presented in Table 10, shows the frequency of the library services and facilities used by social science researchers it can be observed that a good number of users (48.72%) use Reference services quite frequently, followed by 35.04% of the respondents who make use of OPAC facility and 28.21% of the respondents visit the library regularly for Online services. It is very interesting to note that 41.03% of the respondents are familiar with CD-ROM service and 37.61% of the users visit the library Occasionally to use Bibliographic service, followed by 39.32% of the users who visit rarely for using Inter-Library Loan service and 35.90% of the users visit the library rarely for Current awareness service (CAS/SDI) for their R&D activities.

Based on the analysis, it can be observed that most of the respondents visit the library and use services and facilities effectively. It is also evident that a large number of Social Science

researchers use mostly reference services and OPAC facility, as compared to other services and facilities as empirical support for their research.

**Table 7.12 Regression results**

Variables	Coefficient (t-stat)
Gender	0.353(1.428)
Category	0.679(2.635) *
Journals and periodicals	-0.067(-0.204)
Indexing journals	0.477(1.757)*
Thesis/Dissertations	-0.669(-1.908)**
Government publications/Reports	0.314(0.976)
Project reports	-0.157(-0.469)
Working papers	-0.046(-1.29)
Intercept	1.483(2.137)**
Number of observation	117
R2	0.11
F-statistics	2.486

\* 1% and \*\* 5% levels of significance

Table 11, shows the regression analysis based awareness and use of library services. In respect of Researcher category, access to indexing journals, thesis/dissertations are found statistically significant for researcher category shows high access to the library information services as compared to others, because, they are involved in every day reading and updating their own research work. Further, access to indexing journals is found highly significant as compared to the other sections. It means, all the indexing journals are published as case studies for identifying present and future research problem in their respective study.

## 8. Major findings

- Majority of the social science researchers (78.63%) visit the library for borrowing and returning books, followed by referring/consulting journals.
- 100% of social science researchers are aware of books, and 95.51% and 96.43% of respondents are familiar with National and International Journals respectively.

- From the study, it is found that there is a preference for journals and periodicals (70.09%) and Thesis/dissertations (73.5%).
- It can be observed that a majority of the respondents (67.52%) are aware of E-books, followed by 65.81% of respondents who are aware of E-reference books
- Majority of the social science researchers (49.57%) use E-Journals (through subscription), followed by 46.15% of respondents who make use of E-Thesis/Dissertations regularly.
- It is found that 72.64% of the researchers are aware of JSTOR and 64.10% of respondents are aware of Indiatat social science databases.
- Majority of the social science researchers (16.95%) use JSTOR on daily basis followed by 31.07% who use Indiatat used occasionally
- Most of the respondents (both Researchers and faculty) i.e., 85.47% are familiar with Reference Service, while 68.37% are aware of OPAC facilities and 64.95% are familiar with Newspaper clipping service.
- Majority of the researchers (48.72%) use reference services and 28.21% online services regularly, while 39.32% use Inter-Library Loan service and 35.90% of the respondents use Current awareness service (CAS/SDI) rarely.
- Regression results show that respected of researcher category, accessing Index journal and Thesis/dissertation indicators are statistically significant.

## **9. Conclusion**

The social science libraries aim to fulfil the needs of users by providing library resources and services. The library services and facilities are now considered as the most important part of Social Science libraries. Library resources and services can promote teaching and learning practices besides being very useful to researchers. Nowadays libraries acquire huge collections of various kinds both in print and non-print (E-forms/Digital forms) formats. In

view of a decrease in the cost and an increase in access, libraries are showing more interest in acquiring non-print collections in Electronic/digital format, apart from print collections. The social science libraries are also increasingly fulfilling the needs of their social science researchers by providing very valuable services and facilities. The study also attempted to observe the frequency of the use of its library services and facilities. Although there are many library information services and facilities available, many people are not aware of these resources and services. Hence, social science libraries should provide a proper orientation programme to the social science researchers in making use of various resources and service for their R&D activities and also libraries should help them access their library services and facilities to meet their research needs.

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