CHAPTER - II

REVIEW OF RELATED LITERATURE

Literature review forms an essential part of any research activity. The success of any research work depends upon the familiarity and understanding of the investigator with the studies and the literature related to the topic “User Attitude towards Library Sources and Services in Colleges of Education in Tamil Nadu.” The researcher knows the various developments taking place in the field of knowledge and understanding pertaining to his particular area of research. To know the latest developments in any area of knowledge seems to be a challenge, especially in the contest of knowledge explosion. But an understanding of the past and present developments in the area helps the researcher to expand his base knowledge.

In the field of user attitude as on other fields the researcher needs to acquire up to date information about what has been thought and done in the particular area from which he intends to take up problem of research. A review of related literature serves several purposes in research. Knowledge from the literature is used in stating the significance of the problem, developing the research design, relating the results of the study to the previous knowledge and suggesting further research. Also a review of literature enables a researcher to define and limit the problem. It also helps to place the study in a historical and associational perspective. The chapter contains a brief review of certain relevant research studies which have direct or indirect bearing on the major constructs of the present study related with User attitude towards libraries, Information sources and services and Satisfaction of information Sources and Services
2.1 USER ATTITUDE TOWARDS LIBRARIES

Khan and Shukla (2014)\textsuperscript{1} study about the scientists attitude towards use of E – journals in Indian Institute of Toxicological research (IITR), India. The questionnaire collected from 54 scientists, revels that the most of the respondents use e- journals for primary research (83.33\%) and teaching purpose (85.18\%) respectively. Other Main purposes are current awareness (55.56\%), background research (33.33\%), internal / external presentations (31.48\%), and consulting, advising others (27.77\%). The analysis clearly presents the emerging trends in the usage of e – journals for teaching and primary research.

Balasubramanian et.al (2014)\textsuperscript{2} in his article study about the use and attitude towards electronic sources among librarians of colleges affiliated to Manonmaniam Sundaranar University, Tirunelveli. The article results that the most of the librarians use e-sources for the purpose of collaboration in research projects that obtain the first rank. It is used for academic purpose, e-mailing, chatting, entertainment and purchasing of goods which obtain second, third, fourth, fifth and sixth rank respectively.

Syed et.al (2013)\textsuperscript{3} conducted a study entitled “Attitude of Users towards E-Resources and Services in Engineering Colleges Affiliated to North Maharashta University”. The researcher has employed a well structured questionnaire for collecting data from 737 respondent of three districts of north Maharashta University ie Jalgaon District, Dhule District and Nundurbar District Engineering Colleges. It deals with the level of opinion on importance of computer literacy in the use of electronic resources in the engineering Colleges. The result shows that district – wise respondents’ level of opinion on the importance of computer literacy in the use of electronic resources. Out of 737 respondents, the majority (72.59\%)
of the respondents belong to Nundurbar District has strongly agreed with the statement that computer literacy is important to use electronic resources and it is followed by 146 (57.71%) respondents from Jargon district.

Kirubaran (2012)\(^4\) studied about the user attitude towards the resources and the services of the University libraries in southern part of Tamil Nadu. The study reveals the following facts. It is indentified that the library users are found more monthly users compared with the other users. It is found that the P.G students and faculty are seen more among the monthly users of all the universities.

Bijay B et.al (2012)\(^5\) studied about the teachers’ attitude towards library services of pharmaceutical Colleges in Odisha state. The data collected from 180 users using questionnaire. The study revealed that 71.1% i.e. 128 users expressed satisfaction with the services of library staff, whereas 28.9 % that is 52 users not satisfied with the help of library staff. It was found that the most of them were satisfied with the attitude and co operation of staff in the libraries.

Jaspal Kaur Bhatia (2011)\(^6\) studied the trend of use of electronic resources in degree college libraries in Chandigarh, sample collected for 770 users. His study reveals that the fact total of 377 (48.96%) users favoured e-resources for the purpose of academic assignments, while only 283 (36.75) for preparing for competitive examinations.

Chamani Gunasekera (2010)\(^7\) conducted a study under the title ”Students Usage of an Academic Library: A User Survey Conducted at the Main Library University of Peradeniya”. This study was undertaken to assess library user’s utilization of current information services and resources while identifying user needs. A questionnaire based survey was used for data collection from the undergraduates who would visit the library. The study brings out the importance
of information resources. Most of the respondents (85%) mentioned that the reference materials were the most important (mean=4.45) source of information for their learning while internet (mean=4.33) and text books (mean=4.12) were ranked as 2nd and 3rd important information sources. Moreover it was found that the undergraduates were overall satisfied with the available library resources, services and facilities. But those were not being fully utilized by the undergraduates.

Sunil Kumar P, (2009)⁸ conducted the study of awareness attitude and use of electronic resources in Post graduate Colleges in Kerala. The general use of internet services includes general search, such as using search engines, e-mailing, chatting, and blogging and the use of specific websites. The frequency of use of internet services in general internet usage was used by 10.9% of respondents one or more times a day, 33% used one or more times a week, 20.7% of them used one or more times a month and 22.8% used once in a week and 12.6% never used internet services in general.

Tahir et.al (2009)⁹ conducted a study on “How Humanities Use Libraries: A Survey of Art and Humanities Faculty at University of the Punjab, Lahore, Pakistan” shows that most of the university faculties who used the library feel themselves good in library and they frequently visit the library for reference materials using the reference materials and to search some specific information.

Gowda and Shivalingaiah (2009)¹⁰ conducted a study about the attitude of research scholars towards usage of electronic information resources in University Libraries in Karnataka. The study relates to examine the preference of research scholars towards print and electronic resources and effectiveness of the usage of e-resources among users. The result shows that 58.12% respondents indicated their preference towards print resources over electronic resources. The
preferences of users depend upon the nature of resources available in libraries, while usage of electronic resources depends upon the type of IT infrastructure available in libraries.

**Gopalakrishnan et.al (2008)** conducted a study under the title “Information Use Pattern by the Academicians: A Case Study of NIFT Centres in India”. The study examines the information needs and information use pattern of the academicians of seven institutes of fashion technology in India. The result shows that the suggested effective collection development programme to meet the information needs of the 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.

**Prabhavathi D (2008)** conducted a study on Post Graduate students to identify the actual strength and weakness of the library resources and services and also the levels and kinds of user needs in Sri.Venkateswara University and M.S.University, Tamil Nadu. Her study result reveals that the main purpose of visiting the library is to prepare for general and competitive examinations and dissertation work. The P.G. students do not use the library frequently due to the unavailability of enough number and latest editions of books.

The purpose of the paper by **Ameen et.al (2007)** is to explore some major challenges in the area of collection management faced by the university libraries in Pakistan. The study shows point out the issues like handling of the hybrid character of collections, service to users, training of collection staff members, evaluation regarding the collection resources, sharing and preservation are the challenges of collection management in university libraries.
Lohar and Kumbar (2007)\textsuperscript{14} conducted a study under the title “Teachers Attitude Towards Library Facilities and Information Resources in First Grade Colleges in Shimoga Districts: A Survey”. The study examined the attitude of library facilities such as accessibility of the reading material, its adequacy, users’ opinion about library services on lending service, pattern of search for the latest literature, inter-library-loan, reprography service, orientation, computerization of libraries and service of the Internet. A small fraction of users was familiar with inter library loan service.

Creaser (2006)\textsuperscript{15} made a study of user survey in academic libraries. The survey was to improve the services provided to users. The study revealed that high overall satisfaction levels are good for publicity, and may persuade institutional management that all are well with the library, but they should not lead to complacency within the service.

Khaiser and Madhu (2006)\textsuperscript{16} conducted a study under the title “Expectations and Perceptions of the Users of the National Law School of India University Library (NLSIU): A Study”. The study ascertained the expectations and perceptions of users about the facilities and services offered by National Law School of India University Library. Totally 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 the library. All the users rated library as excellent, very good or good. Users wanted easy access to library and new books on emerging subjects.

Anasi (2006)\textsuperscript{17} examined the pattern of the Internet usage by undergraduate students of university in the study entitled, “Internet Use Pattern of Undergraduate Students at the University of Lagos, Nigeria”. The level of the Internet usage was
found low among students as they lacked in search strategies to locate information. Along with the recommendations for provision of adequate computer laboratory and proper power back up system, the author also recommended the integration of the Internet and computer literacy into compulsory general studies programme of the university.

**Purnima (2005)**\(^{18}\) made an attempt to study the information needs of the college faculties in Higher Education in Manipur. The study reveals that except a few colleges/ universities, most of the faculties were not aware of the I.T, due to lack of infrastructure in their libraries. Questionnaires method was used to collect data from the college and university faculties to understand their information needs and there by suggest application of ICT to all colleges and university of Manipur.

**Salma and Yelwa (2004)**\(^{19}\) made a study under the title “A Survey of Students Attitude Towards Public Library Services: A Case Study of Central Library in Borno State of Nigeria”. The study analyses the attitude towards public Library services. The data was collected through questionnaire, interviews and observations. The survey results that the majority of students visiting library were not its registered members. Resources and services were inadequate to meet information needs of the users. Inadequate funds and accommodation were the practical problems

**Ahmed Elhafiz Ibrahim (2004)**\(^{20}\) in his study deals with the survey of measure perception of users regarding electronic information sources of the United Arab Emirates University. The result of the study shows that the frequency of faculty members using electronic resources was low. Research shows that the lack of time, lack of awareness to electronic resources provided by the library ineffective communication channels and language is a barrier.
Raman Nair (2004) studied about the evaluative study of factors affecting quality of agricultural and farm information services in Kerala. The questionnaire collected from 427 users, reveals that 73% of users are satisfied with the book collection and 35% of the users are satisfied with the collection of journals. This is actually an assessment within the limits of their library as well as information requirement of their activities in respective organizations.

Cole (2003) in his article “Promoting Book Culture and Reading Activities”, presents the genesis of the establishments of the “centre for the book” at the library of congress, Washington Dc through the initiative of Dr. D.J. Boorstin through legislation1997. The article expressed the facts of major issues like promotion of books, printing, technology, libraries and literacy. The paper shows that state of the information role of the centre in honouring the authors, scholars and books, people and community of the book programme. It describes briefly the centre of the book plan and establishment of the centre of the book in each state in the United States and their programme of activities. It points out the key role played by the centre for the book in organizing two national book festivals hosted by the first lady Lara Bush held in 2001 and 2002.

Majid and Shaheen (2001) found that the adequacy of collection, services and facilities were closely linked to the perceptions of library effectiveness. Certain other factors contributing positively to the perception of library effectiveness were the adequacy and effectiveness of library promotion, involvement of users in the selection of library materials, convenient library location and participation in user education programmers, availability of assistance for using library resources and facilities and subject background of the library professional.
Tadased and Metesheela (2001) studied about the use pattern of information sources by post graduate lady students of Gulbarga University, India, which demonstrated the relative importance of information sources. Books, newspapers, magazines, class notes and notes of seniors were the most useful sources: dictionaries, encyclopaedias and scientific periodicals are also useful, but a large variety of other sources including the library catalogue were ever consulted. The study also showed that personal attributes of students, place of habitation, and frequency of visit to the campus have no bearing on the use of specific sources of information.

Saw K.G (1999) and his colleagues studied the changing perceptions of East Malaysian distance learners studying for a degree at university Sains Malaysia (USM). The study focuses firstly on the students’ perception of their own study skills, where students noted positive changes in their skills as learners. Secondly, it looked at the impact of their studies on other areas of their life, including their social obligations, recreational activities, and relation with their spouse, immediately family and their wide family (parents & Siblings), health, finance, work and religion. The students stated that they found it more difficult to find them to study and to concentrate on their studies compared to the time when they had just enrolled. The may be due to the increased family and work responsibilities of the respondents.

Maughan (1999) conducted a study under the title Library Resources and Services: A Cross-Disciplinary Survey of Faculty and Graduate Student Use and Satisfaction. The study on the basis of respondent rate of faculty 44% and 32% of the graduate students. The Library was used 99% by the faculties for their own
research. And 59% students rated circulation as good or excellent. Respondents consulted narrow range of material than was expected.

**Bundy, Alan (1999)**\(^ {27}\) state that Australian School, TAFE and University libraries save provided leadership in promoting information literacy as a profound educational issue requiring a fundamental paradigm shift in educational programs and outcomes.

**Babafemi (1999)**\(^ {28}\) conducted the study under the title of “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. The data collection through Questionnaires was administered to librarian, faculty members and students. The study indicates 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.

**Somanathan Nair (1997)**\(^ {29}\) Conducted A study of the attitude of libraries in kerala towards the use of Information Technology in library and information activities. The study found that 98.24 percent of the respondent in favourable attitude towards Information Technology in Kerala state Librarians

**Powell (1997)**\(^ {30}\) conducted a study related to user, it includes frequency of library and information use, attitudes and opinions regarding libraries, reading patterns, levels of satisfaction, demographic data, personality, lifestyle and awareness of library services.

**Williams (1995)**\(^ {31}\) conducted a study under the title of “Conceptualizing academic library Use: Results of a survey of continuing education students in a small Canadian university”. This survey revealed that Canadian undergraduate
library use, and found that active learners who participate more in class and who read, write and study more are regular and active library users.

Lalitha (1995) analysed the comparative study of the user of medical and engineering personal of five libraries in Thiruvanathapuram, India. The survey related to Research workers, teacher’s practitioners and students. The results show that none of the professional group seemed to have completely understood the complex nature of their information sources. They also emphasise the need of the user education, for medical and engineering personnel.

Satish (1994) made a study on “Social Scientist’s Attitude Towards Information” made on ATI scale based four primary sources formed part of the final list of information sources, motivation, job satisfaction, personal attributes and professional activities. The information sources include books/research reports, periodicals, theses/dissertations, and government Publications. Periodicals are the large body of current research publications and also the most important sources of information for academic work. The respondent 12.2% used this sources rarely, 39.69% used in moderately, 47.33% used frequently and 0.76% of them used the none of periodicals.

Ajayi (1993) conducted a study of students relation with library. Studies of undergraduates’ students ‘relationship with libraries has been conducted in the Nordic countries in Denmark 1995, Sweden 1995 and Finland 1996. The results show that students are rather frequent library users although there are large differences in how students of different disciplines utilize library services.

Unomah (1987) study was related to the utilisation of academic libraries by students in Nigeria. The study revealed that on borrowing 68% had no books on loan, on use of leisure time, most of the faculty members do not promote the
students to use the library that is, 76% of the students said their lectures did not give them reading lists. The students were not equally given guidance by faculty as to the uses of the library and resource materials.

**Abbas, Hisham, A (1986)**[^36] made a study related to problems faced by public libraries in developing countries with special, preference to Saudi Arabia. The Study revealed that fostering reading interest, the production of reading materials, socio-economic conditions, recognition of the importance of library services, financial resources, physical facilities, manpower organization of library materials, librarian attitude towards information sources and national library planning.

**Fine, S (1984)**[^37] in her review on “Research and the Psychology of Information Use”, observes that one of the broad questions concern the way in which people interact with information and under what environment and psychological circumstances. She also states that there are studies, for example, of attitudes that is attitudes towards library services, tools and procedures. But the studies, she observes, treat attitude simplistically as though it is simply a like–dislike response.

**D'Elia and Walsh (1983)**[^38] in their study concluded that user satisfaction is potentially useful for evaluating the performances of services within a library but is not valid for comparing libraries unless demographic characteristics of the users can be controlled. In a report of a follow-up study, they noted that changes in the collections and services in a library may not be perceived by patrons and the use of data collected from the patrons for assessing the performance of libraries may be of questionable value.


Krishakumar (1982)\textsuperscript{39} in a study entitled “User survey: identification of users and their information needs in health science libraries” has stressed the need for user studies and development of expertise within the country and also present a programme for determining information needs versus information seeking behaviour, which is a prerequisite in designing an information system.

Wilson (1981)\textsuperscript{40} study report revealed that much of the user studies in the past suffered from a concentration on the means by which people discover information and analysed in terms of researchers view of how the user ought to have been seeking information, and also recognises (observe) the necessity of identifying the end served by information seeking behaviour within the wider context of users totality of experiences or users life world centred upon individual as an information user. Within this ‘life world’ are the world of work and various reference groups with the user identified such as peer group, fellow professional etc.

2.2 INFORMATION SOURCE AND SERVICES

Felcy Lewis and Mallaiah T Y (2014)\textsuperscript{41} Studied about the Use of Information resources in engineering college Libraries of Dakshina Kannada and Udupi Districts. The data collected from 1098 respondents of students, faculty members and research scholars. The study revealed that majority of the respondents is aware of most of the information resources of their libraries. The overall respondents are not much aware of e- books and thesis/dissertations and the most important information resources for the academic work and research work for test books in 86.33%, newspapers and magazine 71.98%, online journals 61.54%. The least important information resources are CD/DVD, ROMS, Conference / seminar proceedings and the projects reports.
Manhas, R, Maan I S and Rani S, (2013) studied about the usage of various electronic information resources by the students and the faculty members of Adesh Institute of Engineering Technology Faridkot, Punjab, India. The questionnaire distributed to 150 users and the study reveals that 46.2% use the electronic information sources for the purpose of enhancement of their subject knowledge. 34.9% of the respondents indicated that they use electronic information resources of the purpose of preparation of the class assignment and only 18.9% of the respondents access the electronic information resources for the research purposes. Moreover 39.4% of the respondents use electronic information resources to get up to date information, 28.8% found easier to get the latest information and 19.7% of the respondents are of the opinion that electronic information resources help to faster access to desired information. Only 12.1% of the respondents use electronic information resources to get the wide range of information.

Harmanpreet Singh (2013) studied about the use of collections and services, purpose of visit to the library by the user at Dr. B.R Ambedkar NIT Central Library and collected the questionnaire from 170 users. The study reveals that CD-Rom based service 102(60%), Video Service 51 (30%), Xerox service 153(90 %), Reference Service 85 (50%), inter – library loan service 34 (20%), Bindery service 32(18.82%), OPAC/ Web OPAC service 22(12.94%), online search service 119 (70%) and online download service 18(8.83%) are used by most of the students in the library daily, which is beneficial to the library and for the organisation. It is also found out that the fund is utilised effectively.

Thanuskodi and Ravi (2011) made a study about the use of digital resources by faculty and research scholars of Manonmaniam Sundaranar University, Tirunelveli. The study was conducted using a questionnaire method.
The study comprised of faculty members and research scholars of the various departments of Monomaniam Sundaranar University. The investigator analysis the data for 140 questionnaires. The result shows that the purpose of using digital resources by faculty members and research scholars is 64.28 percent of the faculty members and research scholars indicated that the digital resources were used for research purpose, 56.42 percent for publishing articles/books, 46.42 percent to teaching purpose, 45.71 percent for keeping up-to-date in subject area, 34.28 percent for getting relevant information in the area of specialisation, and 32.85 percent of the faculties and research scholars use digital resources for getting current information. A large majority of the respondents are of the opinion that the digital resources can never replace the printed 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.

D.B Patil and Parameshwar S(2009) conducted a study on the use of electronic resources by the faculty members and research scholars in the Gulbarga University, Gulbarga. The data was collected from faculty members and research scholars of various departments. It was found that necessary training must be given to the teachers and research scholars in using electronic resources.

Bansode and Pujar (2008) conducted a study to ascertain the use of the Internet by research scholar in science, social sciences and humanities under the 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 a need of give training on the use of the Internet, so that researchers use appropriate tools and techniques to obtain information.

**Choukhande V.G (2008)**\(^48\) study about the Information Needs of faculty members and research scholars of all colleges affiliated to Amaravathi University. The study reveal that 1149 user visit the library to borrow books, 981 users to locate information books and journals, 961 user for study, research training purpose and 13 users go to library for other purpose.

**Sujatha and Mudhol (2008)**\(^49\) 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.

**Adebayo (2007)**\(^50\) conducted a study to examine the implementation of library service standards in the colleges of education in Nigeria under the title “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.

**Ambili (2004)**\(^51\) her study was about the information needs of the user in Kerala Agricultural University library. The data collected from 925 teachers, P.G students and U.G students’ respondents. Her study reveals that 91.57% of the users utilize the library facilities.
Shokeen and kaushik (2003)\textsuperscript{52} investigated the information seeking behaviour of psychologists and sociologists working in the universities situated in Delhi and Harayana. The data of survey was collected through a structured questionnaire. The results show that qualifications, teaching experiences and status do not have any effect in the visits of the library by both groups. From the study it was found that periodicals are most used and most important sources of information. Browsing is the first preferred methods of searching the required information.

Khaiser Nikam and Rajashekara (2003)\textsuperscript{53} have conducted a survey on reading habits of public library users in two branches of public library in Mysore city. 200 users were surveyed through the questionnaire method. The major findings were 71.50\% of the users’ visit the library for reading purpose, 70\% of the users goes to the library for reading newspapers, 87.50\% of the public library users use dictionaries.

Vijayalaksmi N & Maheswarappa B.S (2001)\textsuperscript{54} study about Information Use Pattern of Post Graduate female Students of Gulbarga University, Gulbarga. The questionnaires distributed and found that majority of the students were aware of the text books that are 95.7\%, Dictionaries and Encyclopaedias 90\% each and Year Books 72.9 \%. Only 60\% are aware of primary journals followed by dissertations/thesis 48.6\%, Hand books 44.6\%, Abstracting sources 35.7\% and manuals 30\%.The large majority of the students were not aware about the Conference Proceeding, Monographs, treatises, reviews, bibliographies and indexing sources.

Chao S.Y Chang C and Chiang B (2001)\textsuperscript{55} the impact of computer technology on libraries is changing the face information services and how these
services are delivered. It is significant that human interaction with computers prevails all service-oriented institutions, especially libraries where circulation, reference and technical services are fully automated and depend on computers for information access and retrieval via patron files and online public access catalogues. Libraries spend a great deal of time on implementing and upgrading electronic services and library functions. However, the human factors are generally overlooked. Provides a systematic way to address employee safety and health issues in the library ergonomics in literatures, current technologies on ergonomic product design and a case study of ergonomics programmes implementation at queens college library, city university of New York.

Mahapatra and Panda (2000) studied about utilization of information sources by the working journalists in Orissa. The study made an analysis of the data collected from 226 working journalist in frequency of their visit to the libraries; the priorities in using library materials, services and information sources. This study stresses the need of utilizing library resources by the working journalists. The study revealed that 79.64% of working journalists assigned the priority to reading newspapers and popular magazines compared to the other form of documents.

Solar (1999) conducted a study about the electronic sources of the user of academic library, used the electronic full text journal articles, accessed through online database. Traditional inter library loan borrowing of journal article usually requires the borrowing library to request a photocopy of the articles from another library or institution. The study reveals that to rectify the drawback in the main service it takes for request to work their way through interlibrary loan process. The
paper evaluates the ability of academic library users to substitute electronic full text journal articles, accessed through online database licensed by their library.

Satyanarayana (1999) made a study under title “Use of Text Book Section in Andhra University Library: A Case Study”. The study expressed the use of text books. The result shows that the majority of the users visited library to use textbooks. Large number of students suggested that to increase the number of textbooks and update the collection regularly.

Awolola (1998) made a study under the title “College of Education Libraries in Kwara State (Nigeria): A Comparative Study”. The study was to examine the various problems of libraries related to finance, space, staff, collection and services of two colleges of education libraries. 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 the libraries of education colleges.

Fidzani (1998) has explored the results of a questionnaire survey to determine the use of information resources, information requirement and their awareness of library services of graduate students at Botswana University. That result indicated that guidance in the library resources and services is necessary and that journals, library books and text books are most popular sources of information for course work and research and students need to be taught how to use the library

Maheswarappa and Havanur (1998) conducted a study under the title the Use of information sources versus the personal attributes of biological scientists in a university environment in India: a case study of Karnataka University, Dharwad. The study shows that relative importance of information
sources among biological scientists and the influence of personal attributes, such as designation, qualification, sex, age, experience, nature of work and nature of research. It concludes that the personal attributes of biological scientists such as designation experience and nature of research in a university environment influence the use of information sources.

Ocholla (1996)\textsuperscript{62} has studied the information-seeking behaviour by University academics at Moi university, Kenya. A study was conducted and data collected through questionnaires and interviews among 27 academicians randomly sampled from: health sciences, information science, environmental studies and education facilities. The reports covered the respective departments and facilities to which academics belonged, their rank and position, information resources frequently used by them, the knowledge about the sort of information sources they tap in to, and the way information was disseminated.

Jasmer Singh and Harisingh (1993)\textsuperscript{63} to assess the needs and expectations of users of Punjab University Library, Chandigarh undertook a survey. The study examined the adequacy of library collection. Satisfaction of users with regards to lending, reference and bibliographic services.

Rodenberg (1992)\textsuperscript{64} conducted a survey to understand the patterns of information usage by 92 staff at once – Nederland. In order to collect information for improving services the study examined the time professional spend on information gathering, what their requirements were, and what sources were most useful. It was found that researchers spent an average of hours weekly on communicating with colleagues and information gathering. The most useful sources of information were fellow researchers, followed by the library department.
information services. The study revealed that services take very little account of the individual interests and needs into consideration.

Folster (1989)\(^65\) study on social science researchers comprising faculty, graduate students: was conducted to determine whether or not the researchers were homogenous in terms of their use of information sources. The results of the survey indicated that for the most part, they could be treated as one group with an identifiable pattern of information use.

Fowowe (1989)\(^66\) made a study related to the students use of academic libraries. The study found difference in the frequency of library use of by faculty and students, and that 94.8% of students use library facilities.

Kawatra (1988)\(^67\) conducted a study on the research scholars in three University libraries in Rajasthan to know the view of scholars on the adequacy of library resources and services. Studies reveal that library resources and services were inadequate compared to the wants of the scholars.

Deshmukh (1983)\(^68\) by his study suggests that overall collection of all types of literature is not completely adequate. Efforts should be made to improve the collection; emphasis should be given on reports and reference books.

Panwar and Vyas (1976)\(^69\) insist that teachers are the communicators of thought to the ‘students, whose demand increases for reference books and text books of their own intellectual development’ students also engage themselves in research, therefore, basic reference works of important subjects need special attention and consideration by library authority, faculty members and library staff.

Mukherjee (1965)\(^70\) made a study entitled, “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.

2.3 SATISFACTION OF RESOURCES AND SERVICES

Senthilkumar and Santhi M (2013)71 in their article made a study on Web Access Habits of Modern users that Post Graduate user in Art subject in Annamalai University some of the users are not satisfied the internet services. So more electronic resources and services may be provided in order to encourage the users’ web access habits.

Chandra and Dominic (2013)72 presented a paper describes about the user’s study in library services in engineering colleges at Coimbatore. The survey conducted in 32 engineering college libraries. The data were collected in the form of questionnaire stating the opinion on access to full text database in library, access to digital repository, issue of books to the users, opinion on gate register, facilities and services offered by the library. The study reveals that users are satisfied on the services and facilities offered by the libraries. Majority (53.12%) of the respondents have given their opinion on the facilities and services offered by the library is good, 255(31.87%) and 120(15%) of the respondents have given their opinion as satisfactory and not satisfactory respectively.

Saravanan (2012)73 conducted a research on the performance of library users in colleges affiliated to Anna University, Tirunelveli, Tamil Nadu. In the analyses 95.72% of the respondents were satisfied with the borrowing facilities of the library and only 4.28 percent of the respondents were not satisfied. So majority of the respondents are satisfied about the borrowing facilities in the library. Further
the type of institution they attended and their level of satisfaction about the collection of materials in the library were also taken into account. It was found that self-finance college respondents were better satisfied with the collection of materials than others.

**Sujatha (2011)**[^74] studied about the analysis of Internet use in Undergraduate colleges of Mangalore. The investigator well structured questionnaire from teachers and students of the five colleges in the Mangalore city and used 335 respondents for analysis. The study revealed that 47.8 percent were partially satisfied while 18.1 percent were least satisfied. Only 16.7 percent were fully satisfied with the internet facilities provided in their institutions.

**Nikam and Chandershakra (2007)**[^75] in their research article entitle “Expectations and Perceptions of the Users of Public Libraries in Mysore City: A Survey”. It 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 the libraries.

**Naushad Ali and Hasan (2006)**[^76] undertook a survey of teachers to assess the library and information services of Aligarh Muslim University Library under the 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

[^74]: Sujatha (2011)
[^75]: Nikam and Chandershakra (2007)
[^76]: Naushad Ali and Hasan (2006)
approximately 14% teachers visited for research purpose. Majority of the teachers were not satisfied with overall functioning of the library.

**Koovakki and Jalaja (2005)** made a study titled “Satisfaction of the Carrier Seekers in the Resources and Services of Libraries in Kerala” It 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.

The reviews of literature studies reveal that there were many studies on use, attitude, and awareness towards Library sources and services and most of those studies were conducted in developing countries. This review expresses the need for such studies among the academic professionals which will help to take appropriate decisions to ensure a quality education in Tamil Nadu.

### 2.4 REFERENCE


3. Syed Noor Mohd, S. Mohamed Esmail and M. Nagarajan, “Attitude of users towards E – Resources and services in Engineering colleges
affiliated to north Maharastra University”, Asian journal of information Science and Technology, 2013,3(2):pp.67-71

4. Kirubaharan A Joshua, “User attitude towards the resources and services of the University libraries in southern part of Tamil Nadu – A study”, 2012: pp.189


58


45. Biradar, B.S., Kumar, P. Dharani and Mahesh. Y, “Use of Information Sources and Services in Library of Agriculture Science College, Shimoga:


57. Solar David–“full text online database as a document delivery systems”, journal of interlibrary loan &Information supply, 1999 3(3) : pp.17-25


67. Kawatra P.S.J “Attitudes of research scholars towards the resources and services of three University libraries in Rajasthan (India) - A study”, Annual of Library Services and Documentation, 1988, 35:pp.171-177.


