CHAPTER - II
REVIEW OF LITERATURE

Review of literature is an early step for conducting research. It enables to avoid the duplication of research work and broadens the understanding of the research problem. Various research studies related to the present research problem “A Study of the Use of Libraries of Colleges of Education in Punjab” has been conducted in India and other countries of the world. These studies relate to the different aspects of libraries particularly college libraries, including library administration, finance, document collection, library staff, services, physical facilities, use of libraries by students, research scholars and teachers, their information seeking behavior, use pattern and user’s satisfaction with the resources and services of libraries, etc. In this chapter, a review of the selective and useful studies related to the research problem has been attempted.

RESOURCES AND SERVICES

Mukherjee (1965) carried out a study titled, “Library Facilities in Training Colleges of India” to assess the prevalent position of 50 teacher training college libraries. Questionnaire was used as data collection tool. Study revealed that majority of libraries did not have sufficient space for proper functioning. Some of teacher training colleges did not have their own libraries. Staff and students depended on the university libraries to which education section was attached.
All libraries were lacking abstracting, indexing and inter-library loan services.

Another study was conducted by Hingwe (1969) under title “Organizational Patterns of Academic Libraries.” A survey of 50 libraries, covering 44 constituent and affiliated college libraries and 06 recognized research institutions libraries falling under jurisdictions of the University of Poona was conducted. Objective was to find the adequacy of library facilities to supplement the teaching and research programmes of concerned institutions. It was found that newly established institutions were spending more funds on libraries to build up their basic collection, whereas long-standing institutions had not increased their expenditure in proportion to increase in students, teachers and rising price of books. Study brought forward that importance given to libraries on theoretical plane was not experienced in practice.

To disclose the overall picture of degree college libraries in Kashmir, Raina (1980) took up a study named “Degree College Libraries in Kashmir: A Survey.” Analysis of the responses received from 10 libraries revealed that the collection was outdated and mainly comprised of textbooks. Library services, except circulation service were found missing and majority of libraries were following close access system. Funds were inadequate and the acquisition rate was very slow.
Naidu (1981) in his research paper, “College Libraries in Andhra Pradesh: With Special Reference to Andhra University” attempted to find the causes leading to unhappy situation of libraries. Author disclosed the gloomy picture of college libraries and suggested to lay down some norms and standards for college libraries by inspection commission of each university. He further suggested that atleast 6% of the college budget should be spent on library. Author emphasized the need to give initiation to users in the beginning of each academic year.

In an article titled “A Survey of College Libraries in West Godavari District” Raju (1984) explored the prevailing position of libraries of 18 colleges affiliated to Andhra University, Waltair. Various facets of libraries i.e. library staff, building, collection, book banks, budget and technical services, etc have been examined. Financial sources were found inadequate. DDC and AACR-I were popular among libraries. Survey revealed the immediate need to improve the services to meet information needs of students, teachers and research scholars.

Kumbar (1986) took up a study named “College Libraries under Gulbarga University Area: A Survey.” He assessed the existing situation and status of 54 colleges libraries. Besides using questionnaires, interviews were also conducted to collect data. Only one librarian possessed master’s degree in Library Science. Survey represented a disappointing picture of libraries as only 12 libraries had their own buildings. Libraries were spending more funds on books
and comparatively less on periodicals. Library services were not found satisfactory. It was found that more than 50% libraries brought out annual reports.

Jasmer Singh (1990) carried out research for doctorate degree on the topic “College Libraries in Punjab: A Statistical Analysis of the Problems” He conducted a survey to find the problems being faced by college libraries of Punjab and Chandigarh and also attempted to study the use of libraries. He covered 210 colleges under study, including five colleges of education also. Questionnaire-I was used to know about the prevalent position of libraries and problems being faced by librarians in managing these. Two separate questionnaires were used to know the opinions of students and teachers about their respective libraries.

Bajpai (1995) in research paper “Evaluation of College Library Services in Delhi” assessed the services of college libraries in Delhi and identified their problems. He brought forward that librarians often found it difficult to deal with teaching and non-teaching staff members regarding return of books. For this, library rules existed only on paper and were not being implemented properly.

Chopra (1995) revealed the problems being faced by college libraries of Punjab in his article titled “College Libraries in Punjab: Some Problems Re-Considered”. Article is based on the personal observations of the author. He grouped these problems into three parts i.e. problems related to the management of colleges, problems
concerned with principals of colleges and finally those related to library staff. Shortage of staff, inadequate funds, physical facilities, circulation of books, stock verifications and library hours etc. were the facets discussed in paper.

Awolola (1998) undertook a survey to examine the prevailing position of libraries of two colleges of education in Nigeria under title “College of Education Libraries in Kwara State (Nigeria): A Comparative Study”. Author discussed the various problems of libraries related to finance, space, staff, collection and services. Survey revealed that libraries have failed to perform their role mainly because of inadequate finance, whereas adequate funding can solve a major part of the problems. Author suggested the formulation of standards and guidelines particularly for college of education libraries.

Singh (1999) took up a comparative study of reader services provided by IIT libraries of India under name “Reader’s Services in IIT Libraries (India): A Comparative Study”. It has been found that reader services namely circulation, inter-library loan, reference, current awareness service, photocopy, translation, document reservation and bibliographical services were existing in all the IIT libraries. The CD-ROM search was most popular service. Three of the total 05 libraries under study started the process of transforming themselves into digital libraries.

Al-Ansari and Al-Enezi (2001) conducted a study to assess the current status of health sciences libraries in Kuwait. Study was titled
“Health Sciences Libraries in Kuwait: A Survey of Their Resources, Facilities, and Services”. Library facilities, use of IT, information services and co-operation were the various facets explored. Survey revealed that majority of the library staff was non-professional. Libraries were offering only basic information services and a significant number of libraries were not automated.

Joshi (2001) “Veterinary College Libraries in Maharashtra.” Information was gathered about libraries through questionnaire. Book collection was found inadequate to meet information needs of the users and its growth was very slow. Journal subscription was not satisfactory, libraries were understaffed. Author recommended that Indian Council for Agricultural Research and Agricultural Universities should regularly organize orientation programmes for librarians. Similarly, Veer (2004) carried out a study titled “College of Education Libraries in Maharashtra: A Survey.” It is an unpublished Ph.D. thesis.

Gautam and Srivastava (2006) examined the prevailing position of documentation and information services of libraries of 30 agricultural universities in India under title “State-of-the-Art of Documentation and Information Services in SAU Libraries in India”. It had been found that all libraries were providing CAS and bibliographical services.

A survey was conducted by Oyesiku et al. (2006) for the study titled “Resources, Services and Management of Academic Law
Libraries and Law Firm Libraries”. The study included 06 academic law libraries, 02 law court libraries and 07 law firm libraries of Nigeria. Out of the 15 libraries surveyed, library staff of 10 libraries responded to the questionnaire. It had been found that all types of libraries had same information sources in law. Except one, none of the librarians of law firm libraries was professionally qualified. Only five libraries had written acquisition policy and 60% had serial sections. Strength of library staff varied among different types of libraries.

Adebayo (2007) conducted a study to examine the implementation of library service standards in the colleges of education in Nigeria under name “Library Services Standards Implemented in Colleges of Education in Nigeria”. Data was collected through structured questionnaire. Results of the study revealed that libraries were rendering basic services as recommended by National Commissions for Colleges of Education. These were not providing indexing and abstracting services.

Partap (2007) conducted a survey of the libraries of 18 colleges of education in 3 districts of Punjab. He found that collection size of the libraries varied considerably and comparatively older colleges had large collections. Majority of the libraries were being kept open for 6 to 7 hours a day. He suggested for the introduction of user education programme and stressed on the need to increase the range and depth of collection and services.
Sujatha and Mudhol (2009) in the paper titled “Evaluation of Electronic Information Services in the Fisheries College Libraries in South India: A Study” described the electronic information services in four fisheries college libraries. Authors also discussed the challenges the libraries and information centers were facing.

LIBRARY COMMITTEE

Anand (1981) carried out a study named “Library Committees in Delhi University Colleges: A Survey Report” to examine the composition and functioning of library committees of colleges affiliated to Delhi University. He found that only one college had the functions of library committee in written. In most of the colleges, committee’s main function was the allocation of funds to various departments. Lack of properly laid down functions and change of members of committee every year were the problems in their proper working. In majority of the colleges the committees played advisory role. Because of lack of specific guidelines some library committees were assigned arbitrary functions like supervision of library staff, purchase of stationary, furniture and equipment for library and sale of ‘raddi’ etc.

COLLECTION DEVELOPMENT

Biggs and Biggs (1987) conducted a survey of the heads of academic library reference services to examine the collection development for the study titled “Reference Collection Development in Academic Libraries: Report of a Survey”. It was found that selection and weeding were not guided by any written policy and studies of use
of collection were missing. Authors concluded that online sources were important factors in selection. Harloe and Budd (1994) in “Collection Development and Scholarly Communication in the Era of Electronic Access” examined the relationship between collection development and system of scholarly communication in academic library. They discussed on ownership verses access to information and presented strategies for collection development in electronic networked system.

Sridhar (1995) wrote an article named “Problems of Collection Development in Special Libraries”. He explored the various factors affecting collection development in special libraries and highlighted the significance of collection development policy manual. Author pointed out the various problems related to document selection and procurement. Andrade and Vergueiro (1996) also wrote an article under title “Collection Development in Academic Libraries: A Brazilian Library’s Experience”. The article is based on the collection development practices of a Brazilian academic library. Authors outlined the different models of collection development given by professionals.

Haider (1996) in his paper “Acquisition and Collection Development in Pakistan” analyzed the constraints faced by Pakistani libraries in the procurement of books from abroad. Lack of proper management, absence of competent personnel, non-existence of acquisition policy statements, non-existence of selection aids, ever
shrinking library budgets, fluctuating rate of the rupee, inflation, import policy, trade embargoes against some countries, fiscal policy etc. were the major hurdles found.

Snow (1996) in article “Wasted Words: The Written Collection Development Policy and the Academic Library” put forward that in academic libraries written collection development policies are unnecessary. The bibliographers need to concentrate on selection and evaluation of the collection rather than writing policies that become outdated and irrelevant quickly. Gessesse (2000) in paper titled “Collection Development and Management in the Twenty-First Century with Special Reference to Academic Libraries: An Overview” examined the concepts and problems which needed consideration for collection development in academic libraries for aligning the collection development activities with the changing environment of digital librarianship in twenty first century.

Kovacs and Elkordy (2000) threw light on the guidelines and strategies to find, evaluate and select the web-based information resources in article named “Collection Development in Cyberspace: Building an Electronic Library Collection”. The focus of the paper was on the web-based information resources rather than the electronic information resources.

Thornton (2000) “Impact of Electronic Resources on Collection Development, the Roles of Librarians, and Library Consortia”. Study was conducted to find the impact of electronic resources and the
Internet on collection development and discuss the changing role of librarians, library co-operation and collection development. It had been concluded that consortia will become more important sources in electronic information world.

Pandita (2004) in her paper “Collection Development in the Digital Era” examined the impact of electronic format on the collection development. She pointed out that the policy of content development needs to be worked out and re-designed. Mandal and Panda (2005) in their research paper titled “Collection Development in the Internet Age and the Need for a Consortium in the Engineering College Libraries in West Bengal: A Study” discussed the different dimensions of collection development. The existing state of library collection and infrastructural facilities of 17 engineering college libraries in West Bengal were examined. Author suggested the staff training, provision of adequate staff and funds, appropriate infrastructure in IT and a need based collection.

Mulla and Chandrashekara (2006) “E-Resources and Services in Engineering College Libraries – A Case Study”. Study was conducted to examine the efforts made by the engineering college libraries in Karnataka to build electronic resources. Results of the study revealed that collection and service infrastructure of the libraries in sampled regions were not up to the mark and libraries were struggling to build digital collection and in disseminating digital information due to lack of ICT infrastructure, IT trained manpower and paucity of finances, etc.
Adekanmbi and Boadi (2008) in study titled, “Problems of Developing Library Collections: A Study of Colleges of Education Libraries in Botswana” ascertained the availability and use of collection development policies in the college of education libraries, in Botswana. In addition to using questionnaires, interviews were conducted to gather information from senior librarians, deputy principals of colleges and board of the affiliated institutions of the University of Botswana. Study brought to notice that majority of the libraries did not have collection development policies. Lack of constant training for librarians, inadequate staff, lack of support from administration and unavailability of collection development policies were some of the major problems found. It was further found that majority of the libraries did not involve their users in formulation of policies and did not implement these for collection development. Study revealed the need to train librarians on collection development.

Mary and Sankar (2008) “Collection Evaluation of PSN College of Engineering and Technology Library and PET Engineering College Library in Tirunelveli District”. Authors described the various techniques of evaluating the document collection in academic libraries and evaluated the collection development practices of two engineering colleges. Sharma et al. (2008) evaluated the collection development in libraries of 38 engineering colleges of Orissa under title “Collection Management of Engineering College Libraries of Orissa: An Evaluative Study”. Information was collected from libraries using questionnaires.
Study concluded that growing dissatisfaction of the users arising from non-availability of needed documents and lack of provision of services could be boiled down to some extent, by rendering at least CAS or current contents or information about latest addition to users.

Mallaiah and Gowda (2009) in paper “Collection Development in Mangalore University Library: A User Study” discussed the usefulness of collection development in a university library and attempted to find whether the UGC-INFONET E-journals were meeting the users information needs.

**USER STUDIES**

Martin (1976) in his article “User Studies and Library Planning” discussed the user studies and appraised their role in library planning. Author provided various guidelines for conducting user studies and concluded that user data strengthens the planning and decision-making processes at several levels, so the responses of users should be an integral part of the ongoing practice of librarians, providing constant feedback. Coker (1993) has written a useful article titled “Libraries Verses Users? How and How Not to Deter Library Users”. Author examined the various factors influencing the attitude of users towards libraries and also took into consideration the socio-economic, technological, physical/technical and psychological/emotional conditions shaping up the perceptions of non users, inhibit users and potential users.
Wildemuth (2003) in article titled “Why Conduct User Studies? The Role of Empirical Evidence in Improving the Practice of Librarianship” emphasized that by gathering evidences about library users, their interactions with library services and materials and context in which those materials and services are used, librarians can make sound decisions for the future. Author discussed on the methodology for conducting user studies and utilization of results as basis for decision making. Carr (2006) “What Users Want: An Academic ‘Hybrid’ Library Perspective”. Author described the development of user centered approach in academic libraries over the recent decades. He wrote that largely unquestioned ‘user get what we give them’ attitude was being transformed into ‘what do users want?’ approach. The failure to take what users want into account would leave academic library high and dry in the desert of lost opportunities.


**USE OF LIBRARIES**

Sharma (1974) conducted a survey of users to know their views about library collection, timings, rules and regulations and services of a public library under title “User’s Survey of Delhi Public Library Karol Bagh Branch”. Questionnaire was used as a data gathering instrument. She concluded that majority of users were satisfied with opening hours, rules, staff, facilities and services of library, and to
some extent with its collection also. It was found that maximum use of library was made by students, therefore special emphasis were needed to meet their information needs.

Panwar and Vyas (1976) carried out a study of libraries of the two women colleges affiliated to the University of Delhi under name “User’s Survey of the Women College Libraries”. Data was collected from undergraduate, postgraduate students and teachers of social sciences, using questionnaire. It was supplemented by select interviews. Survey revealed that in laterally established college more books were added every year as compared to other one, because it had more budget for books. Library services and physical facilities did not have a satisfactory picture. Properly planned orientation was needed.

Linton (1980) conducted a survey of the students and faculty of the college of Charleston’s Robert Scott small library to find the use of library material and services, reasons for using and satisfaction with these. The study was titled “A Users Survey of the College of Charleston’s Robert Scott Small Library”. Separate questionnaires were used to know the opinion of students and faculty. Hendrix and Rudolph (1981) “MSU libraries: A User Survey”. The study was carried out to find how effectively Msu libraries were meeting the needs of their users. Data was collected from faculty, graduate and undergraduate students and special privileged users. Results revealed that respondents used libraries to find and read books and periodicals for academic purpose.
Mathews (1981) executed a general evaluation survey of the academic community to ascertain whether resources, services and facilities of the Iowa State University Library meet the needs of its users. It was titled as “Survey of User Services: General Evaluation Survey”. Author examined the users’ frequency of visit, reasons for visit, use of material, use of catalogue, computerized literature searching, satisfaction with collection, etc. Prather and Clemons (1981) “Results of a Survey of Pullen Library Users”. Authors conducted a survey of the users of the Georgia State University Library to examine their usage of library and perceptions about its adequacy. Results of the study revealed that users were using library for non-book related purposes. Undergraduates were using it heavily for studying, whereas faculty, staff and alumni were using for personal research.

Bavakutty (1985) carried out a study to examine the use of libraries of colleges affiliated to University College of Calicut, Kerala under name “Incentives for Use of College Libraries”. Opinions of 404 students were collected. The students of govt. colleges were using libraries mainly for outside their study needs whereas those of private colleges were using libraries for curricular purpose. Onardian and Onardian (1986) invited the opinion of undergraduate students to assess the use of Ahmedu Bello University Library, Nigeria for study “Nigerian University Library Services: Students Opinion”. Authors concluded that large number of users visited library frequently.
Majority of them were visiting to study, using library books. Only 10% users were found not satisfied with library. Lack of needed books in library was one of the main causes for user’s dissatisfaction.

In order to examine the basic services of 20 college libraries in Delhi, Walia and Gautam (1988) conducted a study under title “Library Services in Colleges of Delhi: A Survey.” Data was collected from users through questionnaire, assisted by interviews and personal observations. About 65% users considered library collection as adequate to meet their information needs. Library rules were not effective on teachers.

Kanakachary (1989) “User’s Survey of Engineering College Library, Osmania University, Hyderabad: A Case Study.” Author assessed the performance of engineering college library, Osmania University, Hyderabad. For study, total 50 questionnaires were distributed and 27 (54%) were received back. It was followed by personal interviews with users and library staff. 66.7% users were satisfied, while 33.3% were dissatisfied with regard to quality and standard of periodicals on subscription. About 85% users were unaware of catalogue. Majority of users wanted change in library timings. More than 90% users were not satisfied with physical facilities of library.

A survey of students at the University of Maiduguri library (media division) was conducted by Oyeleltan (1992) to disclose the available audiovisual facilities and their extent of use. The study was
titled as “Undergraduates’ Utilization of Services in Nigerian University Libraries: The Case of University of Maiduguri Library”. Study brought to light that all the respondents were aware of the existence of audiovisual facilities in media division. About 69.03% users were not satisfied with the loan policy.

Allen (1993) conducted a study under name “International Students in Academic Libraries: A User Survey” to investigate the international students library use. Students’ prior uses of microcomputers, current perceived difficulties in using libraries were traced and implications were drawn for libraries. Clee and Maguire (1993) investigated the importance of library environment in influencing the use of library and its facilities under title “Library Environment and Library Usage”. Authors concluded that although individual factors in library environment do effect users’ perceptions, it is the total library environment that makes greatest effect.

Ebenezer (1993) “A User Survey Conducted at the Medical Library of the University of Limburg at Maastricht”. Author found that failure of library to provide needed environment was the main reason for user’s finding library uncongenial. Users found study landscape too open, noisy and constraining. Issue of access to stacks material needed urgent attention. Presentation of reading material was found poor. Publicity and public relation needed attention. Marshall et al. (1993) undertook a study named “A Study of Library Use in Problem-Based and Traditional Medical Curricula” to find the difference in use of
libraries in problem based learning programmes and traditional programmes. It was revealed that more students used libraries in problem based learning than in traditional programmes.

Sanjeev Kumar and Mishra (1993) “Use of National Institute of Fashion Technology Library: A Survey”. Authors conducted a survey to ascertain the suitability of opening hours, frequency of library use, most frequently used services and helpfulness of library staff. Library hours were found convenient to users. Borrowing books was the main reason to visit library followed by use of reference material and periodicals. Lending service was most frequently used followed by photocopy service. Majority of the users were satisfied with library.

Veeranjaneyulu (1994) evaluated the resources and services of a medical college library under name “A Study with Reference to Information Sources and Services in Shri Venkateshwara Medical College Library, Tirupati”. A survey of post graduate students and teaching staff was conducted through questionnaire. In addition, interviews were conducted and records were examined to collect data. The basic resources were found inadequate. Respondents were not satisfied with services of library. Raina and Dayal (1998) carried out a study of the Indian Institute of Management Library, Lukhnow under title “An Analysis of Student’s Feedback on the Library Utilization and Resource Evaluation at IIML”. The purpose of survey was to assess the level of utilization of IIML and the effectiveness of its facilities and service. Author found that library collection was used satisfactorily.
Microfilms were in very less use in comparison to other documents. Collection on some subjects needed attention for strengthening. Majority of the users were satisfied with helpfulness of library staff.

Apeji (1999) assessed the resources and services of the library of Nigerian Educational Research and Development Council under title “Information Availability and Use in the Nigerian Educational Research and Development Council (NERDC) Library”. Study brought to light that library resources mainly consist of books and back volumes of journals. Available resources were found relevant and accessible but inadequate. Author suggested the provision of sufficient funds and use of computer in providing services.

Maughan (1999) conducted a survey of 07 departments at the University of California, Berkley under name “Library Resources and Services: A Cross-Disciplinary Survey of Faculty and Graduate Student Use and Satisfaction”. Response rate of faculty and students was 44% and 32% respectively. 99% faculty was using library for own research. About 59% students rated circulation as good or excellent. Respondents consulted narrow range of material than was expected. Users were consulting older published material regularly.

A study was undertaken by Satyanarayana (1999) to ascertain the use of text book section of Andhra University library by students under title “Use of Text Book Section in Andhra University Library: A Case Study”. Survey revealed that most of the active users were visiting the section daily. Majority of users visited library to use
textbooks and very few to spend leisure time. Large number of students suggested to increase the number of textbooks and update collection regularly. Feldman (2000) conducted a study under name “Library Use Survey of Random Sample of University of Texas Health Science Center at San Antonio Faculty: Final Report”. Objective was to ascertain the use of university library in the year 2000. Majority of the users considered library resources and services as essential to their professional productivity. A change was observed between the usage patterns of library as 56% users were connecting to library by computers against the 32% users in 1996. About 40% users favoured the need to increase fee/ additional fee to get more revenue for library.

Gurdev Singh (2002) “Use of College Libraries by Faculty Members of University of Delhi.” Study brought forward that textbooks were most frequently used resources, followed by reference books and general books. Main purpose of visiting library was to prepare notes for students. Journals and textbooks were not considered very adequate. Almost all the faculty members favoured need for computerization of their libraries.

Kemoni (2002) conducted a study titled “The Utilisation of Archival Information by Researchers in Kenya: A Case Study of the University of Nairobi”. Objective was to ascertain the utilization of archival information by researchers and the extent to which the Kenya National Archival and Documentation Services was meeting their information needs. Opinions of users were collected by interviews.
Study revealed that researchers were using variety of information sources to meet their information needs and relied more on archival personnel to access information.

Kumbar and Lohar (2002) conducted a survey of 91 teachers of Sahyadri Arts and Commerce College and Sahyadri Science College in Shimoga (Karnataka) under title “Use of Library Facilities and Information Resources in Sahyadri College” to study the use of resources and services of their respective college’s libraries. Various aspects of libraries regarding use of resources, services and physical facilities were examined during study.

Okiy (2002) executed a survey of students and faculty members to assess the use of Delta State University library under name “Assessing Students and Faculty Use of Academic Libraries in Nigeria: The Case of Delta State University, Abraka”. The library had its origin from Advanced Teachers College Library, Abraka. A difference was found between the frequency of use of library by the faculty and students. Both the categories of users utilized books more often than any other material, because of dearth of relevant current journals, abstracts and indexes. Majority of users considered library services and facilities as fair. Only a small part of users responded that they always found the needed material in library. Padmamma et al. (2002) carried out a study to reveal the utilization of newspapers and magazines in an undergraduate college under title “Utilisation of newspapers and magazines by the U.G. College teachers in Shimoga City: A
case study”. Authors assessed the impact of personal attributes of teachers on the use of periodicals by them.

In another study, to ascertain the use of resources and services of library of JJM Medical College, Davangere, Karnataka, Padmamma et al. (2002) took up a study under title “Evaluation of Medical College Library Sources and Services: A Study”. Survey disclosed that majority of users were visiting library to consult books or journals, and textbooks were the most used resources. Majority of the users were satisfied with physical facilities of library.

Another survey was carried out by Siddique (2002) under name “Use of Library Collection in the Jawaharlal Nehru University Library, New Delhi”. Purpose was to study the use of library collection of JNU library. User group was divided into five categories i.e. staff members, researchers, postgraduate students, graduate students, and others. Study concealed that majority of users were regular visitors to library. Most of them visited library to consult course material, research material and to borrow books. Majority of the users were aware about the services provided by the library.

Marcum and George (2003) conducted a survey of 3,234 faculty members, graduate students, and undergraduates in 392 doctoral research universities, public and private, and private liberal arts colleges of USA under title “Who Uses What?” Responses revealed in aggregate that electronic information use was substantial and growing in the nation’s major universities and liberal arts colleges.
Respondents were making their use for research, teaching, and coursework, and have equipped themselves well to do so. Responses confirmed that print was not dead, nor was the campus library.

Ogomo and Adomi (2003) conducted a survey to reveal the utilization of library resources under name “Student’s Utilization of Library Resources at Baptist School of Nursing, Eku, Delta State, Nigeria”. Data was collected using questionnaire. It was found that majority of the users visited library daily. About 59.6% students went to library to prepare for examination, while 54% users used library to prepare assignments. As the students were not given orientation, majority of them went directly to the shelves to locate needed material. Short duration of loan period, less number of books issued at a time and inadequate opening hours of library were the problems found during study. Salaam (2003) “Library Utilization by the Undergraduates of a University of Agriculture”. Author attempted to ascertain the level of utilization of services of Nimbe Adepe Library of the University of Agriculture. Study brought forward that students used library mainly to prepare for examination and to write class assignments. Long distance between the campus and town, where most of students reside was found as main obstacle in the use of library.

Waldman (2003) surveyed the freshmen at Baruch College in study “Freshmen’s Use of Library Electronic Resources and Self-Efficacy”. Purpose was to examine the role self-efficacy plays in their
search for information and use of the library’s electronic resources. Agaba et al. (2004) examined the utilization of electronic information resources by the academic staff of Makerera University in Uganda under title “Utilization of Electronic Information Resources by Academic Staff at Makerere University”. Author examined the users’ awareness, type of resources provided and utilization of resources. It was found that majority of the staff was aware about the availability of electronic information resources but did not utilize them.

In a study titled “Utilization of Information Resources and Services of the Kogi State Public Library, Lokoja, Nigeria”, Haruna (2004) assessed the extent of utilization of resources and services by users of a public library. Survey revealed that majority of users used library to study using library books followed by use for assignment and examination purposes using own books. About 40.9% users were partially satisfied with library material and were using it because they did not have any other alternative.

Mabawonku (2004) “Library Use in Distance Learning: A Survey of Undergraduates in three Nigerian Universities”. Author assessed the use of library and information resources by the students of distance learning in three universities of Nigeria. Study revealed that less than 50% respondents were using main libraries of their respective universities regularly, whereas some users were using departmental libraries and other libraries out of the campus to read
personal books. The reference and electronic collection was not used properly.

Sangam and Hadimani (2004) examined the use of Online Public Access Catalogue by research scholars under title “Use of Online Public Access Catalogue by the Research Scholars in Karnatak University Library, Dharwad”. Authors examined the users frequency of use and purpose of consulting OPAC, difficulties in locating books, OPAC for periodicals and other reading material, time spent in using it, approaches followed to locate material, assistance from library staff in using OPAC, etc. Some users suggested for up to date library guides explaining how to use catalogue.

Swarna (2004) took up a study under name “Information Resources, Services and User Survey of B.Ed. College Libraries in Andhra Pradesh” to know the opinion of students and teachers on library collection, services, opening hours, facilities, rules and regulations, reading facility and organization of documents etc. It is unpublished Ph.D. thesis.

Uzezi (2004) attempted to find the effect of staff/ user relationship on the use of library under name “The Effect of Staff/ Users Relationship (PR) on the Utilization of Library Services and Resources: Case Study of Delta State University, Nigeria”. Helen (2005) conducted an online user survey to evaluate the University of Hong Kong libraries under title “The 2004 User Survey at the University of Hong Kong Libraries”. Study revealed that majority of the
respondents preferred to use online journals than print versions, but on the contrary about 72% users preferred to use printed books over the electronic.

Musoke (2005) investigated the availability and use of information by primary health care providers under title “Access and Use of Information by the Primary Health Care Providers in Rural Uganda: An Interaction-Value Model”. An interaction-value model emerged from study which is driven by the value and impact of information unlike other previous models driven by information needs. Adikata and Anwar (2006) “Student Library Use: A Study of Faculty Perceptions in a Malaysian University”. Authors ascertained the perceptions of faculty members on the students library use and their role in motivating students to use libraries. Findings of study revealed that teachers played an important role in promoting the use of libraries by students. Authors were not satisfied with students’ library use skills, available information resources and expected from librarians to provide a comfortable academic environment in library.

To study the use of periodicals by scholars at National Library of Veterinary Sciences, Ahmad and Haridasan (2006) undertook a study named “Use of Periodicals by the Scholars at National Library of Veterinary Sciences: A User’s Survey”. Out of 125 questionnaires distributed 110 were received back. It was found that majority of the users were visiting library daily and used back volumes of periodicals for research purpose. Majority of the users were satisfied with
arrangement of current issues of periodicals and arrangement of back volumes.

Atilgan and Bayram (2006) took up a study titled “An Evaluation of Faculty Use of the Digital Library at Ankara University, Turkey” to ascertain the faculty’s awareness and use of electronic material at Ankara University. Findings of the study brought forward that majority of the faculty members were aware about the existence of digital library and many were using electronic databases. The impact of newly subscribed databases on the increased publications was found.

Lawoe (2006) conducted a study to examine the use of serial collection by students and faculty under name “A Study of Serials Use at Kwame Nkrumah University of Science and Technology Library, Kumasi”. Authors examined the adequacy of collection to meet subject needs of users. One-tenth of the registered members were chosen as a sample for survey. Interestingly, undergraduates were using journals significantly, as lecturers were recommending them. This study revealed gaps in collection development.

Kumbar et al. (2007) “Use of Periodical Literature in the University of Agricultural Sciences Daharwad: A Case Study”. Authors assessed the extent of use of periodical literature by agriculture scientists. Data was collected from random sample through questionnaire. Survey revealed that 74.35% respondents scanned the current issues of the journals to keep themselves updated with latest
developments. Majority of the users considered print journals as better version than electronic journals, as 74.36% chosen print journals and 25.64% opted for electronic version. Authors concluded that proper display of periodicals, informing users about recent arrivals and effective reprographic service are the best ways to serve the users and suggested to encourage users to make use of e-resources.

Lohar and Kumbar (2007) evaluated the use of libraries by teachers under name, “Teachers Attitude towards Library Facilities and Information Resources in First Grade Colleges in Shimoga Districts: A Survey”. Results of the study revealed that 52.25% users spent less than an hour and more than half an hour only in libraries per week. Only a small fraction of users was familiar with inter library loan service. Accessibility of the reading material, its adequacy, users’ opinion about library services such as lending service, pattern of search for latest literature, inter-library-loan, photocopy service, orientation, computerization of libraries, the Internet, etc. were also examined.

Sami and Shahida (2007) conducted a survey to study the effect of gender on the use of IT facilities in libraries and information centres. It was titled “Use of IT in Information Centres: Gender Based Analysis”. Data was collected from 375 users using library facilities. The Internet was found as the most preferred facility by respondents of both the male and female gender. Authors concluded that need to
use information technology facilities was high for users irrespective of their gender. Techno-stress was found low among users of both sexes. Users’ preference to use computers and related technologies depended up on the cultural, family and the educational background of the users.

Achonna (2008) in research article “Awareness, Access and Usage of E-Journal Resources of the Library, by the Students of Yaba College of Technology, Yaba –Lagos Nigeria”, examined the students’ awareness, access, usage and problems faced in use of e-journal resources at the Yaba College of Technology library. Use of e-journal resources was found low. Lack of skills, inadequate provision of computers, power outage etc. were the problems faced in use of resources. Study concluded the need for the training skills, provision of adequate computers, need to popularize the information technology and its usage and to motivate the students to use e-journal resources.

Atakan et al. (2008) “An Evaluation of the Second Survey on Electronic Databases Usage at Ankara University Digital Library”. A survey was conducted to measure the effectiveness of digital library. Investigators compared the results of two surveys carried out in 2002 and 2005. Results revealed that many faculty members were using electronic databases. Web of Science, Science Direct and Ebsco were the most preferred databases. Lakan (2008) carried out a study named “Availability and Utilization of Electronic Information Databases by Staff of the Agricultural Complex, Ahmadu Bello
University, Zaria”. Objective was to find the availability and use of electronic databases by staff of university. Results revealed that power outages, slow Internet service and insufficient computers were the factors affecting the provision and use of electronic information resources.

Moghaddam and Talawar (2008) “The Use of Scholarly Electronic Journals at the Indian Institute of Science: A Case Study in India”. A growing interest in using electronic journals was found as users had free access to electronic journals at all hours. The users were using electronic journals mainly for research work and PDF format was the most preferred.

Popoola (2008) examined the faculty’s awareness and use of library information products and services in study titled “Faculty Awareness and Use of Library Information Products and Services in Nigerian Universities”. A sample of about one tenth of the faculty members was chosen randomly for survey. Questionnaire was used as a data collection tool. A considerable difference was found in the faculty awareness about library and information products and services. It further disclosed that the users did not have the required knowledge of library products and services relevant to their teaching and research work. Author concluded that level of knowledge of faculty have relationship with the frequency of library use, consultation of librarian etc.
Rao and Babu (2008) executed a survey of the faculty members of autonomous colleges in Chennai to examine the provision and use of library services, resources and facilities under title “Autonomous College Libraries in Chennai: A Survey of Faculty Perceptions”. Sample was chosen randomly. About 78.66% of the total 375 users surveyed responded to the questionnaire. Only govt. and govt. aided colleges were covered in study. More than three fourth respondents were visiting libraries for research studies and to write research papers. A few users were using e-resources. Authors suggested for right choice between print and electronic sources of information for collection development.

Harinarayana et al. (2008) conducted a survey named “Measuring the Effectiveness of Library Services of Selected College Libraries in Mysore City from Users Perspective” to ascertain the effectiveness of college library services in Mysore. It was found that majority of the users were visiting libraries to study in library and for borrowing books. Text book service was the most highly sought after service. Libraries were lacking behind to provide specific information.

Sujatha and Mudhol (2008) carried out a survey to study the use of different types of electronic information sources by teachers/ scientists, research scholars and post graduate students under title “Use of Electronic Information Sources at the College of Fisheries, Mangalore, India”. About 88.9% users used electronic information sources for thesis/ project work and 87.6% used for ongoing research
work. Majority of the respondents comprising 79.0%, browsed the Internet for subject specific information websites and 75.3% for international/ regional institution websites. E-mail was the most frequently used electronic information source followed by web resources.

Kumari H. and Talawar (2009) conducted a study to assess the extent of use of reference sources in university libraries under title “Use of Reference Sources in University Libraries of Karnataka: A Study”. Data was collected using questionnaire and the response rate was 73.28% for the total 1740 questionnaires distributed. Survey revealed a growing interest in reference sources among users in university libraries. A small percentage of users made use of bibliographies and directories as compared to the use of dictionaries, encyclopedia and yearbooks.

Biradar et al. (2009) conducted a survey of the students of Agriculture science college, Shimoga to ascertain the use of information sources and services of the college library. Study was titled “Use of Information Sources and Services in Library of Agriculture Science College, Shimoga: A Case Study”. About 72.27% users were using lending service and among them 54.79% were satisfied. The services like SDI, ILL, CD Rom search etc. were fairly used, while non documentary sources were less used. Authors concluded with the urgent need to establish e-consortia model among agriculture libraries in India.
Gowda and Shivalingaiah (2009) “Awareness and Use of Library Facilities and Services by the Research Scholars in the Universities in Karnataka: An Analytical Study”. Study brought forward significant differences in the satisfaction level of research scholars of different disciplines with facilities and services of libraries. Majority of the respondents of humanities and social science found the facilities and services of university libraries poor, whereas the respondents of science group considered the facilities and services as moderately good.

Another study was conducted by Kumbar and Hadagali (2009) under title “Use of UGC-Infonet E-Journals Consortium by Faculty Members and Research Scholars of Karnatak University, Dharwad: A Study” to ascertain the use of UGC-Infonet E-Journals Consortium by the faculty members and research scholars of university. Sami and Iffat (2009) in paper “Use of Electronic Information Services in Research Libraries” discussed the use of electronic information services in research libraries and attempted to reveal the impact of users’ background and awareness about services on the use of electronic information services

Patil and Parameshwar (2009) in paper titled “Use of Electronic Resources by the Faculty Members and Research Scholars in Gulbarga University, Gulbarga: A Survey” disclosed the use of electronic resources by the faculty members and research scholars in Gulbarga University. Questionnaire was used as a data collection tool.
Study revealed the need to train users in using the electronic resources.

Pushpalatha and Mallaiah (2009) executed a study named “Use of Information Resources in Chemistry: A Study of Mangalore University Library” to know the users opinions about adequacy of library resources. It was found that majority of the users were visiting libraries to borrow books followed by consulting the periodicals. Online Public Access Catalogue and assistance of library staff were the primary means to locate needed documents. About 58.92% post graduate students rated library collection as adequate to meet their information needs, whereas 40% research scholars and 83.33% of the teachers considered at partially adequate.

Shivalingappa and Tadasad (2009) carried out a study to evaluate the use of gram panchayat libraries in Gulbarga district. It was titled “Use of Gram Panchayat Libraries in Gulbarga District: A Study”. In addition to building up the functional and sound libraries, the findings also emphasized on the user education programs for their optimum utilization. Trivedi and Joshi (2009) conducted a study under title “Usage of Electronic Journals (E-Journals) Versus Print Journals by Healthcare Professionals in H M Patel Centre for Medical Care and Education (HMPCME)” to examine the use of e-journals by the health care professionals. Study revealed that there was more use of print journals (54.63%) as compare to e-journals. Authors concluded that there is a growing use of e-journals over print journals.
but which is preferable over the other is a debatable issue, as study did not show a significant decrease in use of print journals as compared to e-journal for research.

**INFORMATION SEEKING BEHAVIOUR**

Shanmugam (1999) examined the information seeking behaviour of trainee teachers of the two teacher training colleges of Malaysia under title “Information Seeking Behaviour of the Trainee Teachers in Selected Teacher Training Colleges in Malaysia”. Study brought to light that trainee teachers’ information needs were influenced greatly by the course requirements centred around their course. Survey revealed the general lack of interest in reading books and newspapers. Computers were used largely for typing rather than for handling information.

Shokeen and Kaushik (2003) “Information Seeking Behaviour of Psychologists and Sociologists: A Case Study of Delhi and Haryana Universities”. Authors investigated the information seeking behaviour of psychologists and sociologists working in six universities of Delhi and Haryana. The study brought forward that 23, out of a total 91 respondents were visiting libraries daily and 35 visited twice a week. Browsing was the preferred method to locate the needed material.

Another survey was conducted by George (2007) to reveal the information needs and information seeking behaviour of Ayurveda information users. It was titled “Information Needs and Information Seeking Behaviour of Ayurveda Information Users”. Author concluded
that scientists, teachers and students made use of literature available in their parent institutions but majority of them were not satisfied with collection and services of these. On the other hand most of the practitioners do not use libraries regularly and depended mainly on their personal collection of books and periodicals. Library and information field and primary publications were not found so attractive in ayurveda.

Liao et al. (2007) conducted a comparative study of the information needs and information seeking behaviour of international graduate students and American graduate students under title “Information-Seeking Behaviour of International Graduate Students vs. American Graduate Students: A User Study at Virginia Tech 2005”. Study is based on the opinions collected through online survey.

Fatima and Ahmad (2008) carried out a study to examine the information seeking behaviour of college students under name “Information Seeking Behaviour of the Students at Ajmal Khan Tibbiya College, Aligarh Muslim University: A Survey.” Data was collected from 60 students using questionnaire. 51.67% users were visiting libraries daily. Newspapers were the most used documents followed by use of books and journals. Carrier development was the most preferred response for seeking information. Ninety percent students agreed that students needed instruction on how to use information source in their subject area for the effective and efficient use of the information sources and services.
Singh and Satija, (2008) executed a survey to find the information seeking behaviour of teachers and research scientists working in ICAR institutions of Delhi and Punjab Agriculture University, Ludhiana. Study was titled “Information Seeking Strategies of Agricultural Scientists Working in the ICAR Institutions in India”. Results revealed that library and information centres were the most preferred sources to meet information requirements of agriculture scientists. Users depended heavily on the computerized information search facility. The working culture of those who need information, facilities available for seeking information and knowledge about them, chances of getting the required information etc. affect the information seeking behaviour of the users.

Umbur (2008) carried out a study titled “The Information Generation and Seeking Behaviour of Some Academics in Two Universities.” Being sources of current and authentic information to researchers, journals were the most used sources of information. Current awareness service was the most used information service to support the research activities. Author concluded that information sources and services utilization will improve the research output if the services are properly utilized.

SATISFACTION WITH RESOURCES AND SERVICES

Singh et al. (1989) “An Evaluative Study of Services Provided by Delhi University Library System”. Author measured the satisfaction of research scholars with services provided by the Delhi University
library system. No particular collection was found to be excellent. Majority of users were satisfied with circulation and reference service.

Chavez et al. (2005) carried out a survey of the students, faculty and staff to measure their satisfaction with the Paradise Valley Community College Library under title “Library User Survey: Resources, Facilities and Circulation Service”. Findings revealed that generally users were satisfied with the resources, facilities and circulation service. It was recommended to repeat survey in two years to compare satisfaction level of students.

In a study titled “Satisfaction of the Carrier Seekers in the Resources and Services of Libraries in Kerala” Koovakki and Jalaja (2005) ascertained the level of satisfaction of career seekers in the resources and services of university, college and public libraries. Survey revealed that users using university libraries were most satisfied and using public libraries were least satisfied. A difference was also observed between the level of satisfaction of male and female users.

To ascertain the level of effectiveness of F.S. Idabacha Library, Uganneya and Idachaba (2005) conducted a survey of the students and teachers under name “Information System Effectiveness: A User’s Satisfaction Approach Study of Francis Sulemanu (F. S.) Idachaba Library, University of Agriculture, Makurdi, Benue State, Nigeria”. Circulation and Information Technology services were deficient. Frequency of use of library was low, which indicates that library did
not meet information needs of users properly. Respondents suggested the introduction of new journals and the Internet service to improve the library system.

Liu and Allmang (2008) conducted a survey through online tool ‘Survey Monkey’ to reveal the user’s satisfaction under title “Assessing Customer Satisfaction at the NIST Research Library: Essential Tool for Future Planning”. Questionnaire addressed library resources, services, customer preferences and impact of libraries on customer’s work. It revealed that journals continued to be the most valuable resource for NIST scientists, with overwhelming preferences for e-journals.

**INFORMATION NEEDS AND USE PATTERN**

Gupta (1973) “Users Survey of the Laxmibai Nagar Branch of the Delhi Public Library”. Author examined the characteristics of users, use pattern, and users’ views about collection, services and facilities. Half of the respondents considered library collection inadequate while all most all the users were satisfied with services of library. Biswas et al. (1986) executed a survey titled “Central Secretariat Library: Users and the Pattern of Use-A Survey” to identify real users, their information needs, pattern of use and scope for new services. Survey led to conclusion that shortage of space has effected library collection and services.

Krisiddappa et al. (1989) “Information Use Pattern of Indian Historians”. Questionnaires were distributed to 150 persons and 121 responded. It had been found that majority of the users were using
books/ monographs frequently followed by use of journal articles. Almost three fourth of the users were facing problems in getting up to date information.

Ikoja-Odongo (2001) ascertained the information needs of informal economic sector in Uganda under title “A Study of the Information Needs and Uses of the Informal Sector in Uganda: Preliminary Findings”. Author examined the use of information and role and impact of information in the growth and development of concerned sector. Opinions of population under study were collected through focus group discussion, interviews of informants and organizations and observations. Study revealed the need for simplification of information packaging and improvements in its delivery.

Another survey was conducted by Choukhande and Kumar (2004) named “Analytical Study of Information Needs and Use Pattern of Faculty Members and Research Scholars of Amravati University.” Author concluded that the purpose of user’s visit to library largely depends up on the free time available to them. Teachers preferred book trade catalogue, bibliographies, indexes, abstracts, addition lists issued by library and periodicals to know current literature in concerned fields. Purnima (2005) “Information Needs in Higher Education: A Study of College Faculties in Manipur.” Author ascertained the information needs of college and university faculties. Survey revealed that majority of the college faculty members needed
information for academic work, whereas university faculty members needed information to update knowledge and for research work. Most of the faculties of colleges and university were unaware of the use of IT, because of lack of infrastructure in libraries.

Gopalakrishnan et al. (2008) “Information Use Pattern by the Academicians: A Case Study of NIFT Centres in India”. A survey was conducted to examine the information needs and information use pattern of the academicians of seven institutes of fashion technology in India. Authors suggested having functional and effective collection development programme to meet information needs of users and need to popularize the less used services to ensure their optimum utilization, conduct regular user education programmes, acquire both print and non-print material, move towards digitalization, etc.

READING HABITS

To examine the reading habits of women teachers and reveal the role of library in promotion of reading habits Shivalli (2000) conducted a survey named “Reading Habits of Working Women Teachers in Goa: A Survey”. Data was collected through questionnaire, interview and observation method from primary, secondary, higher secondary, college and university teachers. Study brought forward that reading habits of the users get affected by the non availability of the required information in libraries. Sharma and Singh (2005) explored the reading habits of faculty members in natural sciences under title “Reading Habits of Faculty Members in Natural Sciences: A Case
Study of University of Delhi”. Teaching assignments, research work, distance of library and non-availability of required material were main reasons for user’s not visiting the library frequently. Journals were the main sources of scientific and technical information. Majority of faculty members read to meet their teaching and research needs.

Sudha and Harinarayana (2009) conducted a study under title “Role of Teachers in Promoting Reading Habits of Professional and Non Professional College Students: A Study” to examine the issues related to role of teachers in developing reading habits of professional and non professional college students. Questionnaires were distributed among 1757 students of 52 colleges. Non-professional students and female students expressed more involvement in knowing current affairs by their teachers than other respondents.

**THE INTERNET USE**

Lazinger et al. (1998) in study titled “Internet Use by Faculty Members in Various Disciplines: A Comparative Case Study” investigated the use of the Internet among various sectors of faculty members. Questionnaires were distributed to faculty members of all departments and professional schools of the Hebrew University of Jerusalem. The use of the Internet was found comparatively higher among faculty of sciences and agriculture than in humanities and social sciences. Shaw (1998) examined the use of the Internet and the electronic environment by English academics in the study titled “The Use of the Internet by English Academics”. Author proposed to know
the opinions of users from colleges of University of Wales and also revealed the pattern of using aforesaid sources, purpose of use, problems faced by users in using these sources.

In a study named “Internet Access and Usage by Students of the University of Botswana”, Ojedokun (2002) investigated the Internet access, usage and problems faced in its use by the students of the university. Findings of the study revealed that though a considerable number of users were aware about the benefit of the Internet, but lacked necessary searching skills for effective use of the Internet. Because of this factor users accessed the Internet for entertainment, sports and news etc.

Another study was conducted by Rajiv Kumar and Amritpal Kaur (2005) under title “Internet and its Use in the Engineering Colleges of Punjab, India: A Case Study”. It aimed to examine the pattern of use of the Internet by the teachers and students of engineering colleges of Punjab. Authors examined the users’ experience and frequency of the Internet use, time spent, location of use, purpose, resources and services being used, problems faced by users, benefits of the Internet over conventional documents and its impact on the academic efficiency of respondents, etc. Slow access speed of the Internet, difficulty in finding relevant information and privacy were the main problems faced by the users.

Anasi (2006) examined the pattern of the Internet use by undergraduate students of university in study titled, “Internet Use
Pattern of Undergraduate Students at the University of Lagos, Nigeria”. The level of the Internet use was found low among students under study as they were lacking the search strategies to locate information. Along with the recommendations for provision of adequate computer laboratory and proper power back up system author also recommended the integration of the Internet and computer literacy into compulsory general studies programme of the university.

In a research article “Internet Use by Teachers and Students in Engineering Colleges of Punjab, Haryana, and Himachal Pradesh States of India: An Analysis” Rajeev Kumar and Amritpal Kaur (2006) examined the Internet use by teachers and students and attempted to find whether the Internet can replace libraries? Survey revealed that 77.5% users felt that the Internet can not replace library services, whereas 22.5% responded otherwise, because they find it easy to locate information on the Internet than in library.

Bansode and Pujar (2008) conducted a study to ascertain the use of the Internet by research scholar in science, social sciences and humanities under title “Use of Internet by Research Scholars at Shivaji University, Kohlapur.” Users were using the Internet mainly for communication purpose that is e-mail as compared to information retrieval. There was need to give training on the use of the Internet so that researchers use appropriate tools and techniques to obtain information. Joteen Singh et al. (2009) executed a study under title
“Use of Internet Based E-Resources at Manipur University: A Survey”
to examine the use of electronic information focusing on the Internet
services by post graduate students, research scholars, teachers and
non-teaching staff members. Users were using the Internet mainly to
download the information from web based resources and web sites.
Lack of power supply and the low speed Internet access were general
problems faced by users in accessing information from web based
resources

**USERS ATTITUDE TOWARDS LIBRARIES**

Babafemi (1999) executed a survey named “Resources and
Services of a Special Library: A Case of a Medical Library in Nigeria” to
evaluate the resources and services of university of Ilorin Medical
library. Questionnaires were administered to librarian, faculty
members and students. Survey led to the findings that more than 90%
users rated library material as inadequate. Journals in stock were
outdated and 14% users advocated the need to subscribe more
journal titles.

In a survey of students, Salma and Yelwa (2004) examined their
attitude towards resources and services of public library under title “A
Survey of Students Attitude towards Public Library Services: A Case
Study of Central Library in Borno State of Nigeria”. In addition to
questionnaire, interviews and observations were also used to collect
data. Survey brought to light that majority of students visiting library
were not its registered members. Resources and services were
inadequate to meet information needs of users. Inadequate funds and accommodation were the problems being faced. Turtle (2005) “A Survey of Users and Non-Users of a UK Teaching Hospital Library and Information Service”. Survey was conducted using questionnaire as an instrument to collect the opinion of users about the services from a 100% sample of registered users in all staff categories. The study was conducted to be used as bases for developmental strategy. The same questionnaire was sent to a sample of 10% of non-users. Survey revealed that library staff and facilities were well regarded. The library stock needed improvements in many areas such as allied health and biomedical sciences. Study concluded with need for fresh research concerning the information needs of allied health and scientific staff.

Khaiser and Madhu (2006) “Expectations and Perceptions of the Users of the National Law School of India University Library (NLSIU): A Study”. Investigators ascertained the expectations and perceptions of users about the facilities and services offered by National Law School of India University Library. Total 150 questionnaires were distributed and 124 were received back. It was found that 88% users visited library daily, but faculty members were not the regular visitors to library. All the users rated library as an excellent, very good or good. Users wanted easy access to library and new books on emerging subjects.

Naushad Ali and Hasan (2006) undertook a survey of teachers to assess the library and information services of Aligarh Muslim
University library under title “Library and Information Services in Central Library of Aligarh Muslim University from the Teacher’s Point of View: A Survey”. Approximately 86% users responded to questionnaire. Survey brought to light that most of the users were visiting library to collect teaching material and borrow books, while approximately 14% teachers visited for research purpose. Majority of the teachers were not satisfied with overall functioning of library.

In research article “Expectations and Perceptions of the Users of Public Libraries in Mysore City: A Survey” Nikam and Chandershekra (2007) examined the expectations and perceptions of users including children, young adults, women and old towards public libraries. Opinions of 200 users were collected through a structured questionnaire. About 90.50% users considered public libraries either as more important or extremely important. Users were not satisfied with the helpfulness of library staff. Respondents did not find it easy to locate the needed reading material from libraries.

Gowda and Shivalingaiah (2009) conducted a study under title “Attitude of Research Scholars towards Electronic Information Resources: A Survey of University Libraries in Karnataka” to examine the preference of research scholars towards print and electronic resources and effectiveness of usage of e-resources among users. Nearly 58.12% respondents indicated their preference towards print resources over electronic resources. The preferences of users depended upon the nature of resources available in libraries, while
usage of electronic resources depended upon the type of IT infrastructure available in libraries. Chowdappa et al. (2009) in study “Impact of Electronic Information sources on the academic users in Mysore: An analytical study” disclosed the extent to which the users of educational and research institutions of Mysore city depended upon the electronic/ digital media.

**USER EDUCATION**

Chang and Ting (1995) ascertained the viewpoint of faculty members towards library user education in study titled, “A Survey of Library User Education toward the Faculty of College in Taiwan”. Quality and quantity of library user education needed improvement to satisfy faculty members and gain their support on library user education.

To conclude, in this chapter the review of literature has been organized into 12 facets. A brief account of major findings of the studies in each facet is given below:

**A. RESOURCES AND SERVICES:** In this facet, 19 studies have been discussed. Main results of these studies are that Mukherjee (1965) found that out of the 50 teachers training colleges, most of the libraries did not have sufficient space for proper functioning. Some of the colleges did not have their own libraries. Staff and students depended on university libraries to which education section was attached. Hingwe (1969) concluded that newly established institutions were spending more funds on libraries for building up the basic
collection, whereas long-standing institutions had not increased their expenditure in proportion to increase in students, teachers and rising price of books. In a study of degree college libraries, Raina (1980) revealed that Library services except circulation service were found missing. Naidu (1981) suggested to lay down the norms and standards for college libraries by inspection commission of each university and further added that at least 6% of the college budget should be spent on library. Kumbar (1986) disclosed that of the 54 college libraries, only 12 libraries had their own buildings. The libraries were spending more funds on books than periodicals.

Jasmer Singh (1990) conducted survey using questionnaire-I to know about the prevalent position of libraries and problems being faced by librarians in managing these. Two separate questionnaires were used to ascertain the opinions of students and teachers. Bajpai (1995) revealed that librarians often found it difficult to deal with teaching and non-teaching staff members regarding return of books. Chopra (1995) discussed the problems being faced by college libraries in Punjab. These were grouped as problems related to management, principals of colleges and library staff.

Awolola (1998) explored the position of libraries of two colleges of education in Nigeria and revealed that libraries have failed to perform their role mainly because of inadequate finance whereas adequate funding can solve a major part of the problems. Author suggested the formulation of standards and guidelines particularly for
college of education libraries. Joshi (2001) found that Book collection in veterinary college libraries was not satisfactory and suggested that Indian Council for Agricultural Research and Agricultural Universities should regularly organize orientation programmes for librarians. Oyesiku et al. (2006) brought forward that out of 10 respondent libraries, only five had written acquisition policy and 60% had serial sections. The strength of library staff varied among different types of libraries. Adebayo (2007) depicted that libraries of colleges of education in Nigeria were rendering basic services as recommended by National Commissions for Colleges of Education. These did not provide indexing and abstracting services. Partap (2007) revealed that in the libraries of colleges of education the collection size varied considerably and comparatively older colleges had large collections. He suggested the introduction of user education programme and need to increase the range and depth of collection and services. Sujatha and Mudhol (2009) discussed the challenges the libraries and information centers face.

B. LIBRARY COMMITTEE: Anand (1981) found that only one college of Delhi University Colleges had the functions of library committee in written, while remaining majority did not. Absence of properly laid down functions of the committees and change of members every year were the major problems in the proper working of committees.
C. COLLECTION DEVELOPMENT: This facet includes 16 studies. Biggs and Biggs (1987) revealed that selection and weeding in academic libraries were not guided by any written policy and studies of use of collection were missing. Online sources were important factors in selection of documents. Andrade and Vergueiro (1996) outlined the different models of collection development given by professionals. Haider (1996) discussed that lack of proper management, absence of competent personnel, non-existence of acquisition policy statements, non-existence of selection aids, ever shrinking library budgets, fluctuating rate of the rupee, inflation, import policy, trade embargoes against some countries, fiscal policy etc. were the major hurdles found in acquisition of books for Pakistan from abroad. Snow (1996) in his article provided that the bibliographers needed to concentrate on selection and evaluation of the collection rather than writing policies that become outdated and irrelevant shortly. Thornton (2000) concluded that consortia will become more important sources in electronic information world. Pandita (2004) brought forward that the policy of content development needs to be worked out and re-designed for collection development. Mandal and Panda (2005) discussed the different dimensions of collection development and suggested for the staff training, provision of adequate staff and funds, appropriate infrastructure in IT and a need based collection.
Adekanmbi and Boadi (2008) discussed the availability and use of collection development policies in the colleges of education in Botswana. Majority of the libraries did not have collection development policies. It was further found that majority of the libraries did not involve their users in formulation of policies and did not implement these for collection development. Sharma et al. (2008) concluded that growing dissatisfaction of the users arising from non-availability of needed documents and lack of provision of services could be boiled down to some extent, by rendering at least CAS or current contents or information about latest addition to users.

D. USER STUDIES: Five studies have been discussed in this facet. Martin (1976) provided various guidelines for conducting user studies and concluded that user data strengthens the planning and decision-making processes at several levels. Coker (1993) examined the various factors influencing the attitude of users towards libraries and considered the socio-economic, technological, physical/technical and psychological/emotional conditions shaping up the perceptions of non-users, inhibit users and potential users. Wildemuth (2003) provided that by gathering evidences about library users, their interactions with library services and materials and context in which those materials and services are used librarians can make sound decisions for the future.

Carr (2006) disclosed that failure to take what users want into account would leave academic library high and dry in the desert of
lost opportunities. Varghese (2008) summarized the results of 101 user studies conducted in the electronic environment.

E. USE OF LIBRARIES: Total 65 studies have been reviewed in this facet. Main results are that Sharma (1974) concluded that maximum use of library was made by students, therefore special emphasis were needed to meet their information needs. Panwar (1976) found, in laterally established college more books were added every year as compared to other one, because it had more budget for books. In a study of a university library, Prather and Clemons (1981) brought forward that users were using library for non-book related purposes. Undergraduates were using it heavily for studying, whereas faculty, staff and alumni were using for personal research. Bavakutty (1985) found that students of govt. colleges were using libraries mainly for outside their study needs whereas those of private colleges were using for curricular purpose. Onardian and Onardian (1986) in the study of use of Ahmedu Bello University Library revealed that only 10% users were found not satisfied with library. Lack of needed books in library was one of the main causes for user’s dissatisfaction. Walia and Gautam (1988) concluded that 65% users considered library collection as adequate to meet their information needs. Library rules were not effective on teachers. Non-Book material was almost absent in libraries.

In a study Kanakachary (1989) revealed that 66.7% users were satisfied, while 33.3% were dissatisfied with the quality and standard
of periodicals on subscription in college library. Nearly 85% users were unaware of catalogue and more than 90% users were not satisfied with physical facilities. Clee and Maguire (1993) concluded that although individual factors in library environment do effect users’ perceptions, it is the total library environment that makes greatest effect. Marshall et al (1993) brought forward that more students used libraries in problem based learning than in traditional programmes. Sanjeev Kumar and Mishra (1993) found that in NIFT library users were visiting library mainly for borrowing books followed by use of reference material and periodicals. Raina and Dayal (1998) in study of IIML found that library collection was used satisfactorily. Microfilms were in very less use in comparison to other documents. Collection on some subjects needed strengthening. Apeji (1999) assessed the resources and services of the library of Nigerian Educational Research and Development Council and found that library resources mainly consist of books and back volumes of journals. Available resources were found relevant and accessible but inadequate. Maughan (1999) in study of 07 departments at the University of California, Berkley depicted that 99% faculty was using library for own research. About 59% students rated circulation as good or excellent. Respondents consulted narrow range of material than was expected. Feldman (2000) observed a change between the usage pattern of library as 56% users were connecting to library by computers against the 32% users in 1996 at University of Texas Health Science Center. About 40%
users favoured the need to increase fee/ additional fee to get more
revenue for library. Gurdev Singh (2002) revealed that faculty
members’ main purpose of visiting library was to prepare notes for
students. Journals and textbooks were not considered very adequate.
Kumbar and Lohar (2002) explored the use of resources, services and
physical facilities of two college libraries. Okiy (2002) found that in
Delta State University library both the faculty and students were
using books more often than any other material, because of dearth of
relevant current journals, abstracts and indexes. Marcum and George
(2003) revealed in aggregate that electronic information use was
substantial and growing in the nation's major universities and liberal
arts colleges in USA. Respondents were making their use for research,
teaching, and coursework, and have equipped themselves well to do
so. As a result of the survey of a Nursing School in Nigeria, Ogombo
and Adomi (2003) found that 59.6% students went to library to
prepare for examination, while 54% users used library to prepare
assignments. As the students were not given orientation, most of them
went directly to the shelves to locate needed material. Salaam (2003)
concluded that long distance between the campus and town where
most of students reside was found as main obstacle in the use of
university library. Waldman (2003) examined the role self-efficacy
plays in freshmen’s search for information and use of the college
library’s electronic resources. Haruna (2004) found that 40.9% users
of a public library were partially satisfied with library material and
were using it because they did not have any other alternative. Swarna (2004) invited the opinions of students and teachers about B.Ed. college libraries in Andhra Pradesh on library collection, services, opening hours, facilities, rules and regulations, reading facility and organization of documents etc. Helen (2005) evaluated the University of Hong Kong libraries and found that majority of the respondents preferred to use online journals than print versions, but on the contrary about 72% users preferred to use printed books over the electronic. Adikata and Anwar (2006) revealed that teachers played an important role in promoting the use of libraries by students. Lawoe (2006) brought forward during study of serials use at Kwame Nkrumah University of Science and Technology Library, Kumasi that undergraduates were using journals significantly, as lecturers were recommending them. Gaps were found in collection development.

Kumbar et al. (2007) examined the extent of use of periodical literature by agriculture scientists and found that most of the users considered print journals as better version than electronic journals, as 74.36% chosen print journals and 25.64% opted for electronic version. Lohar and Kumbar (2007) found that 52.25% users spent less than an hour and more than half an hour only in libraries per week. Only a small fraction of users was found familiar with inter library loan service. Sami and Shahida (2007) ascertained that need to use information technology facilities was high for users irrespective of their gender. Users’ preference to use computers and related
technologies depended up on the cultural, family and the educational background of the users. Achonna (2008) found that use of e-journal resources was low among students of engineering college. Lack of skills, inadequate provision of computers, power outrage etc. were the problems faced in use of resources. Lakan (2008) brought forward that power outrages, slow Internet service and insufficient computers were the factors affecting the provision and use of electronic information resources at Ahmadu Bello University. Moghaddam and Talawar (2008) disclosed a growing interest in the use of electronic journals as the users had free access to electronic journals at all hours. Rao and Babu (2008) found that more than three fourth respondents were visiting libraries for research studies and to write research papers, while a few users used e-resources. Authors suggested for right choice between print and electronic sources of information for collection development, Internet based services, resource sharing.

Harinarayana et al. (2008) ascertained that majority of the users were visiting libraries to study in library and for borrowing books and text book service was the most highly sought after service. Author concluded that libraries were lacking behind to provide specific information. Sujatha and Mudhol (2008) depicted that in the college of fisheries, 88.9% users used electronic information sources for thesis/ project work and 87.6% were using for ongoing research work. Majority of the respondents comprising 79.0% browsed the Internet for subject specific information websites and 75.3% for international/
regional institution websites. E-mail was the most frequently used electronic information source followed by web resources. Biradar et al. (2009) as a result of the survey of agriculture science college found that 72.27% users were using lending service and among them 54.79% were satisfied. The services like SDI, ILL, CD Rom search etc. were fairly used, while non documentary sources were less used. The need was felt to establish e-consortia model among agriculture libraries in India. Gowda and Shivalingaiah (2009) in study of use of library facilities and services of a university library disclosed the significant differences in the satisfaction level of research scholars of different disciplines with facilities and services of libraries.

As the result of study of use of information resources in chemistry at Mangalore University library Pushpalatha and Mallaiah (2009) found that Online Public Access Catalogue and assistance of library staff were the primary means to locate needed documents. About 58.92% post graduate students rated library collection as adequate to meet their information needs, whereas 40% research scholars and 83.33% of the teachers considered at partially adequate. Trivedi and Joshi (2009) concluded that there is a growing use of e-journals over print journals but which is preferable over the other is a debatable issue, as study did not show a significant decrease in use of print journals as compared to e-journal for research.

F. INFORMATION SEEKING BEHAVIOUR: In this facet 07 studies have been reviewed. Shanmugam (1999) in the study of the
information seeking behaviour of trainee teachers of the two teacher training colleges of Malaysia found that trainee teachers’ information needs were influenced greatly by the course requirements centred around their course. A general lack of interest in reading books and newspapers was observed. Computers were used largely for typing rather than for handling information. Fatima and Ahmad (2008) revealed that 51.67% users were visiting libraries daily. Newspapers were the most used documents followed by use of books and journals. Carrier development was the most preferred response for seeking information. Ninety percent students agreed that students needed instruction on how to use information source in their subject area. Singh and Satija, (2008) as a result of survey to find the information seeking behaviour of agricultural scientists concluded that the working culture of those who need information, facilities available for seeking information and knowledge about them, chances of getting the required information etc. affect the information seeking behaviour of the users.

G. SATISFACTION WITH RESOURCES AND SERVICES: This facet includes 05 studies. Main results are that Chavez et al. (2005) revealed that generally users of the Paradise Valley Community College Library were satisfied with the resources, facilities and circulation service and recommended to repeat survey in two years to compare satisfaction level of students. Uganneya and Idachaba (2005) found that circulation and Information Technology services of
university of agriculture library were deficient. Frequency of use of library was found low, which indicates that library did not meet information needs of users properly.

Liu and Allmang (2008) examined the user satisfaction at the NIST Research Library and concluded that as a tool for planning and to understand library’s customers’ base, the surveys are absolutely invaluable and well worth the time spent.

H. INFORMATION NEEDS AND USE PATTERN : Total seven studies have been reviewed in the facet. Main results of the studies are that Krisiddappa et al. (1989) in study of information use pattern of historians found that almost three fourth of the users were facing problems in getting up to date information and one fourth of the respondents were not aware about existence of the NASSDOC. Choukhannde and P.S.G. Kumar (2004) concluded that the purpose of user’s visit to library largely depends up on the free time available to them. The university teachers preferred book trade catalogue, bibliographies, indexes, abstracts, addition lists issued by library and periodicals to know current literature in concerned fields. Purnima (2005) found that majority of the college faculty members needed information for academic work, whereas university faculty members needed information to update knowledge and for research work.

I. READING HABITS : Total three are included in this facet. Shivalli (2000) concluded that reading habits of the users get affected by the non-availability of the required information in libraries. Sudha
and Harinarayana (2009) found that non-professional students and female students expressed more involvement in knowing current affairs by their teachers than other respondents. Non-professional students, students from Kannada medium and students studying in urban area revealed more encouragement by teachers than their counterparts.

**J. THE INTERNET USE**: This facet includes 08 studies. Lazinger et al. (1998) found that use of the Internet was found comparatively higher among faculty of sciences and agriculture than in humanities and social sciences. Anasi (2006) revealed that the level of the Internet use was low among undergraduate students of university as they lacked the search strategies to locate information. Rajeev Kumar and Amritpal Kaur (2006) depicted that 77.5% users felt that the Internet can not replace library services, whereas 22.5% responded otherwise, because they find it easy to locate information on the Internet than in library.

Bansode and Pujar (2008) disclosed that research scholars were using the Internet mainly for communication purpose that is e-mail as compared to information retrieval.

**K. USERS ATTITUDE TOWARDS LIBRARIES**: In this facet also 08 studies are discussed. Major findings of the studies are that Babafemi (1999) found that more than 90% users rated library material as inadequate. Journals in stock were outdated and 14% users advocated the need to subscribe more journal titles. Khaiser
and Madhu (2006) revealed that 88% users visited library daily, but faculty members were not the regular visitors to library. The users wanted easy access to library and new books on emerging subjects.

Gowda and Shivalingaiah (2009) concluded that the preferences of users depended upon the nature of resources available in libraries, while usage of electronic resources depended upon the type of IT infrastructure available in libraries.

**L. USER EDUCATION** : Chang and Ting (1995) concluded to improve the library service to get support form faculty members for user education.
REFERENCES


77


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