

## Usage of Library Resources and Services among LIS Research Scholars in Tamil Nadu, India

K. S. Sivakumaren  
Anna University  
India

[siva\\_kumaren@yahoo.co.in](mailto:siva_kumaren@yahoo.co.in)

S. Swaminathan  
Sri Ramakrishna Mission Vidyalaya College of Education  
India

[sethswam@rediffmail.com](mailto:sethswam@rediffmail.com)

B. Jeyaprakash  
Bharathidasan University  
India

[bjeyapragash@rediffmail.com](mailto:bjeyapragash@rediffmail.com)

V. Geetha  
Bishop Heber College  
India

[manogeeth@yahoo.com](mailto:manogeeth@yahoo.com)

*ABSTRACT: The paper examines the usage of library resources and services by LIS research scholars who are pursuing programmes of M.Phil. and Ph.D. under both full-time and part-time schemes in various universities/colleges in Tamil Nadu, India. A well-structured questionnaire was designed and distributed among research scholars to collect data relevant to the study. Of 125 questionnaires distributed, 103 were returned. It is found that the majority of research scholars have used Internet, electronic journals, online databases, and e-mail to collect information for their research. It is recommended that librarians/library staff should create awareness on library resources and services among research scholars and be trained in utilizing library resources and services.*

### I. Introduction

Academic libraries play an important role for research and development activities in universities and colleges. These libraries are procuring electronic resources for their clientele to use. Information and communication technology (ICT) has changed the way services are provided in academic institutions. ICT helps to locate information, provide access to information, and store and disseminate information to the users in desired formats. The publication of information

resources has been increased tremendously in the forms of e-journals, e-books, bibliographic databases, full-text databases, etc. Therefore, users are able to access both national and international resources for their research.

## **II. Literature Review**

Kumbar, Vantal, Hadagali, and Patil (2006) maintained that the electronic resources were highly useful for research and academic community. They recommended that the library must conduct user awareness programmes to train the research and academic community so as to increase the utilization of electronic resources.

Raza and Upadhyay (2006) reported that research scholars were referring e-journals in their research.

Madusudhan (2008) noted that there was high demand by research scholars and students for back files of electronic journals.

Mukerjee and Kumar (2010) stated that there was a demand for more e-journal titles, although a substantial number of users were satisfied with exiting model of UGC-Infonet Consortium. They recommended a comprehensive training on e- resources.

Kooganurmah and Jange (1999) observed that the majority of users used Internet to access information related to their studies.

Kaur (2000) reported that the majority of respondents used search engines to browse for information needed.

Asemi's (2005) study showed that the majority of respondents searched for scientific information in various databases and online journals provided by the university library.

Ahmad and Fatima (2009) noticed that researchers used a variety of ICT products and services in their research as these products were very helpful in finding needed information quickly and easily. They recommended proper training and guidance for use of ICT based technologies for the optimum utilization of those services by researchers.

## **III. Objective of the Study and Research Methodology**

The objective of the current study is to identify library resources and services used by research scholars pursuing research programmes of M.Phil. and PhD in library and information science under both full-time and part time schemes in various institutions in Tamil Nadu, India.

A structured questionnaire was used to collect the data for this study. The questionnaire was divided into three sections: personal information, library resources, and library services.

125 copies of the questionnaires were distributed to LIS research scholars, of which 103 were completed and returned either by email or in person. The data collected through the questionnaire were analyzed using SPSS.

#### IV. Data Analysis and Findings

##### 1. Distribution of Respondents

The questionnaire was distributed to research scholars currently pursuing M.Phil. programme or Ph.D. programme in library and information science under both full-time and part-time.

Table 1: Demographic Information

Description	Research Programme				Gender								Total 103 (100%)
	M.Phil. n=28		Ph.D. n=75		Male n=72				Female n=31				
	FT	PT	FT	PT	M.Phil.		Ph.D.		M.Phil.		Ph.D.		
					FT	PT	FT	PT	FT	PT	FT	PT	
Librarian	0 .0%	13 20.3%	0 .0%	51 79.7%	0 .0%	10 23.3%	0 .0%	33 76.7%	0 .0%	3 14.3%	0 .0%	18 85.7%	103 (100%)
Assistant Librarian	0 .0%	6 33.3%	3 16.7%	9 50%	0 .0%	6 35.3%	2 11.8%	9 52.9%	0 .0%	0 .0%	1 100%	0 .0%	103 (100%)
Library Assistant	1 12.5%	3 37.5%	0 .0%	4 50%	1 14.3%	2 28.6%	0 .0%	4 57.1%	0 .0%	1 100.0%	0 .0%	0 .0%	103 (100%)
Research Scholar	5 38.5%	0 .0%	6 46.2%	2 15.4%	3 60%	0 .0%	1 20%	1 20%	2 25%	0 .0%	5 62.5%	1 12.5%	103 (100%)

Notes: FT=Full Time, PT=Part-Time

Table 1 shows that 28 (27.2%) of the respondents were pursuing M.Phil. programme and 75 (72.8%) were pursuing Ph.D. programme. 72 (69.9%) were male and 31 (30.1%) female. 66 (64.1%) and 22(21.4%) were pursuing Ph.D. and M.Phil. under part-time scheme respectively. Very few respondents were pursuing Ph.D. 9 (8.7%) and M.Phil. 6 (5.8%) under full-time scheme.

##### 2. Usage of Library Resources for Research

The research scholars were using a variety of resources to get the relevant information for their research. In this study, the following resources were identified and ascertained on a five-point scale such as “Not used”, “Occasional”, “Regular”, “Frequent” and “Most Frequent”.

Table 2: Library Resources for Research

Description	NU	OC	R	F	MF
Books	8 7.8%	17 16.5%	20 19.4%	32 31.1%	26 25.2%
Journals (Print)	2 1.9%	16 15.5%	19 18.4%	28 27.2%	38 36.9%
E-Journals	2	11	10	27	53

	1.9%	10.7%	9.7%	26.2%	51.5%
Internet	2 1.9%	6 5.8%	16 15.5%	19 18.4%	60 58.3%
Theses and dissertations	12 11.7%	23 22.3%	18 17.5%	38 36.9%	12 11.7%
Full-text databases	7 6.8%	15 14.6%	17 16.5%	36 35.0%	28 27.2%
Bibliographic databases	4 3.9%	22 21.4%	23 22.3%	36 35%	18 17.5%

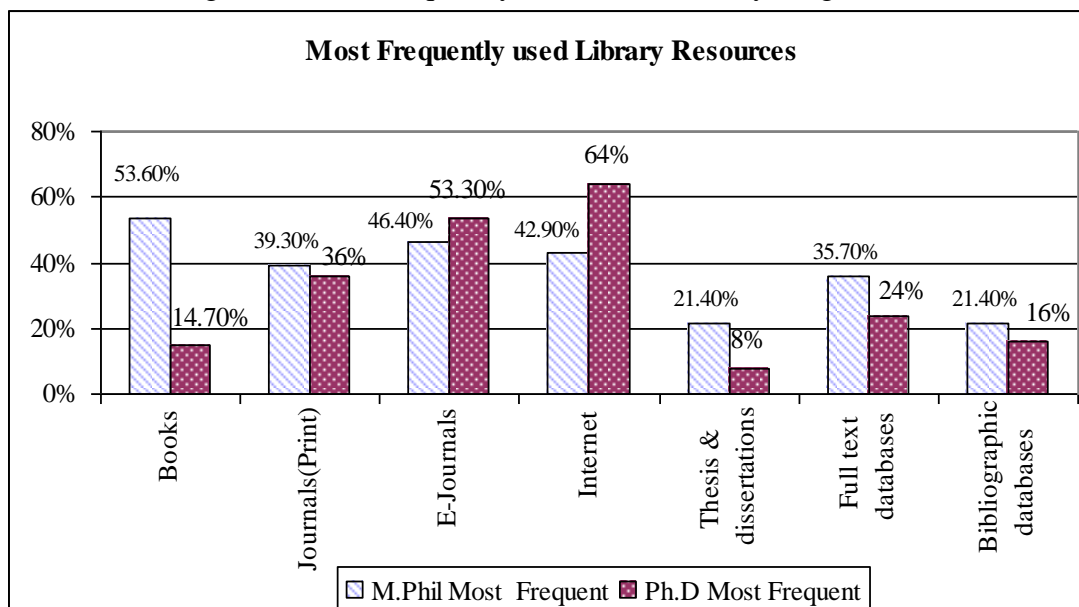
Notes: NU=Not used, OC =Occasionally, R=Regular= Frequently, MF=Most Frequently

The research scholars were asked to indicate the library resources used for their research. Table 2 shows that 60 (58.3%) research scholars used Internet most frequently for their research. Next most frequently used resource was electronic journals (51.5%). 38 (36.9%) used print journals for their research most frequently. 28 (27.2%) used full-text databases. 26 (25.2%) used books for research. The least used resources were bibliographic database (17.5%) and theses and dissertations (11.7%).

### 3. Usage of Library Resources by Programme

The usage of library resources was mostly based on the level of research. Two research programmes of M.Phil. and Ph.D. in library and information science were studied.

Figure.1: Most Frequently Used Resources by Programme



The research scholars were asked to indicate the type of resources used for their research. Figure 1 shows that the majority of Ph.D. research scholars used Internet (64%) and e-journals (53.30%) for research whereas the majority of M.Phil. research scholars used books (53.60%) and e-

journals (46.40%). A good number of M.Phil. research scholars used Internet (42.90%), print journals (39.30%), and full-text database (35.7%) for their research. A few Ph.D. research scholars used print journals (36%) and full-text databases (24%). The usage of theses and dissertations by both M.Phil. and Ph.D. research scholars was low, (21.40%) and (8%) respectively.

#### 4. Usage of Library Resources by User Type

The study is also attempted to find out the usage of library resources by various user types such as librarians, assistant librarians, library assistants, and research scholars.

Table 3: Usage of Library Resources by User Type

Description	Librarian n=64					Assistant Librarian n=18					Library Assistant n=8					Research Scholars n=13				
	NU	O	R	F	MF	NU	O	R	F	MF	NU	O	R	F	MF	NU	O	R	F	MF
Books	8 12.5%	12 18.8%	15 23.4%	19 29.7%	10 15.6%	0 .0%	1 5.6%	5 27.8%	5 27.8%	7 38.9%	0 .0%	1 12.5%	0 .0%	2 25%	5 62.5%	0 .0%	3 23.1%	0 .0%	6 46.2%	4 30.8%
Journals (Print)	0 .0%	12 18.8%	12 18.8%	14 21.9%	26 40.6%	2 11.1%	1 5.6%	3 16.7%	5 27.8%	7 38.9%	0 .0%	1 12.5%	1 12.5%	3 37.5%	3 37.5%	0 .0%	2 15.4%	3 23.1%	6 46.2%	2 15.4%
E-Journals	0 .0%	9 14.1%	8 12.5%	12 18.8%	35 54.7%	2 11.1%	0 .0%	0 .0%	7 38.9%	9 50%	0 .0%	1 12.5%	1 12.5%	4 50%	2 25.0%	0 .0%	1 7.7%	1 7.7%	4 30.8%	7 53.8%
Internet	2 3.1%	3 4.7%	9 14.1%	11 17.2%	39 60.9%	0 .0%	2 11.1%	4 22.2%	2 11.1%	10 55.6%	0 .0%	1 12.5%	1 12.5%	4 50%	2 25.0%	0 .0%	0 .0%	2 15.4%	2 15.4%	9 69.2%
Thesis & dissertations	7 10.9%	18 28.1%	12 18.8%	21 32.8%	6 9.4%	2 11.1%	2 11.1%	1 5.6%	8 44.4%	5 27.8%	2 25%	0 .0%	2 25.0%	3 37.5%	1 12.5%	1 7.7%	3 23.1%	3 23.1%	6 46.2%	0 .0%
Full-text databases	6 9.4%	9 14.1%	12 18.8%	20 31.3%	17 26.6%	1 5.6%	3 16.7%	1 5.6%	8 44.4%	5 27.8%	0 .0%	1 12.5%	1 12.5%	4 50%	2 25.0%	0 .0%	2 15.4%	3 23.1%	4 30.8%	4 30.8%
Bibliographic databases	4 6.3%	16 25.0%	14 21.9%	20 31.3%	10 15.6%	0 .0%	3 16.7%	2 11.1%	8 44.4%	5 27.8%	0 .0%	1 12.5%	2 25.0%	4 50%	1 12.5%	0 .0%	2 15.4%	5 38.5%	4 30.8%	2 15.4%

Notes: NU=Not used, OC =Occasionally, R=Regular= Frequently, MF=Most Frequently

The respondents were asked to identify themselves by user type. Table 3 shows that 39 (60.9%) librarians, 10 (55.6%) assistant librarians, and 9 (69.2%) research scholars used Internet most frequently for their research. E-journals were the next most frequently used resource by librarians 35 (54.7%), assistant librarians 9 (50%), and research scholars 7 (53.8%). Four (50%) of library assistants used e-journals, Internet, full-text databases, and bibliographic databases frequently. 21 (32.8%) librarians and 8 (44.4%) assistant librarians used theses and dissertations frequently. Four (30.8%) of research scholars used e-journals, full-text databases, and bibliographic databases frequently.

#### 5. Usage of Library Services

The research scholars used a numbers of services to get the relevant information for their research. In this study, the following library services were identified and analyzed on a five-point scale.

Table 4: Usage of Library Services

Description	NU	OC	R	F	MF
Borrowing service	7 6.8%	18 17.5%	18 17.5%	29 28.2%	31 30.1%
Inter-Library Loan	24 23.3%	42 40.8%	20 19.4%	13 12.6%	4 3.9%
Reference service	8 7.8%	26 25.2%	15 14.6%	38 36.9%	16 15.5%
Electronic document delivery service	18 17.5%	25 24.3%	17 16.5%	18 17.5%	25 24.3%
E-mail service	12 11.7%	9 8.7%	15 14.6%	32 31.1%	35 34%
Online databases service	10 9.7%	10 9.7%	7 6.8%	34 33.0%	42 40.8%
OPAC	20 19.4%	19 18.4%	21 20.4%	22 21.4%	21 20.4%
Web OPAC	20 19.4%	19 18.4%	21 20.4%	22 21.4%	21 20.4%
E-learning service	19 18.4%	22 21.4%	17 16.5%	24 23.3%	21 20.4%

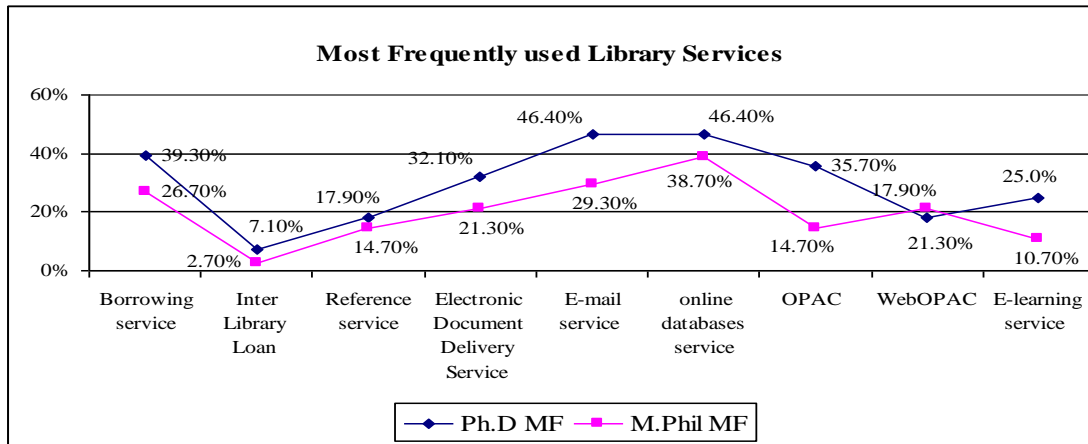
Notes: NU=Not used, OC =Occasionally, R=Regular=Frequently, MF=Most Frequently

The research scholars were asked to indicate the library services used for their research. Table 4 shows that 42 (40.8%) research scholars used the online database service most frequently to collect relevant information. 35 (34%) used the e-mail service and 31 (30.1%) used the borrowing service most frequently. 38 (36.9%) research scholars used the reference service and 34 (33%) used the online database service frequently. The inter-library loan service was used occasionally by 42 (40.8%) research scholars, the reference service by 26 (25.2%), and the electronic documentation delivery service by 25 (24.3%).

#### 6. Usage of Library Services by Programme

The study also analyzed the library services used by the research scholars.

Figure 2: Usage of Library Services by Programme



The research scholars were asked to indicate the service they used to access information for their research. Figure 2 shows that Ph.D. research scholars used the e-mail service (46.40%) and the online database service (46.40%) most frequently and that M.Phil. research scholars used the online database service (38.70%) and the e-mail service (29.30%) more frequently. M.Phil. (26.70%) and Ph.D. (39.30%) research scholars used the borrowing service respectively. 35.70% of Ph.D. research scholars used the OPAC service and electronic documentary delivery service (32.10%). 17.90% of the M.Phil. and 21.30% of the Ph.D. research scholars used the WebOPAC service respectively. The usage of the e-learning service by M.Phil. (10.70%) and Ph.D. (25%) research scholars was both low.

### 7. Usage of Library Services by User Type

The usage of library services was also analyzed by user type.

Table 5: Usage of Library Services by User Type

Description	Librarian n=64					Assistant Librarian n=18					Library Assistant n=8					Research Scholars n=13				
	NU	O	R	F	MF	NU	O	R	F	MF	NU	O	R	F	MF	NU	O	R	F	MF
Borrowing service	5 7.8%	12 18.8%	14 21.9%	20 31.3%	13 20.3%	1 5.6%	4 22.2%	2 11.1%	2 11.1%	9 50%	0 .0%	0 .0%	0 .0%	5 62.5%	3 37.5%	1 7.7%	2 15.4%	2 15.4%	2 15.4%	6 46.2%
Inter-Library Loan	13 20.3%	31 48.4%	12 18.8%	6 9.4%	2 3.1%	5 27.8%	5 27.8%	3 16.7%	5 27.8%	0 .0%	1 12.5%	2 25.0%	2 25.0%	1 12.5%	2 25%	5 38.5%	4 30.8%	3 23.1%	1 7.7%	0 .0%
Reference service	4 6.3%	18 28.1%	13 20.3%	19 29.7%	10 15.6%	0 .0%	4 22.2%	1 5.6%	11 61.1%	2 11.1%	1 12.5%	1 12.5%	1 12.5%	3 37.5%	2 25.0%	3 23.1%	3 23.1%	0 .0%	5 38.5%	2 15.4%
Electronic Document Delivery Service	15 23.4%	16 25.0%	10 15.6%	9 14.1%	14 21.9%	1 5.6%	6 33.3%	1 5.6%	3 16.7%	7 38.9%	1 12.5%	0 .0%	2 25.0%	3 37.5%	2 25%	1 7.7%	3 23.1%	4 30.8%	3 23.1%	2 15.4%
E-mail service	11 17.2%	6 9.4%	8 12.5%	20 31.3%	19 29.7%	0 .0%	1 5.6%	6 33.3%	3 16.7%	8 44.4%	0 .0%	0 .0%	0 .0%	4 50%	4 50%	1 7.7%	2 15.4%	1 7.7%	5 38.5%	4 30.8%
online databases	10 15.6%	7 10.9%	2 3.1%	22 34.4%	23 35.9%	0 .0%	2 11.1%	2 11.1%	4 22.2%	10 55.6%	0 .0%	0 .0%	1 12.5%	4 50.0%	3 37.5%	0 .0%	1 7.7%	2 15.4%	4 30.8%	6 46.2%
OPAC	16 25.0%	12 18.8%	12 18.8%	12 18.8%	12 18.8%	5 5.6%	6 16.7%	5 27.8%	4 22.2%	5 27.8%	2 25.0%	2 25.0%	1 12.5%	2 25.0%	1 12.5%	1 7.7%	2 15.4%	3 23.1%	4 30.8%	3 23.1%
Web OPAC	15 23.4%	14 21.9%	11 17.2%	10 15.6%	14 21.9%	0 .0%	3 16.7%	4 22.2%	7 38.9%	4 22.2%	2 25.0%	2 25.0%	2 25.0%	1 12.5%	1 12.5%	2 15.4%	3 23.1%	0 .0%	6 46.2%	2 15.4%
E-learning service	14 21.9%	23 35.9%	7 10.9%	12 18.8%	8 12.5%	1 5.6%	5 27.8%	5 27.8%	3 16.7%	4 22.2%	1 12.5%	0 .0%	2 25.0%	4 50.0%	1 12.5%	3 23.1%	5 38.5%	1 7.7%	2 15.4%	2 15.4%

The research scholars were asked to indicate the library services they used for their research. Table 5 shows that 23 (35.9%) librarians, 10 (55.6%) assistant librarians, and 6 (46.2%) research scholars used most frequently the online databases service. 5 (62.5%) library assistants used the borrowing service frequently. Other most frequently used services by librarians were the e-mail service (19, 29.7%), the Web OPAC (14, 21.9%) and the electronic documentation service (14, 21.9%). 9 (50%) assistant librarians used the borrowing service most frequently. 6 (46.2%) research scholars used the borrowing services most frequently. 7 (38.9%) assistant librarians and 6 (46.2%) research scholars used the Web OPAC service.

## V. Conclusion

The majority of research scholars pursuing programmes of M.Phil. and Ph.D. under both full-time and part-time schemes in various universities/colleges in Tamil Nadu, India have used Internet, electronic journals, online databases, and e-mail to collect information for their research. Their most frequently used source is Internet, followed by electronic journals, print journals, full-text databases, and books. Bibliographic databases and theses and dissertations are used less frequently. It is interesting to note that M.Phil. research scholars used books and print journals more frequently than Ph.D. research scholars.

As to the services provided by the library, the research scholars used the online database service most frequently, followed by the e-mail service, and the borrowing service. At the next level of usage by frequency, the reference service was ranked first, followed by the online database service. On the other hand, the research scholars used the inter-library loan service, the reference service, and electronic documentation delivery service occasionally.



The findings about other user groups, i.e., librarians, assistant librarians, and library assistants, are to put the research scholars in perspective so as to highlight their unique information needs and information seeking behaviours.

It is recommended that librarians and library staff increase awareness of library resources and services among research scholars, especially the e-learning service, inter-library loan service, the reference service, and electronic documentation delivery service, for their better utilization.

### References

Ahamad, Naved; & Fatima, Nishat. (2009). Usage of ICT products and services for research in social sciences at Aligarh Muslim University. *DESIDOC Journal of Library and Information Technology*, 29(2), 25-30.

Asemi, A. (2005). Information searching habits of Internet users: A case study on the Medical Sciences University of Isfahan, Iran. *Webology*, 2(1). Retrieved 8 May 2011 from: <http://www.webology.org/2005/v2n1/a10.html>

Kaur, Amritpal. (2000). Internet facility at Guru Nanak Dev University: A survey. In *XIX IASLIC Seminar proceedings* (pp. 119-124). Bhopal: IASLIC.

Kooganurmth, M.M.; & Jange, S. (1999). Use of Internet by social science research scholars: A study in academic libraries in the Internet era. *National Convention on Academic Libraries in the Internet Era*. Organized by INFLIBNET, 18-20 February 1999, Ahemdabad, 478-83.

Kumbar, B. D.; Vatnal, R. M.; Hadagali, Gururaj S.; Patil, Lata. (2006). Use of UGC-Infonet Consortium by the faculty members and research scholars of Department Of Chemistry, Karnatak University, Dharwad: A study. *Proceedings of the International Convention CALIBER 2006, Gulbarga University, Gulbarga, February 2-4, 2006*, 257-264. Retrieved 8 May 2011 from: <http://ir.inflibnet.ac.in/dxml/handle/1944/574>

Madhusudhan, M. (2008). Usage of UGC-Infonet e-journals by research scholars and student of the University of Delhi, Delhi: A study. *Library Hi Tech*, 26(3), 369-386.

Mukherjee, Bhaskar; & Kumar, Prashant. (2010). Use of UGC-Infonet e-journals by research scholars of Banaras Hindu University, Varanasi: A case study. *Annals of Library and Information Studies*, 57(4), 339-347.

Raza, M.; & Uoadhayay, A.K. (2006). Usage of e-journals by researchers in Aligarh Muslim University. *The International Information and Library Review*, 38, 170-179.

---

**Authors:**

K. S. Sivakumaren, Assistant University Librarian, Library, MIT Campus, Anna University, Chennai-600 044, Tamil Nadu, India. Email: [siva\\_kumaren@yahoo.co.in](mailto:siva_kumaren@yahoo.co.in)

S. Swaminathan, Librarian, Sri Ramakrishna Mission Vidyalaya College of Education, Coimbatore, 641 020 India. Email: [sethswam@rediffmail.com](mailto:sethswam@rediffmail.com)

B. Jeyaprakash, Assistant Professor, Department of Library and Information Science, Bharathidasan University, Trichy-620 024, Tamil Nadu, India. Email: [bjeyapragash@rediffmail.com](mailto:bjeyapragash@rediffmail.com)

Dr. V. Geetha, Associate Professor, PG & Research Department of Library and Information Science, Bishop, Heber College, Trichy-620 017, Tamil Nadu, India. Email: [manogeeth@yahoo.com](mailto:manogeeth@yahoo.com)

---

Submitted to CLIEJ on 19 August 2011.

Copyright © 2011 K.S. Sivakumaren, S. Swaminathan, B. Jeyaprakash & V. Geetha

---

Sivakumaren, K.S.; Swaminathan, S.; Jeyaprakash, B.; & Geetha, V. (2011). Usage of library resources and services among LIS research scholars in Tamil Nadu, India. *Chinese Librarianship: an International Electronic Journal*, 33. URL: <http://www.iclc.us/cliej/cl33SSJG.pdf>

---