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## Awareness and Utilization of Library Resources and Services among the Researchers of CSIR-CDRI Lucknow

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# **Awareness and Utilization of Library Resources and Services among the Researchers of CSIR-CDRI**

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## **Abstracts**

*This study aims to determine how well CSIR-CDRI, Lucknow research scholars are aware of and use library resources and services. A sample size of 70 Research Scholars was randomly chosen for the study. A well-structured questionnaire was designed and handed to the Researchers of CSIR-CDRI, out of 70 distributed questionnaires, of which 50 responses were received. The majority of those surveyed use the library weekly, and their mode of access to the Knowledge Resource Centre (KRC Library) is through Library visit / Intranet. It was also noted that 74% of the users mostly used Library Resources for Research purposes and 62% users for updating knowledge, and 70% of users used e-journals very frequently. A result shows that most respondents are highly aware of Library Resources, such as e-journals, books, a bound volume of journals, and Reprographic services, 52%, provided by the library. The survey results demonstrate that most of the users are satisfied with the library's resources and services. The significant challenges reported by the*

*users were the slow internet speed, problems with identifying important information and a deficiency of knowledge of information sources to a little extent.*

**Keywords:** *Library Resources, Awareness, Use of Library Resources, Library Services*

## **Introduction**

Libraries are the primary repositories of expertise in this information technology age. They play a systemic role in collecting, processing, storing, and disseminating information in numerous ways through various media. The functioning of a library has improved dramatically with the introduction of library networking and resource sharing. Library users visit the library to acquire current, relevant print and non-print media materials for successful teaching, learning, and research that meet their needs and allow them to make crucial decisions. Hence special libraries must streamline their work culture to provide need-based information sources through current ICT technology.

The ability to know or understand the existence of something is referred to as awareness. Awareness is knowledge about something that exists or comprehends a situation based on information or experience (Suleiman, Rajeev, Hassana, 2018). In various capacities, the library caters to multiple users. Libraries and librarians play a vital part in facilitating knowledge access, organizing it, and assisting users in locating the information they need. As a result, information systems have been a critical component of library operations. The primary concern of users getting the details they require in a reasonable amount of time. The length of time depends on the user's goal or job. Since the cost of print and electronic journals is rising, and it is becoming difficult for a single library to obtain all of the services it needs to serve its users. The cornerstone of every library is its information infrastructure and facilities. When a library is well-stocked with various resources and services, more people may visit the library to use the resources and services available. The internet offers access to different library sites specializing in nearly every subject and can view anywhere globally. As libraries becoming more internet-based, more and more of them are being available via their websites. Special libraries are increasingly shaping themselves to be the study and testing hubs, offering a strategic edge for the institution. As a result, academic libraries' conventional position of solely supporting teaching and learning is to examine.

The main objective of the Knowledge Resource Centre (KRC/Library) CSIR-Central Drug Research Institute, Lucknow (CSIR-CDRI) is to assist the institute's educational and research programs by providing physical and online access to the relevant information with the institute's existing and anticipated educational and research roles.

## **Literature Review**

**Krishnappa & Kemparaju (2019)** surveyed the social science researchers of ISEC, Bangalore, about their awareness of library resources and services and their usage. The library's print and electronic resources are extensive. Photocopy service was known to 89.12% of respondents, while 85.55% were aware of the various reference services available in the library. Researchers opined that their information needs were mainly for research purposes.

In his paper, **Singh (2018)** examined the awareness about library resources and services by postgraduate students their utilization. 71% of the respondents knew the access to the e-resources, and library staff also helped them access the electronic resources. Further, he discovered that Web OPAC was used by 37.5% of respondents to search library materials.

**Hussaini, Vashistha & Jimah (2018)**, the primary purpose of this paper was to assess library users' awareness and library resources usage. Most respondents were aware of library resources, books, e-books, journals, e-journals, theses. It also disclosed that female respondents frequently visit the library as compared to male respondents.

**Lakshmi & Babu (2017)** aimed to determine how MCA students at Sri Venkateswara University in Tirupati use library resources and services. The majority of users (38%) visit the library to keep their knowledge up to date. According to the researchers, half of the respondents almost utilized textbooks, 48%, and reference books, 38%. Followed by e-journals were used by nearly all respondents, that is 62%.

**Kumar (2017)** study investigated how postgraduate students and research scholars used the library information resources and services at the University of Agricultural Science, Dharwad. The study determines the frequency of library visits, utilization of printed information resources, usage of library services, satisfaction with library resources, and the library's role in encouraging the use of information

resources are all factors to consider. The research findings and recommendations will be critical in determining which measures should be taken to improve information Resources.

In their research, **Kumar et al. (2015)** studied the awareness and utilization of library resources and services among Punjab University Extension Library users. They distributed 130 questionnaires but received 100 responses, and they found that about 90% of the respondents were aware of the available books. In contrast, 84% of respondents were aware of reference sources, and 47% frequently used reference sources. They concluded that users wanted ICT based information resources and services.

**Saikia & Gohain (2013)** study aimed to look at how students and researchers at Tezpur University utilizes library resources, how satisfied they are with the library resources and services, and how they seek information. It was identified that 82.39% of users borrowed books, 79.87% examined journals, and 75.47% read the newspaper to obtain knowledge. Students and researchers rely on the library to satisfy their various knowledge and information demands. User assistance is required to assist library patrons in meeting their information requirements and becoming aware of the library's resources and services.

**Ranganadham & Babu (2012)** investigated the awareness and usage of library information resources and services at Osmania University. They observed that 93.48% of respondents of arts stream and 91.67% of science, discipline suggest that they had sufficient resources available in the library. In the case of indexing and abstracting papers, 49.91% of respondents in the arts discipline were satisfied, while 60.19% of respondents in the science discipline were satisfied.

### **Objectives of the study**

1. To examine research scholars' awareness and use of the various types of information resources and services.
2. To find out the purpose and use of information resources and services.
3. To determine the frequency with which information resources and services is used.
4. To figure out how satisfied people are with the usage of information resources and services.
5. To identify the challenges that researchers encounter while accessing information resources.

## Methodology

A survey-based approach was taken to carry out the research, and a structured questionnaire was distributed among the researcher. A total of 70 CSIR-CDRI Lucknow Researchers were chosen at random and given a questionnaire to complete. 50 of the 70 questionnaires distributed were completed and returned by Research Scholars, resulting in a success rate of 71.42%. The data was examined using frequency analysis and a simple percentage. The study is limited to CSIR-CDRI's Lucknow Research Scholars.

## Data Analysis

Table 1: Demographic Profile

Demographic Information	Particulars	No. of Respondents	Percentage
Gender	Male	26	52%
	Female	24	48%
Age groups	20-25	12	24%
	25-30	34	68%
	30-35	3	6%
	35-40	1	2%

Figure 1: Demographic Profile

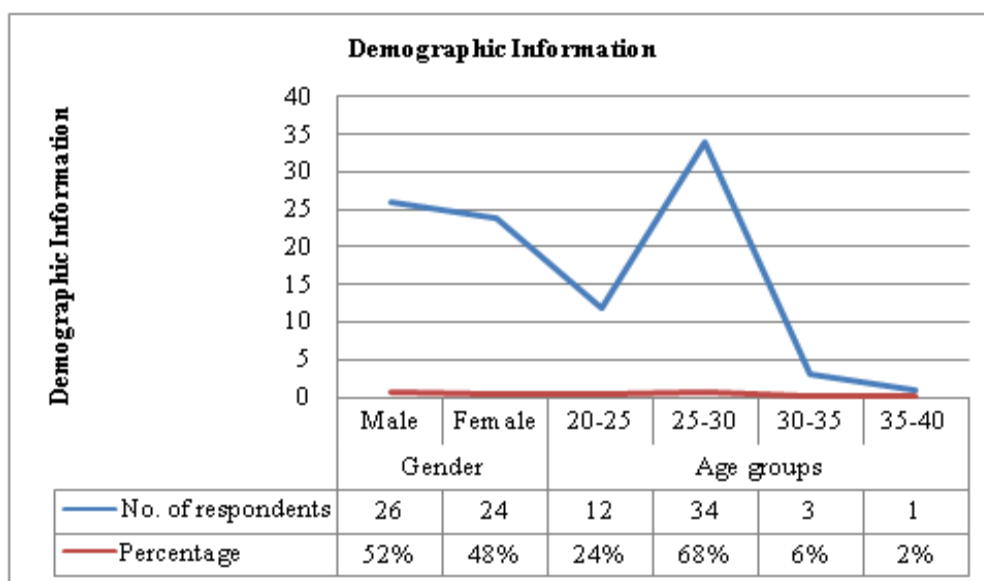


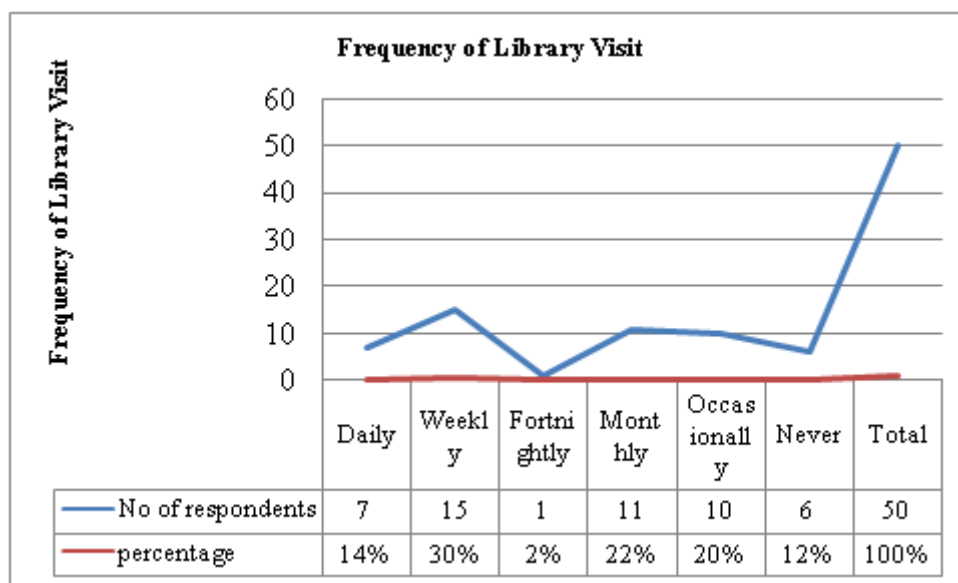
Table 1 and line graph reveals that, out of the total 50 responses, 26(52%) are male, while 24(48%) are female. The majority of the respondents are under the age of 30 years old, i.e. 34(68%) and 12(24%) falling into the 20-25 years age range, with just 3(6%) Respondents fitting under the age group of 30-35, and above 35-40 years age groups are only 1(2%) of the respondents.

### Frequency of Visit in the Library

Table 2: Frequency of Visit in the Library

Frequency	No of Respondents	Percentage
Daily	7	14%
Weekly	15	30%
Fortnightly	1	2%
Monthly	11	22%
Occasionally	10	20%
Never	6	12%
<b>Total</b>	<b>50</b>	<b>100%</b>

Figure 2: Frequency of Visit in the Library



According to the table and figure above, 7(14%) of participants visit the library daily, 15(30%) visit the library weekly. Yet, only 1(2%) of respondents visit the library fortnightly, 11(22%) visit the library

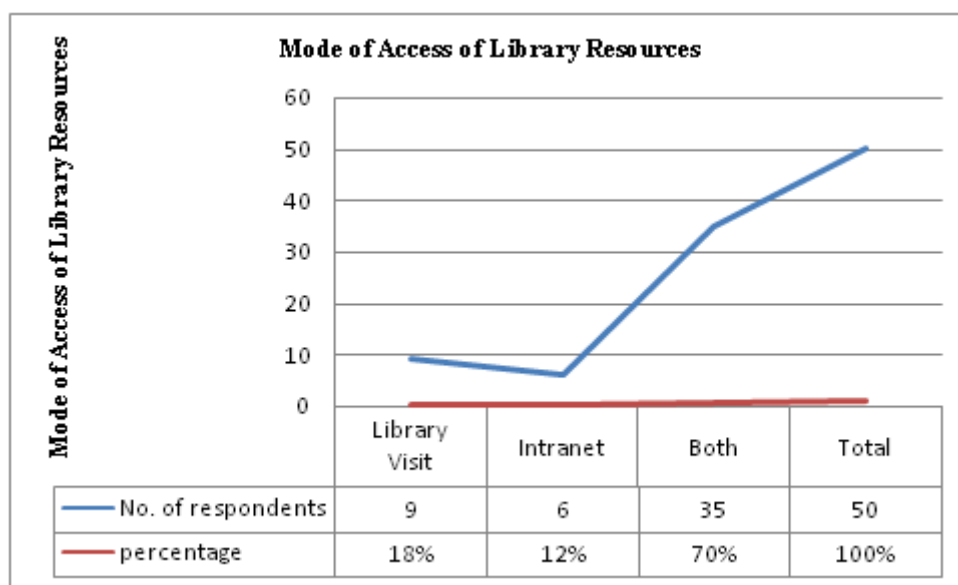
monthly, 10(20%) of respondents visit the library occasionally, and 6(12%) of survey participants never visit the library.

### Mode of Access of Library Resources

Table 3: Mode of Access of Library Resources

Mode of Access	No. of Respondents	Percentage
Library Visit	9	18%
Intranet	6	12%
Both	35	70%
<b>Total</b>	<b>50</b>	<b>100%</b>

Figure 3: Mode of Access of Library Resources



According to Table 3 and Figure 3, 9(18%) of respondents access library resources through visiting the library, while 6(12%) access the resources via the Intranet. Majority of the users, 35(70%), accessed library resources in both forms.

### Types of Information Resources Familiar

Table 4: Types of Information Resources Familiar

Information Resources	No. of Respondents	Percentage
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Print	2	4%
Electronic	2	4%
Both	46	92%
<b>Total</b>	<b>50</b>	<b>100%</b>

Figure 4: Types of Information Resources Familiar

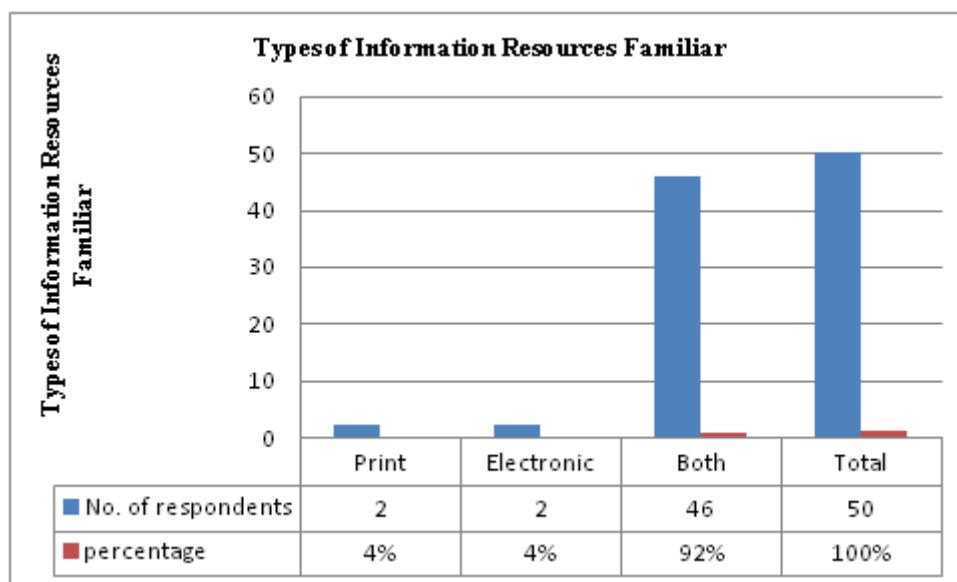


Table 4 and fig.4 show that 46(92%) of respondents are familiar with print and electronic information resources. Solely 2(4%) of respondents are only aware of electronic resources, while 2(4%) are only familiar with print resources.

### Purpose and Use of Information Resources and Services

Table 5: Purpose and Use of Information Resources and Services

Purpose	Mostly	Percentage	Moderately	Percentage	Rarely	Percentage
For updating knowledge	31	62%	18	36%	1	2%
For writing Articles and Paper	20	40%	25	50%	5	10%
For Research purpose	37	74%	10	20%	3	6%
To refer Theses and Dissertations	9	18%	26	52%	15	30%
To read the Journal and magazine	9	18%	24	48%	17	34%
To find full-text articles	11	22%	26	52%	13	26%

To find abstract articles	10	20%	24	48%	16	32%
To consult Reference Sources	17	34%	26	52%	7	14%

The above figure illustrates that most respondents, 31(62%), use library information resources to upgrade their knowledge. 25(50%) respondents utilize the library resources for writing articles and papers. Respondents moderately utilize library services, with 37(74%) using library resources for research and referring to theses and dissertations 26(52%). According to the study, 24(48%) of respondents use library services to read journals and magazines, with 26(52%) using library services somewhat to discover full-text articles, 24(48%) using library services to find abstract articles, and 26(52%) using library services relatively to consult reference sources.

### Awareness and Use of Information Resources and Services

Table 6: Awareness and Use of Information Resources and Services

<b>Library Resources/Services</b>	<b>Extremely Aware</b>	<b>Very Aware</b>	<b>Slightly Aware</b>	<b>Moderately Aware</b>	<b>Not at all Aware</b>
Books	10 (20%)	27 (54%)	4 (8%)	8 (16%)	1 (2%)
Bound Volumes of Journals	1 (2%)	19 (38%)	15 (30%)	12 (24%)	3 (6%)
E-journals	30 (60%)	10 (20%)	5 (10%)	4 (8%)	1 (2%)
Reference/ Serials	10 (20%)	27 (54%)	7 (14%)	5 (10%)	1 (2%)
CDRI Theses and Dissertations	15 (30%)	16 (32%)	11 (22%)	6 (12%)	2 (4%)
Online Public Access Catalogue (OPAC)	4 (8%)	14 (28%)	21 (42%)	7 (14%)	4 (8%)
Reference Service using Online Digital Resources	8 (16%)	18 (36%)	12 (24%)	9 (18%)	3 (6%)
SCIENTOMETRIC Analysis	1 (2%)	3 (6%)	23 (46%)	8 (16%)	15 (30%)
Document Delivery Service	1 (2%)	4 (8%)	21 (42%)	20 (40%)	4 (8%)
Reprographic Services ( photocopy services)	12 (24%)	26 (52%)	5 (10%)	6 (12%)	1 (2%)

Archiving/ Institutional Repositories	4 (8%)	18 (36%)	11 (22%)	11 (22%)	6 (12%)
Publication Repository	5 (10%)	17 (34%)	16 (32%)	8 (16%)	4 (8%)
Awareness programme	3 (6%)	17 (34%)	15 (30%)	9 (18%)	6 (12%)

Table 6 reveals that 30(60%) respondents are extremely aware of e-journals, whereas 27(54%) respondents are very aware of books and reference serials. Research suggests that most researchers are well aware of both print and electronic resources of the Library. Further, 26(52%) of respondents are very mindful of Reprographic services, 19(38%) of respondents are very aware of Bound Volumes of Journals, and 18(36%) of respondents are very aware of Archiving Institutional Repositories. Respondents are slightly aware of Scientometrics Analysis, i.e. 32(46%), followed by 21(42%) respondents are somewhat aware of both Document Delivery Service and Online Public Access Catalogue (OPAC).

### Frequency and Use of Resources and Services

Table 7: Frequency and Use of Resources and Services

Resources and Services	Frequently	Very Frequently	Rarely	Not at all	Total
Books	27 (54%)	6 (12%)	15 (30%)	2 (4%)	50 (100%)
Bound Volumes of Journals	34 (68%)	1 (2%)	8 (16%)	7 (14%)	50 (100%)
E-journals	12 (24%)	35 (70%)	1 (2%)	1 (4%)	50 (100%)
Reference/ Serials	17 (34%)	24 (48%)	7 (14%)	2 (4%)	50 (100%)
CDRI Theses and Dissertations	20 (40%)	8 (16%)	19 (38%)	3 (6%)	50 (100%)
Online Public Access Catalogue (OPAC)	13 (26%)	6 (12%)	25 (50%)	6 (12%)	50 (100%)
Reference Service using Online Digital Resources	22 (44%)	10 (20%)	14 (28%)	4 (8%)	50 (100%)
SCIENTOMETRIC Analysis	2 (4%)	1 (2%)	24 (48%)	23 (46%)	50 (100%)
Document Delivery Service	1 (2%)	1 (2%)	23 (46%)	25 (50%)	50 (100%)

Reprographic Services	3 (6%)	10 (20%)	17 (34%)	20 (40%)	50 (100%)
Archiving/ Institutional Repositories	15 (30%)	6 (12%)	23 (46%)	6 (12%)	50 (100%)

The opinion of the respondents has been summarized and presented. It reveals that the vast majority of the respondents, 35(70%), use e-journal frequently, followed by 34(68%) often use a bound volume of the journal, 27(54%) books, and 20(40%) of the respondents regularly use the CDRI Theses and dissertations, while 25(50%) visit only on rare occasions to use Online Public Access Catalogue (Web OPAC); it's worth noting that 24(48%) of respondents see the library only on rare occasions to use the Scientometrics Analysis. In comparison, 20(40%) respondents use reprographic service only on rare occasions, and 25(50%) of respondents never use Document Delivery Services.

### Satisfaction Level of Library Resources

Table 8: Satisfaction Level of Library Resources

Library Resources	Satisfied	Partially Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
Books	28 (56%)	9 (18%)	9 (18%)	4 (8%)
E-journals	24 (48%)	17 (34%)	8 (16%)	1 (2%)
Bound volume of journals	27 (54%)	13 (26%)	8 (16%)	2 (4%)
CDRI Theses and dissertations	24 (48%)	16 (32%)	8 (16%)	2 (4%)
Reference/ serials	18 (36%)	19 (38%)	9 (18%)	4 (8%)

Table no. 8 indicated that 28(56%) of respondents were satisfied with the book collection, followed by 27 (54%) with Bound Volumes of Journals, 24(48%) with E-journals and CDRI Theses and Dissertations. Respondents were partially satisfied by the Reference/Serials.

## Respondents Level of Satisfaction in Library Services

Table 9: Respondents Level of Satisfaction in Library Services

Library Services	Satisfied	Extremely Satisfied	Moderately Satisfied	Not Satisfied
Issue and return of books	29 (58%)	8 (16%)	11 (22%)	2 (4%)
Online access public catalogue (OPAC)	16 (32%)	4 (8%)	18 (36%)	12 (24%)
Reference service using online digital resources	28 (56%)	6 (12%)	14 (28%)	2 (4%)
Document delivery services	16 (32%)	2 (4%)	17 (34%)	15 (30%)
SCIENTOMETRICS Analysis	12 (24%)	2 (4%)	19 (38%)	17 (34%)
Archiving/ institutional repositories	15 (30%)	8 (16%)	25 (50%)	2 (4%)
Reprographic service	13 (26%)	16 (32%)	17 (34%)	4 (8%)
CDRI publication repository	16 (32%)	7 (14%)	25 (50%)	2 (4%)
Reference service	20 (40%)	13 (26%)	15 (30%)	2 (4%)

According to the above table, 29(58%) respondents were satisfied with the issue and return of books, only 2 (4%) of respondents thought it was insufficient. About 28(56%) of respondents were reasonably happy with reference services using online digital resources. 25(50%) were moderately satisfied with Archiving/ institutional repositories, and 20(40%) respondents were satisfied with the reference services.

## Identify Challenges Faced by Respondents

Table 10: Identify Challenges Faced by Respondents

Challenges	To Great Extent	To little Extent	Not at all
Problems on identifying important information	5 (10%)	25 (50%)	20 (40%)
Slow internet speed	24 (48%)	15 (30%)	11 (22%)
A deficiency of bibliographical services	10 (20%)	6 (12%)	34 (68%)
Lack of indexing and abstracting service	5 (10%)	27 (54%)	18 (36%)
A deficiency of knowledge of information sources	1 (2%)	21 (42%)	28 (56%)

Lack of prescribed textbooks	9 (18%)	21 (42%)	20 (40%)
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Table 10 details the issues or challenges that respondents encounter while using the library. The majority of respondents, 34(68%), do not have any problem with the deficiency of bibliographical services; moreover, 28(56%) respondents do not lack knowledge of information resources. The proportion of participants, i.e. 25(50%), of respondents, are concerned to a little extent about lack of indexing and abstracting services, and 25(50%) respondents experienced problems on identifying important information, followed by a lack of required textbooks 21(42%). However, the respondents identified a slow internet speed of 24(48%) to a great extent.

### Major Findings

- 1) Users visit the library as per their requirements and needs; 15(30%) visit the library weekly, whereas 7(14%) visit the library daily.
- 2) After analyzing the data, findings also showed that most respondents have 35(70%) access to library resources by visiting the library or through the intranet.
- 3) The majority of users, 46(92%), are familiar with printed as well as electronic materials; however, only 2 (4%) prefer to utilize just printed materials, while another 2(4%) like to use just electronic resources.
- 4) It also determined that 37(74%) respondents mainly utilize library resources for research purposes, and 31(62%) respondents use the resources for updating knowledge, respectively.
- 5) Respondents are highly aware of the library resources such as e-journals, that is, 30(60%), whereas 26(52%) of research scholars are very aware of reprographic services (photocopy service).
- 6) The result shows that 35(70%) respondents use e-journals very frequently while 27(54%) respondents utilize books frequently.
- 7) It was also discovered that 28(56%) of respondents are satisfied with Books, and 27(54%) are satisfied with the Bound Volume of journals.
- 8) The majority of respondents, 29(58%), were satisfied with the issue and return of books, followed by 28(56%) satisfied with the reference service's using online digital resources.

- 9) Respondents had problems on identifying important information to a little extent which is 25(50%), the slow internet speed revealed by 24(48%) were the two most significant obstacles.

### **Suggestions**

According to the survey, some researchers are unaware of Scientometrics Analysis, Document Delivery Services, and Web OPAC since the respondents rarely utilize these services. The slow internet connection should be enhanced so that users can access e-journals without difficulties. As a result, the Library should hold a user orientation session to make the Library more user-friendly, and patrons should be encouraged to participate.

### **Conclusion**

According to the survey, the researcher's awareness and use of library resources are generally high. The study also attempted to observe the frequency of the use of its library services and facilities. Although numerous library information services and facilities are available, few individuals are unaware of them. The library should hold frequent seminars, workshops, and orientation programs for patrons to keep them informed about new resources, services and technology to meet their Research needs.

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