



**Original Article**

**AWARENESS AND USE OF LIBRARY RESOURCES AND SERVICES: A SURVEY**

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**Abstract:**

*This paper examines awareness and use of library resources and services among students of Sree Siddaganga College, Tumakuru. Out of the 300 questionnaires distributed, a total of 280 were collected from the students. The data collected from the returned questionnaires were systematically analysed using SPSS. The study found that the majority (52.1%) of the respondents are male. It was noticed that the majority (37%) of the respondents chose a Bachelor of Commerce degree as their course of study. The data indicate that 100% of respondents are aware of traditional library resources like textbooks, magazines, question banks, newspapers, novels, dictionaries, and general knowledge books. This paper identifies that nearly all respondents (98.9%) are aware of the Internet services offered by the college. It may also reflect a growing self-reliance among students, possibly due to the availability of Internet search engines and databases, which reduce the need for traditional reference support.*

**Keywords:** Sources, Siddaganga, Commerce, Internet, Services.

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**Introduction:**

A library is a storehouse of knowledge; it collects a variety of information sources in the form of print, non-print, and electronic sources and disseminates information from them by different library services. The user's needs, their preferences, and the level of satisfaction they derive from library

services have serious implications for library and information systems. Colleges, universities, institutions, etc. are spending huge amounts of money on the collection of information sources to meet the requirements of users. User studies are more or less evaluative studies and give proper



direction to bring quality collections and services (Varadaraju, 2017).

The libraries play a vital role in promoting education, training, research, and other development programmes by providing broader and deeper access to information (Krishnappa and Kemparaju, 2019). The libraries offer physical and intellectual access to a myriad of information sources in different forms and formats. The libraries have been adopting various tools and techniques to ease access to information for the user community using appropriate technological tools. On the other hand, the librarians are also making efforts to bring awareness about information sources acquired and stored in their libraries, and for this purpose, they have designed and are offering user orientation, user education, and information literacy programmes (Biradar and Naik, 2019).

The library's collection, encompassing print, non-print, and electronic resources, is a fundamental component of its significance. Equally important are the services offered by the library to align with the preferences and requirements of its users. To fulfil this role effectively, it is imperative to offer satisfactory resources and services that align with the educational and research objectives of the students. The library staffs assume a critical role in ensuring user satisfaction. They should regularly assess the library's resources and services, soliciting feedback from users to enhance and improve the overall experience (Matta and Rao, 2023).

### **Review of Literature:**

Savitha and Geetha (2016) while exploring the use of information and sources and services as also the satisfaction levels of social science students, found a majority of them using reference books (66.7%), internet browsing (16.27%), books (15.59%) and accessing online resources (12.57%), the study also found a large number of the

respondents (59.4%) using reference services and 37.5% of the respondents making use of E-mail and web services. The study conducted by Kumara et al. (2019) examines the use of e-sources among faculty members and students. A total of 2463 samples were selected from 11 state universities in Karnataka. The study found that most of the respondents preferred to read e-books/journals (57.8%), followed by newspapers/magazines (46%). The study found that almost all the respondents prefer to use e-sources for academic work, and a few of them are not aware of the gazetteers, bulletins, encyclopaedias, and other e-sources.

According to Biradar and Naik (2019) conducted the study intention is to know the extent of use of library resources by the PG students of Private Universities in Bangalore city. The study findings reveals that the still the PG Students are preferred to access print books for their study and reference and at the same time they are well aware of various information resources available their respective libraries. Krishnappa and Kemparaju (2019) conducted a study focusing on the level of awareness regarding library resources and facilities, frequency of use, the purpose of using the library services and facilities among the social science researchers of the ISEC library, Bangalore. The study reveals that, the majority of the respondents are aware of library collections, such as Books (100%), National Journals (95.97%) and international journals (86.22%) etc., and about library services, 89.12% of the respondents are aware of photocopy services provided by the library 85.55% of the respondents are aware of different reference services available in the library.

According to Suman et.al. (2023), the study is confined to the library users of Sayaji Rao Gaekwad Library (Central Library) of Banaras Hindu University (BHU), Varanasi, Uttar Pradesh, India. The study is unique in its way. A lot of



research has been done on the usage, awareness, and patterns of access to electronic resources at various libraries. The study will be helpful for other librarians to maximize the utilization and increase the awareness level of e-resources among the users of their library. Matta and Rao (2023) investigated the extent to which undergraduate and postgraduate students from various departments at Sri Sathya Sai Institute of Higher Learning (SSSIHL), Anantapur Women's Campus, make use of library resources for their academic purposes. The study's results found that the majority of participants, 32.67% visited the library twice a week. Mostly use the library to obtain books and reference materials, and the resources offered by the library. Vijaykumar and Roopa (2024) explore the use and awareness of information resources and library services among students and research scholars of Babasaheb Dr. BR Ambedkar Central Library, Bangalore University. The majorities of users visit the library daily and express interest in accessing newspapers, magazines, textbooks, journals, theses, dissertations, newspaper clippings, and e-resources. According to Salauddin (2025), the awareness and usage patterns of library resources and services among users of the Maulana Azad Library at Aligarh Muslim University (AMU) are explored. The study found that a significant number of users visit the library

primarily to borrow or return books, with books and journals being the most frequently utilized information sources.

#### **Objective of the Study:**

1. To know the demographic information of the respondents.
2. To be aware of the use of information sources and services in the library.
3. To know the frequency of use of information sources by the students.
4. To know the expectations of students towards ICT facilities in the library.

#### **Scope and Methodology:**

The data was collected from the Sree Siddaganga College of Arts, Science, and Commerce, Tumakuru. In the survey method adopted for the study, a structured questionnaire was designed based on the specific objectives of the research. The questionnaire was distributed randomly to a sample of 300 students to ensure a broad and representative understanding of library use across the student body. Out of the 300 questionnaires distributed, a total of 280 were successfully completed and returned. The data collected from the returned questionnaires were systematically analysed using SPSS.

#### **Data Analysis and Interpretation:**

**Table-1: Demographic information of the respondents**

Demographic information		Frequency (N=280)	Percentage
Gender	Male	146	52.1
	Female	134	47.9
Course	Arts	98	35
	Commerce	103	36.8
	Science	79	28.2



The data presented in the table-1 shows the demographic information of the respondents. The study population consisted of a majority of the respondents are male (52.1%) and female (47.9%)

respondents. Further, the table also reveals that 36.8% of the respondents are from commerce, followed by arts (35%) and science.

**Table-2: Aware of the Information Sources (N=280)**

Information Sources	Response	
	Yes	No
Textbooks	280 (100%)	0
Magazines	280 (100%)	0
Question Bank	280 (100%)	0
Newspapers	280 (100%)	0
E-resource	255 (91.1%)	25 (8.9%)
Novels	280 (100%)	0
Dictionaries	280 (100%)	0
Encyclopedias	240 (85.7%)	40 (14.3%)
General knowledge books	280 (100%)	0
Short stories	271 (96.8%)	9 (3.2%)
Journals	274 (97.9%)	6 (2.1)

Table 2 shows that aware of the Information Sources used by students. The data indicate that 100% of respondents are aware of traditional library resources like textbooks, magazines, question

banks, newspapers, novels, dictionaries, and general knowledge books. In comparison, fewer are aware of e-resources (8.9%), short stories (3.2%), and journals (2.1%).

**Table-3: Aware of the information services (N=280)**

Information services	Response	
	Yes	No
Reference service	245 (87.5%)	35 (12.5%)
Circulation	263 (93.9%)	17 (6.1%)
Display of new arrivals	247 (88.2%)	33 (11.8%)
Internet facility	277 (98.9%)	3 (1.1%)
Reprographic service	223 (79.6%)	57 (20.4%)

The above table 3 shows that the majority (277) 98.8% of the respondents used the Internet service, followed by circulation services (263) 93.9%, reference services 245 (87.5%), display of new arrivals 247 (88.2%), and reprographic service 223 (79.6%). Nearly all respondents (98.9%) are

aware of the Internet services offered by the college. It may also reflect a growing self-reliance among students, possibly due to the availability of internet search engines and databases, which reduce the need for traditional reference support.



**Table-4: Frequently aware of the information services (N=280)**

Information services	Very frequently	Frequently	Sometime	Rarely	Never
Reference service	125 (44.6%)	96 (34.3%)	17(6.1%)	32(11 %)	10(3.6%)
Circulation	120 (42.9%)	109 (38.9%)	15(5.4%)	26(9.3%)	10(3.6%)
Display of new arrivals	91 (32.5%)	115 (41.1%)	26(9.3%)	31(11%)	16(6.1%)
Internet facility	94 (33.6%)	125 (44.6%)	14 (5%)	46(16%)	1 (.4%)
Reprographic service	92 (32.9%)	125 (44.6%)	16(5.7%)	29(10%)	18(6.4%)

The table 4 shows the use of the information sources majority 125(44.6%) of the students were opined very frequently use of reference services followed by Circulation services (42%), Internet facility (33.6%), Reprographic Service (32.9%) The display of new arrivals 91(32.5%), of the students opined use very frequently. This could be that students may have alternative means of accessing the internet, such as personal devices with data connections, reducing their reliance on the college's

internet facility.

Table 5 shows the expectations of students towards ICT facilities in the library majority of 151 (53.9%) of the students said a sufficient number of Internet connections are very much required in the library, with computer connectivity 112 (40.0 %), followed by 87 (31.1%) of the students who opined that photocopy and also 35.4% of respondents rated printers as essential.

**Table-5: Expectations of students towards ICT facilities in the library (N=280)**

Library facilities	Essential	Very important	Fairly important	Not important	Don't know
Computers	112(40.0%)	97(34.6%)	61(21.8%)	3 (1.1%)	7 (2.5%)
Internet	151(53.9%)	78(27.9%)	43(15.4%)	1 (.4%)	7 (2.5%)
Printer	99 (35.4%)	109(38.9%)	44(15.7%)	9 (3.2%)	19(6.8%)
Photocopy	87 (31.1%)	55 (19.6%)	99(35.4%)	15 (5.4 %)	24(8.6%)

### Discussion and Conclusion:

The present study examines the various interesting results of the awareness and use of library resources and services among students of Sree Siddaganga College, Tumakuru, Karnataka. Firstly, the majority (52.1%) of the respondents are male, followed by female (47.9%) respondents. The notable findings of the study, nearly all respondents

(98.9%) are aware of the internet services offered by the college. This indicates that Internet access is likely one of the most prominent and widely utilized services in the institution. Given the digital age, students increasingly rely on the internet for research, communication, and accessing academic resources, making it a central part of their educational experience. This level of awareness



implies that students regularly engage with the core function of the library, borrowing resources. It also shows that students are motivated to explore new content beyond their regular study materials, which could indicate a proactive approach to learning.

Finally, while still a substantial number, 33.6% of respondents very frequently use the internet facility, which is lower than for reference and circulation services. This could be that students may have alternative means of accessing the internet, such as personal devices with data connections, reducing their reliance on the college's internet facility. This highlights the critical role that internet access plays in modern libraries, supporting research, academic activities, and access to digital resources. A majority of users rely on the internet for information retrieval, online learning, and access to e-resources, making it the most important service in respondents' eyes. This underscores the need for libraries to prioritize reliable, high-speed internet access to meet user expectations.

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