STUDY ON THE STUDENTS USAGE OF LIBRARY SERVICES

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ABSTRACT

This study aims to identify the student's usage of library services. Special reference to Trincomalee Campus. Quality services in academic libraries is now a major issue among academic librarians; they see the library more in terms of the provision of and access to service quality than as just a physical place. According to Jennifer Wells (1995) states that, The effectiveness of libraries has often been measured by the volume of library materials available to clients, the amount of use of services and resources, and the apparent or quantified satisfaction of clients. Therefore researcher going to identify the students' usage of library services is effectiveness or not at Trincomalee Campus. The objectives of the study are to identify the factors influencing to the students usage of Library services, to identify which variable is highly influence on service quality of library services and to provide the suggestion to enhance the students usage of the library more effectively. Two hundred samples were selected through systematic random sampling method. Conceptual variables are available resources, library facility, available services and students attitudes. Data were analyzed by descriptive, bivariate and multivariate and using the SPSS 17.0 version to this purpose. Finding of the study shows that all conceptual variables are moderately support to the effective usage of library service system.

Key words: Library facility, Library services, Students attitudes.

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INTRODUCTION

The academic library has been described as the "heart" of the learning community, providing a place for students and faculty to do their research and advance their knowledge. The librarians and library staff provide numerous services to these users, addressing their diverse needs, characteristics, and interests. Providing quality services in academic libraries is now a major issue among academic librarians; they see the library more in terms of the provision of and access to service quality than as just a physical place. Technology and automation have also changes the way people perceive libraries. As results, the role of libraries and librarians is also changing. Librarians themselves have been re-evaluating their role as reflected in many discussion and papers. They emphasize the provision of good library service as more important to the user than the mere physical library building. This perspective is evident is several studies (Edwards & Browne, 1995; White & Abels, 1995; Hernon &Calvert, 1996; Nitecki, 1996; Coleman et al. 1997). Access to information provided by libraries is seen as more important than the materials physically available in a library. Studies focusing specially on usage of libraries by students are few. Jennifer Wells (1995) states that, "The effectiveness of libraries has often been measured by the volume of library materials available to clients, the amount of use of services and resources, and the apparent of quantified satisfaction of clients". Therefore researcher going to identify the students' usage of library services is effectiveness or not at Trincomalee Campus.

LITERATURE REVIEW

Library service quality

Marthensen and Gronholdt (2003) reviewed literature and surveyed focus groups, indicating that key determinant for library service quality were: electronic resources, collections of printed publications, other library services, technical facilities, library environment, and human side of user service. Hernon et al. (1999) conducted a series of factor analyses on over 100 variables and found that the dimensions of library service quality included: guidance, waiting time, electronic services, staff (including obtainment courtesy, accessibility of services, and friendliness), and accurate places of data, normal operations of equipment, handling time of data delivery, library buildings and environment, library facilities (such as drinking foundation), data that met users' needs, and so forth. Majid et al. (2001) applied a questionnaire survey to investigate all possible factors that had great impacts on library performances. The results showed that collections,

equipment, and physical facilities were viewed as most important issues. In addition, Chang and Hsieh (1996) conducted an exploratory study on the perceptions of library service quality, focusing on key users including faculty and students from 21 universities in Taiwan. They employed a questionnaire survey and a series of factor analyses. The results indicated proposed seven factors including competence, moderation, convenience, tangibles, communications and sufficiency of staff as major determinant of service quality.

Students' library use and their educational outcomes

It is generally agreed that library use is indeed beneficial (or even indispensable) for students to achieve their educational outcomes. But to prove that it really does so, or to what degree it contributes to students' attainment of educational outcomes is not at all easy. Ethelene Whitmire (2002), for example, examined the relation between library resources and services and students' educational outcomes through multiple regression analysis, utilizing the data collected by the CSEQ (College Student Experience Questionnaire) and the NCES (National Center for Education Statistics). Two assumptions underlie her study: "(1) undergraduates attending institutions with large amounts of academic library resources and services would participate in more academic library activities and (2) undergraduates attending institutions with large amounts of academic library resources and services would report greater gains in critical thinking". Three sets of independent variables were defined as 1) background characteristic variables, (gender; race; age), 2) college experience variables (grade-point averages; class year; enrollment status; student-faculty interactions; engagement writing activities; active learning activities; number of term papers written; hours spent studying per week), and 3) academic library variables (resources; services). The dependent variables were defined as 1) library use (usage as a place; use of indexes to journal articles; developing a bibliography for term papers; use card catalog or computer; ask a librarians for help; reading in the reserve or reference section; check out books; checked citations in material read; reading a basic reference; found materials in browsing stacks), and 2) self-reported gains in critical thinking skills (ability to think analytically and logically; ability to put ideas together, see relationships, similarities and differences between ideas; ability to learn on your own, pursue ideas, and find information you need). The analyses showed, however, that library resources and services had almost no influence over undergraduates' use of library or their self-reported gains in critical thinking skills. Although this was a study that hinted

at a way to measure the contribution of academic libraries to undergraduates' educational outcomes, it fell short of proving a positive relationship. In order to investigate this connection further, Toda and Nagata (2007) conducted a paper survey in 2003 mailed to the former students of Bunkyo University Koshigaya campus (no. of respondents: 340; return rate: 33.7%), focusing on the relations between their library usage and learning outcomes while they were students.

The hypotheses that framed this research were: (1) there would be a positive correlation between "library use" (questionnaire items: use of study-related materials; use as a place to study; use in groups; use of library catalog; use of periodical articles database; consulting librarians to search materials; browsing through stacks; reading materials unrelated to classes) and "benefits of library use" (finding information and knowledge looked for; new perspectives and thoughts; encounter with books that would not have happened elsewhere; sense of fulfillment in reading interesting books; place to study; intellectually stimulating ambience; information systems unavailable to individuals; knowledge and skills to search materials and information), (2) there would be a positive correlation between "benefits of library use" and "learning outcomes" (questionnaire items: general knowledge; specialized knowledge; skills to search and utilize needed information; skills for investigation and reflection; other particular qualifications/experiences/skills intended to be acquired during undergraduate years), and (3) those who evaluated favorably the "benefits of library use" with respect to the variables indicated in hypothesis (2) would also highly evaluate the "degree of library contribution" (questionnaire items correspond with those for "learning outcomes") Concerning the relationship between "library use" and "benefits of library use," the 3 analyses indicated positive correlations between 23 of 64 combinations of variables.

Correlations between some of these were quite positive. As for the hypothesis (2), positive correlations were found between 16 of 40 combinations. A clear difference was confirmed in the examination of the hypothesis (3). In the positive correlative combinations of "library use" and "benefits of library use," the respondents who marked high the "benefits of library use" also evaluated the "degree of library contribution" higher than those who did not. Thereby, it was affirmed that "library use," "benefits of library use" and "learning outcomes" are related and that the library contributes to this relationship. In other words, the grounds for the assessment of academic library usage in its contribution to students' learning outcomes are prepared.

Information Seeking Behavior

Undoubtedly, the availability of electronic access to information has gradually brought some major changes to human information behavior related sources and services and their use in all walks of life. Such changes are significant that library and information professionals are studying now information seeking behavior, and its place within the learning process. In the paper 'Information-Seeking Behavior: Pattern and Concepts' Krikelas (1983) examines the elements of user studies and presents them as unified concepts within a model of information-seeking behavior. The concept of information-seeking behavior, information needs, information gathering, information giving and source preference are discussed. The user Information seeking behavior and the user Characteristics in seeking information are two entities. These two entities are studied and have given emphasis on correlation of these two entities in information seeking by Sridhar (1987) in his study. The various aspects of information-seeking behavior examined by Sridhar (1989) include the motives and purposes of seeking information, nature and type of information sought, delegation of information gathering work, and the time spent on in gathering activity. Marchionini (1995) in his book explains the information seeking behavior and changing environment. Bates (1996) made a survey on decades of research on information needs and information-seeking behavior.

SIGNIFICANE OF THE STUDY

Library is the valuable assets for the organization. Organizations having the duty to promote the students in each stage to use the library system. It more helpful to enhance the knowledge and aware of the current world.

OBJECTIVES

➢   To identify factors influencing to the students usage of Library services.

➢   To identify which variable is highly influence on service quality of library services.

➢   To provide the suggestion to enhance the students usage of the library more effectively.

HYPOTHESIS

H_1: There is a significant relationship between the available resources and effective usage of library services.

H_2: There is a significant relationship between the library facilities and effective usage of library services.

H_3: There is a significant relationship between the available services and effective usage of library services.

H_4: There is a significant relationship between the students' attitudes and effective usage of library services.

RESEARCH METHODOLOGY

Based on the problem statement researcher formulated the conceptual frame work.
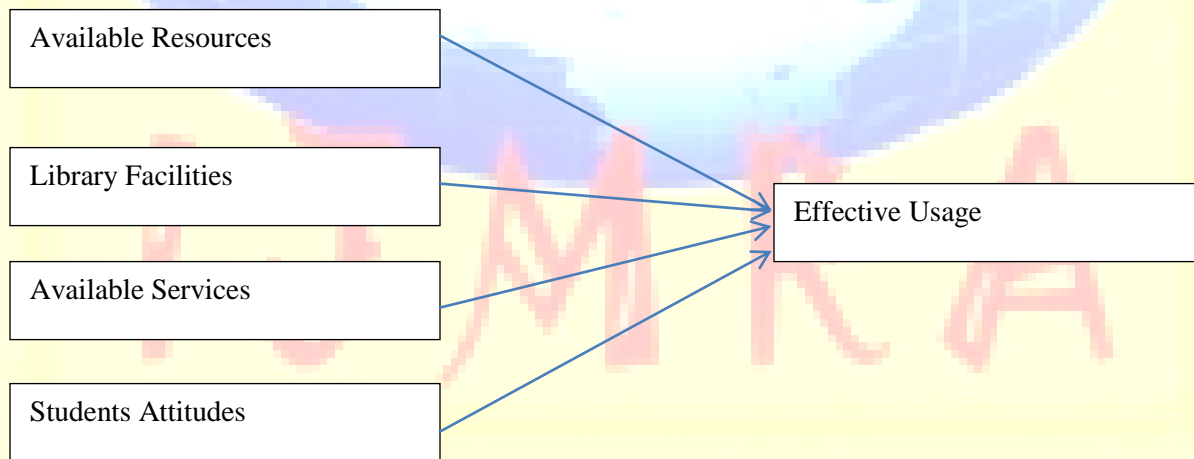
Conceptual frame work

Figure-1 Conceptual framework

Source: Literature Review

Two hundred samples were selected (June/2014) from the department of business and management studies students based on their respective four batches.

Data collection method

The relevant data for the purpose of this study were collected from primary and secondary sources, primary data collected through questionnaire and secondary data were collected from documents of publications.

Data Evaluation Method

Data evaluation methods are univariate, bivariate and multivariate analysis. Using the SPSS 17.0 for the analysis. Mainly questioners used to collect the information. Univariate analysis is carried out with the measure of mean and standard deviation. In this study five point Likert scales used to get information. The ranges are as follows. Strongly agree - 5, Agree-4, Neutral-3, Disagree-2, strongly disagree-1. Hence the decision rule will be,

$1 \leq Xi \leq 2.5$ -　　　　Factors are poorly influence to the effective usage of library services

$2.5 < Xi \leq 3.5$ -　　　　Factors are moderately influence to the effective usage of library services.

$3.5 < Xi \leq 5$ -　　　　Factors are highly influence to the effective usage of library services.

RESULTS AND DISCUSSION

Descriptive analysis

Table-1 Descriptive analysis

Variable	Mean	Standard deviation
Available resources	2.71	0.555
Library facility	2.76	0.614
Available services	3.31	0.631
Students attitudes	2.51	0.422
Effective usage	3.26	0.537

Source-Survey data

According to the descriptive analysis all the variables are moderately support to the system.

Correlation Analysis

Table -2 Correlation Analysis

Correlations

		Available Resources	Library Facility	Available Services	Students Attitudes	Effective Usage
Available Resources	Pearson Correlation	1	.628**	.384**	.357**	.510**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	200	200	200	200	200
Library Facility	Pearson Correlation	.628**	1	.228**	.335**	.211**
	Sig. (2-tailed)	.000		.001	.000	.003
	N	200	200	200	200	200
Available Services	Pearson Correlation	.384**	.228**	1	.181*	.364**
	Sig. (2-tailed)	.000	.001		.010	.000
	N	200	200	200	200	200
Students Attitudes	Pearson Correlation	.357**	.335**	.181*	1	.496**
	Sig. (2-tailed)	.000	.000	.010		.000
	N	200	200	200	200	200
Effective Usage	Pearson Correlation	.510**	.211**	.364**	.496**	1
	Sig. (2-tailed)	.000	.003	.000	.000	
	N	200	200	200	200	200

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

All the variables are positively support to the effective usage of the library system.

Multiple Regression Analysis

Multiple regressions are a multivariate statistical technique. It is used for find the relationship between dependent and independent variables. It provides a method to predict the changes in the dependent variable in response to changes in more than one independent variable. Hence, it allows the researcher to determine the relative importance of each predictor as well as to ascertain the collective contribution of the independent variables (Sekaran, 2003).

Table: 3   Multiple Regression Results

Predictor	Standardized Regression Coefficient	Significance
Available Resources	0.462	0.000
Library Facility	0.247	0.001
Available Services	0.174	0.005
Students Attitudes	0.381	0.000
Constant	0.940	
R	0.661	
R^2	0.436	
Adjusted R^2	0.425	
F	37.744	
Significant level	95%	

Source: Survey data

The results indicate that an available resources ($p<0.05$), library facility ($p<0.05$), available services ($p<0.05$) and students attitudes ($p<0.05$) have the positively influencing to the effective usage of the library system. The value of coefficient of determination (R Square) as indicates that almost forty four (44%) of the variance in perceived effective usage of library can be accounted for by available resources, library facility, available services and students attitudes. The F value is 37.744, which is significantly at 95% confidential level, which suggests that the four

independent variables have significantly explained 44 percent of the variable in the effective usage of the library system.

Hypothesis testing

Test of hypothesis 1

H_0: There is no relationship between the available resources and effective usage of library system.

H_1: There is a significant relationship between the available resources and effective usage of library system.

Correlation analysis shows a positive relationship between the available resources and effective usage of library system (r=0.510 p value 0.000). Hence reject H_0 since r≠0, p value is less than 0.05, that is available resources and effective usage of library has positively correlated at 95% confidential level. Regression analysis too supports this findings by giving the value of (β=0.462 p value 0.000). Hence reject H_0 since β≠0, p value is less than 0.05, that is available resources and effective usage of library have a positively influencing at 95 % confidential level.

Test of Hypothesis 2

H_0: There is no relationship between the library facility and effective usage of library system

H_2: There is a significant relationship between the library facility and effective usage of library system

Correlation analysis describes a positive relationship between the library facility and effective usage of library system (r=0.211 p value 0.000). Hence reject H_0 since r≠0, p value is less than 0.05 that is library facility and effective usage of library system are positively correlated at 95% confidential level. Regression analysis too support this finding by giving value (β=0.247 p value 0.001), Hence reject H_0 since β≠0, p value is less than the 0.05, positively influencing with library facility and effective usage of library system at 95% confidential level.

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Test of Hypothesis 3

H_0: There is no relationship between the available services and effective usage of library system.

H_3: There is a significant relationship between the available services and effective usage of library system.

Correlation analysis describes a positive relationship between the available services and effective usage of library system (r=0.364 p value 0.000) Hence reject H_0 since p value less than 0.05, that is available services and effective usage of library system are positively correlated at 95% confidential level. In the regression analysis too support the above findings (β =0.174, p value 0.005), Hence reject H_0 since β≠0, p value is less than the 0.05, positively influencing with available services and effective usage of library system at 95% confidential level.

Test of Hypothesis 4

H_0: There is no relationship between the student's attitudes and effective usage of library system.

H_4: There is a significant relationship between the student's attitudes and effective usage of library system.

Correlation analysis describes a positive relationship between the students attitudes and effective usage of library system (r=0.496 p value 0.000) Hence reject H_0 since p value less than 0.05, that is students attitudes and effective usage of library system are positively correlated at 95% confidential level. In the regression analysis to support the above findings (β =0.381, p value 0.000), Hence reject H_0 since β≠0, p value is less than the 0.05, positively influencing with students attitudes and effective usage of library system at 95% confidential level.

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CONCLUSION

Library has the vital part of the students' services. 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 audiovisual materials like records, audiocassettes, video cassettes and projectors. All the research variables are shows the moderately support to the system.

Trincomalee Campus having the adequate no of books for the student's purpose. According to the students responses they mentioned that books are available but some time rare no of copies for particular text books. Library staffs are having the good behavior with students and academics. Library having the one senior assistant librarian, two library assistant and four library attendant. Normally library opening hours 8.30 to 4.30pm. Schedule reference and lending facility also available. Adequate reading materials are available at library, such as books, encyclopedia, newspapers, journals, magazine, collection of thesis and etc. At presently E-journal facility is available, only for the five computers are access for the internet. Currently using the e-journals web sites are sage journals and Indian journals. These journals subscribe by library. Catalog facility is there, but few students access it. Library couldn't provide the photo copy service to students. Students unions take this opportunity and serve for the students for reasonable prices. Lending service is available for students. Few students are attending the library regularly to update the new knowledge. Library having the stuff for students, but based on the survey data most of the students are attend the library for the purpose to project work, research work, class room assignment, mid exam, semester exam, lecture preparation and etc. Infrastructure is initial stage, they plan to build the library building with full fledge. Near future library decided to increase the computer to access the net facility.

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