Awareness about Library Services in Academic Research: A Case Study of Bastar Vishwavidyalaya

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Abstract: In the contemporary academic landscape, library services play a pivotal role in facilitating research and enhancing the educational experience. This case study focuses on Bastar Vishwavidyalaya, examining how its library services contribute to academic research. The study highlights the various resources and support systems provided by the library, including access to digital databases, interlibrary loans, and research assistance. It also explores the impact of library services on the research output of faculty and students, emphasizing the importance of information literacy and research skills development. Through qualitative and quantitative analysis, the findings reveal that effective library services significantly enhance the quality and accessibility of academic research at Bastar Vishwavidyalaya. The research employed a questionnaire method to gather pertinent data. A total of 144 structured questionnaires were disseminated among various user categories, including undergraduates, postgraduates, and faculty members. Of these, 120 completed questionnaires were returned. The findings indicate that a significant proportion of respondents demonstrated awareness of the library's resources and services. This research underscores the necessity for continuous investment in library resources and services to meet the evolving needs of the academic community, ultimately fostering a culture of inquiry and innovation within the institution.

I. INTRODUCTION

With the help of a case study, author gives an exploration of the pivotal role that library services play in academic research, with a specific focus on Bastar Vishwavidyalaya. In an era where information is abundant yet often overwhelming, libraries serve as essential gateways to knowledge, providing resources, support, and guidance to researchers and students alike. Libraries are not merely repositories of books; they are dynamic centres of learning and inquiry. At Bastar Vishwavidyalaya, the library is a cornerstone of academic life, facilitating access to a wealth of information that is crucial for scholarly pursuits. This case study aims to illuminate the multifaceted services offered by the library and their impact on the research capabilities of the university community. In this research work, the author will delve into several key aspects of

library services, including resource availability, information literacy programs, and the role of librarians as facilitators of research. The author will also examine how these services contribute to the overall academic environment at Bastar Vishwavidyalaya, fostering a culture of inquiry and innovation. Research indicates that effective library services significantly enhance the quality of academic research. By providing access to databases, journals, and other scholarly materials, libraries empower researchers to engage with current literature and contribute meaningfully to their fields. As we proceed, the author will highlight specific initiatives undertaken by the library at Bastar Vishwavidyalaya, showcasing how these efforts align with the university's mission to promote academic excellence. Theauthor will also gather insights from faculty and students, offering a comprehensive view of the library's impact on their research endeavors. Through these testimonials, the

author aims to capture the essence of the library's role in shaping academic research and supporting the intellectual growth of the university community.

Bastar Vishwavidyalaya is formerly known as Shaheed Mahendra Karma Vishwavidyalaya, located in the picturesque region of Bastar in Jagdalpur, Chhattisgarh, India, serves as a beacon of higher education in an area that is predominantly inhabited by tribal communities. Established with the aim of promoting advanced learning and research, this university has become a significant educational hub in the Bastar region, which is known for its rich cultural heritage and diverse population. The university primarily focuses on postgraduate education, offering a wide array of programs that cater to the academic and professional aspirations of its students. Over the years, it has built a strong reputation for its exceptional research output, contributing valuable knowledge and insights to various fields of study. The faculty members at Bastar Vishwavidyalaya are highly esteemed, comprising experienced educators and researchers who are dedicated to fostering an environment of academic excellence and innovation. Strategically situated in the Dharampura-2 area of Jagdalpur City, which is classified as a municipality, the campus benefits from its accessibility and proximity to urban amenities while still retaining a serene and tranquil atmosphere. This unique location allows students to immerse themselves in their studies while being surrounded by the natural beauty of the region. The campus itself is characterized by its rich biodiversity, which not only enhances the aesthetic appeal of the surroundings but also creates an environment conducive to quiet contemplation and learning. The lush greenery and diverse flora and fauna provide a perfect backdrop for students to engage in their academic pursuits, encouraging a harmonious balance between education and nature. In addition to its academic offerings, Bastar Vishwavidyalaya is committed to community engagement and social responsibility, recognizing the importance of uplifting the local tribal communities. Through various outreach programs and initiatives, the university aims to empower these communities by providing educational opportunities and resources that can lead to sustainable development. Overall, Bastar Vishwavidyalaya stands as a prominent institution that not only prioritizes academic excellence but also values the cultural and environmental richness of the Bastar region, making it a vital contributor to the educational landscape of Chhattisgarh, India [1].

A. Objectives of the Study

➢ Formulate specific objectives aimed at assessing the effectiveness of library resources and services available at Bastar Vishvavidyalaya, focusing on user engagement and satisfaction levels.
➢ Investigate the extent to which students and faculty members utilize various library resources, including physical books, digital databases, and multimedia materials, to enhance their academic pursuits.
➢ Analyze the accessibility of library services, such as reference assistance, interlibrary loans, and information literacy programs, to determine their impact on the academic success of users.
➢ Evaluate the frequency and nature of library resource usage among different demographic groups within the university,

including undergraduate and postgraduate students, as well as faculty members.
➢ Assess the effectiveness of promotional strategies employed by the library to raise awareness of available resources and services, including newsletters, social media campaigns, and orientation sessions.
➢ Explore the correlation between library resource utilization and academic performance, aiming to establish a clear link between access to library services and student success metrics.
➢ Identify barriers to effective library resource utilization, such as lack of awareness, insufficient training, or technological challenges, and propose strategies to mitigate these issues.
➢ Develop recommendations based on the findings of the examination to enhance the library's offerings and ensure that they align with the evolving needs of the Bastar Vishvavidyalaya academic community.

II. LITERATURE REVIEW

The study in [2] highlights the significant impact of big data technology on public library management, emphasizing the necessity for innovative approaches to enhance service quality and efficiency in response to evolving public information needs. The positive evaluation of the new library service system by students indicates a successful adaptation to these technological advancements.

The study in [3] highlights that while users generally have a positive perception of self-service technology in libraries; their willingness to engage with such devices is influenced by the presence of staff and their familiarity with the technology, with concerns about potential damage acting as a barrier to usage.

The research in [4] highlights the significant relationship between users consultation questions and their cognitive stages, emphasizing the importance of targeted resource discovery in enhancing the accuracy of intelligent question answering systems in libraries. By integrating natural language processing and a semantic framework, the study aims to provide personalized and effective consultation responses tailored to users exploratory search behaviours.

The study in [5] demonstrates that various factors of library experience significantly influence student loyalty, word-of-mouth, and satisfaction, highlighting the positive impact of library services on user perceptions. Furthermore, it introduces the EXQ scale within the context of Indian libraries, marking a novel contribution to the field.

The research paper [6] underscores the importance of evaluating both traditional and ICT-based library services in National Institutes of Technology in India, revealing a gap between service availability, user awareness, and actual usage, while offering recommendations to improve these services for better user engagement. Ultimately, the study emphasizes the need for enhanced outreach and accessibility to optimize library resources for users.

The study in [7] reveals that media professionals in Delhi-NCR exhibit varying levels of satisfaction with the information sources and library services available to them, highlighting the importance of effective library support and resource availability in enhancing user experience.

The author has conducted a comprehensive review of numerous scholarly articles pertaining to library services and user satisfaction over the past five to six years. This investigation has revealed a notable gap in the existing literature, particularly concerning the state of library services and user satisfaction in Chhattisgarh. Despite the growing body of research in other regions, there appears to be a scarcity of studies that specifically address these issues within this particular context, highlighting an area that warrants further exploration and academic inquiry.

III. RESEARCH METHODOLOGY

The methodology for conducting a survey to assess the utilization of library resources and services at Bastar Vishwavidyalaya will be anchored in the development of a well-structured questionnaire. This questionnaire will be meticulously designed to capture a comprehensive range of data regarding user engagement with the library's offerings. The survey will aim to identify patterns of usage, user satisfaction, and areas for improvement, thereby providing valuable insights into how effectively the library meets the needs of its patrons.

To ensure the reliability and validity of the data collected, the questionnaire will incorporate both closed and open-ended questions. Closed questions will facilitate quantitative analysis, allowing for statistical comparisons and trends to be identified, while open-ended questions will provide qualitative insights

into user experiences and suggestions for enhancement. The questionnaire will be pre-tested with a small group of library users to refine the questions and ensure clarity, thereby enhancing the overall quality of the data collected.

Once finalized, the questionnaire will be distributed to a representative sample of library users, utilizing both online and paper-based formats to maximize participation. Data collection will be conducted over a specified period, ensuring that a diverse range of users, including students, faculty, and staff, are included in the survey. The collected data will then be analyzed using appropriate statistical methods, and the findings will be presented in a manner that highlights key trends and recommendations for improving library services at Bastar Vishwavidyalaya.

IV. RESULTS AND DISCUSSION

A questionnaire was disseminated to a sample of 120 candidates with the objective of gathering data to assess the usage of library resources and services provided by the library at Bastar Vishvavidyalaya. This survey aimed to explore various dimensions of library engagement, including the frequency of resource utilization, the types of services accessed, and the overall satisfaction levels of the candidates with the library's offerings. By employing a structured approach to data collection, the study sought to identify patterns and trends in library usage, thereby enabling a comprehensive evaluation of how effectively the library meets the informational and educational needs of its users. The findings from this research are anticipated to inform future enhancements to library services and resources, ensuring they align more closely with the requirements of the academic community at the university.
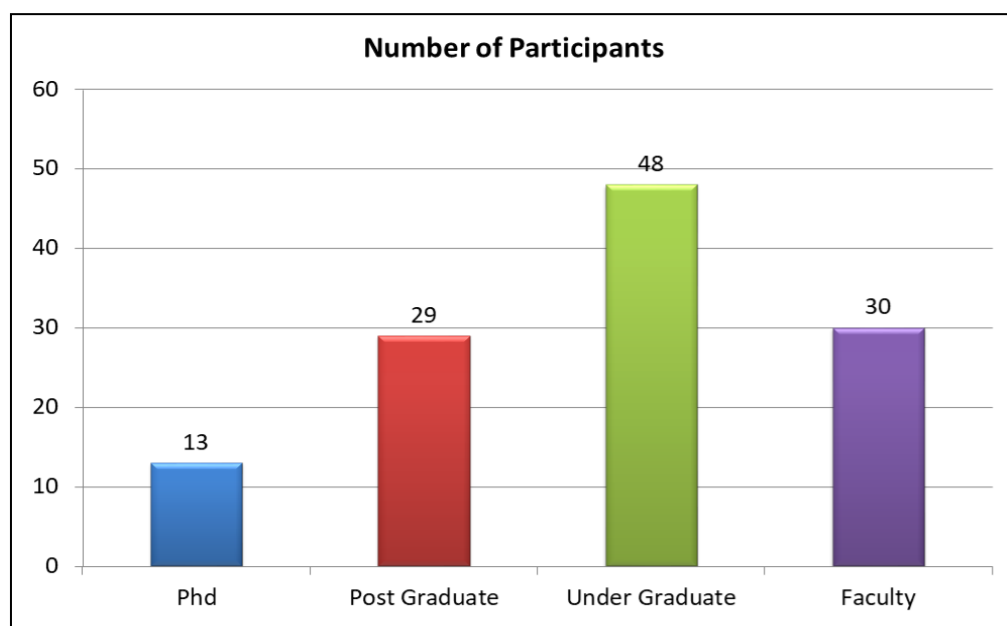

Fig 1: Number of Participants

The distribution of participants is shown in Figure 1 across various academic levels reveals a diverse educational landscape. Among the total 120 participants, 13 individuals hold a PhD, representing approximately 12.5% of the total

cohort. This indicates a relatively small yet significant presence of highly qualified scholars within the group. In contrast, the Post Graduate category comprises 29 participants, accounting for about 27.5% of the total, suggesting a substantial number of

individuals engaged in advanced studies beyond the undergraduate level. The largest segment is the Under Graduate group, which includes 48 participants, making up 46.2% of the total. This dominance highlights the foundational role of undergraduate education in the overall composition of the participants. Lastly, the Faculty group consists of 30 members,

representing 28.8% of the total, indicating a robust involvement of academic staff in the participant pool. Collectively, these percentages illustrate a varied representation of educational attainment, with a notable emphasis on undergraduate participation.
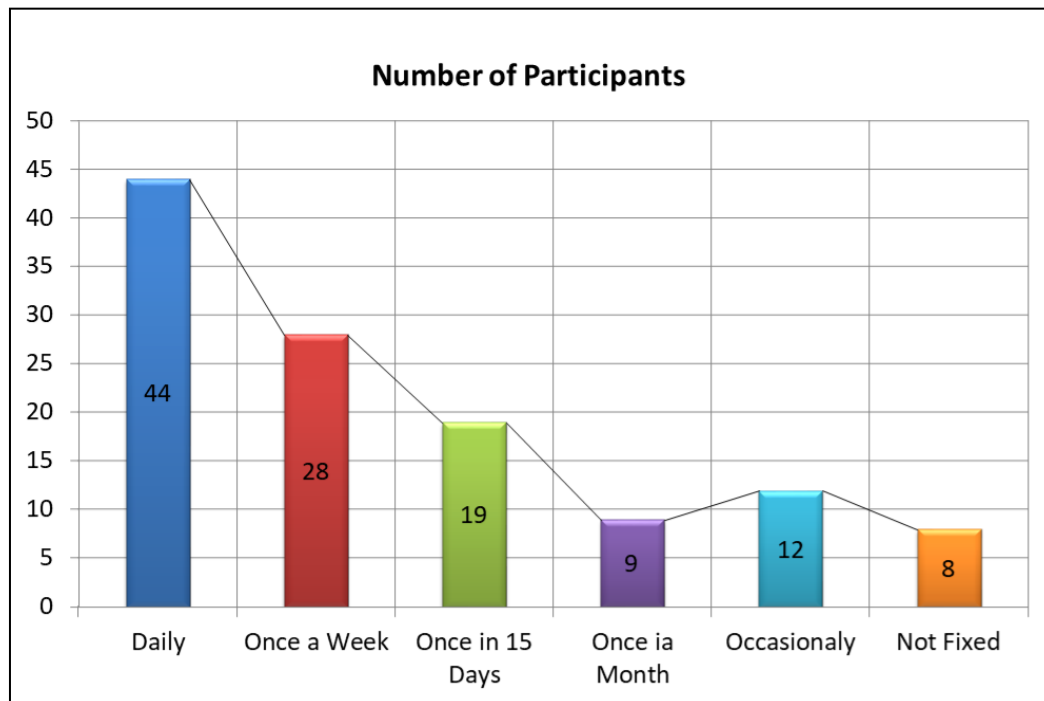

Fig 2: Library Visit vs Participants

The frequency of library visits among participants reveals a diverse range of engagement levels, as illustrated by the distribution of responses as shown in Figure 2. A significant portion of the participants, accounting for 44 individuals, reported visiting the library daily, which constitutes approximately 36.7% of the total respondents. This high percentage indicates a strong commitment to utilizing library resources on a regular basis. Following this, 28 participants, or 23.3%, indicated that they visit the library once a week, suggesting a consistent, albeit less frequent, engagement with library services. In contrast, 19 participants, representing

15.8%, reported visiting the library once every fifteen days, while 9 individuals, or 7.5%, stated they visit once a month, reflecting a more sporadic use of library facilities. Additionally, 12 participants, which is 10% of the total, described their visits as occasional, indicating an irregular pattern of library usage. Lastly, 8 participants, or 6.7%, noted that their library visits are not fixed, highlighting a lack of a defined schedule for their engagement with the library. This data collectively illustrates varying levels of library utilization among participants, emphasizing the importance of understanding these patterns for improving library services and outreach efforts.
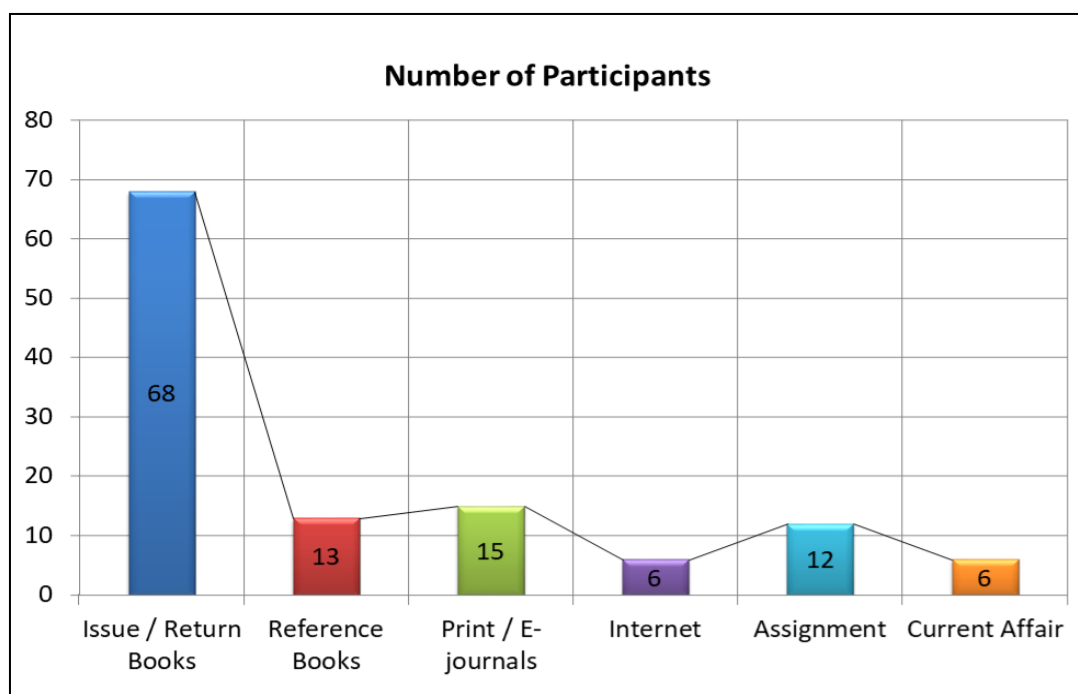
Number of Participants

Fig 3: Motive of Library Visit vs Participants

The library visit was motivated by a diverse range of needs among the participants, as evidenced by the distribution of their activities as shown in Figure 3. A significant majority, comprising 68 participants, engaged in the issue and return of books, which accounts for approximately 56.7% of the total activities recorded. This indicates a strong reliance on the library's physical collection for borrowing and returning materials. In contrast, the use of reference books was notably lower, with only 13 participants, representing about 10.8% of the total, suggesting that while reference materials are essential, they are not the primary focus for most visitors. The engagement with print and electronic journals attracted 15 participants, or 12.5%, highlighting a moderate interest in academic resources that support research and study. Additionally, the internet was utilized by 6 participants, making up 5% of the total activities, which reflects a lesser dependency on digital resources within the library setting. The need for assistance with assignments drew 12 participants, accounting for 10%, indicating that academic support remains a vital function of the library. Lastly, the interest in current affairs was shared by 6 participants, also constituting 5%, which suggests a niche but important engagement with contemporary issues. Overall, these percentages illustrate the varied motivations for library visits, underscoring the institution's role as a multifaceted resource for its users.
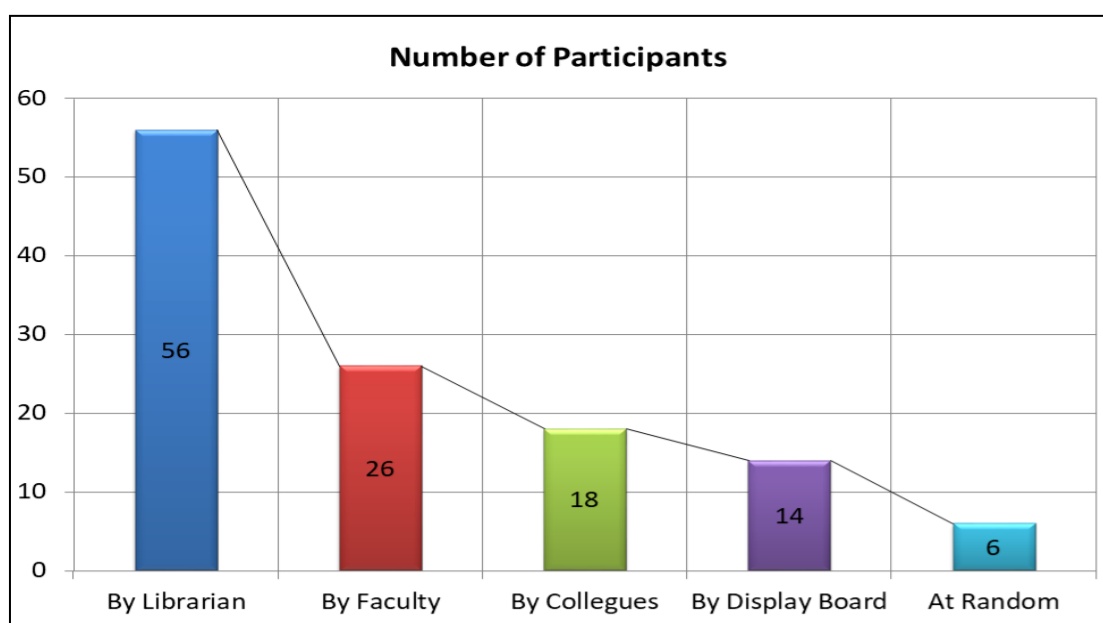
Number of Participants

Fig 4: New Arrivals Information vs Participants

The data regarding the sources of information about new arrivals, as reported by participants, reveals a diverse range of channels through which individuals acquire knowledge of newly available materials as shown in figure 4. A significant majority of participants, accounting for 56%, indicated that librarians serve as their primary source of information, highlighting the crucial role that library professionals play in disseminating knowledge about new acquisitions. Faculty members were identified as the second most common source, with 26% of participants relying on them for updates, suggesting that academic staffs are instrumental in guiding students and colleagues towards relevant resources. Colleagues also contribute to this information network, with 18% of participants reporting that they learn about new arrivals through peer interactions. Additionally, 14% of participants noted that display boards are a valuable source of information, indicating the effectiveness of visual communication in promoting new materials. Lastly, a smaller segment, comprising 6% of participants, reported discovering new arrivals at random, which may reflect a more serendipitous approach to information gathering. This distribution of sources underscores the multifaceted nature of information dissemination within the academic environment.
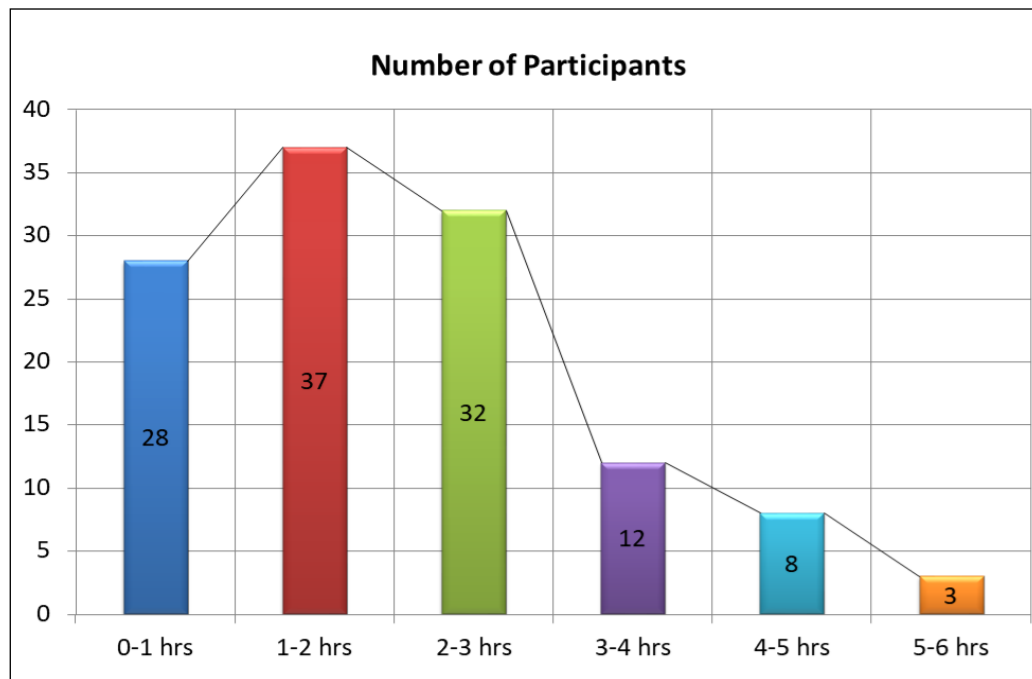

Fig 5: Time Spent in Library vs Participants

The distribution of time spent in the library by participants reveals a diverse range of engagement levels, as shown in Figure 5. A significant portion of the participants, accounting for 28 individuals, reported spending between 0 to 1 hour in the library, which constitutes approximately 22.4% of the total sample. Following this, 37 participants, or 29.6%, indicated that they dedicated 1 to 2 hours to their library activities. The trend continues with 32 participants, representing 25.4%, who spent 2 to 3 hours in the library. In contrast, the number of participants who engaged for longer durations diminishes considerably; only 12 participants, or 9.5%, reported spending 3 to 4 hours, while an even smaller group of 8 participants, equating to 6.3%, spent 4 to 5 hours. Finally, a mere 3 participants, which is 2.4% of the total, indicated that they spent between 5 to 6 hours in the library. This data underscores a clear trend where the majority of participants tend to utilize the library for shorter periods, with a notable decline in participation as the time commitment increases.
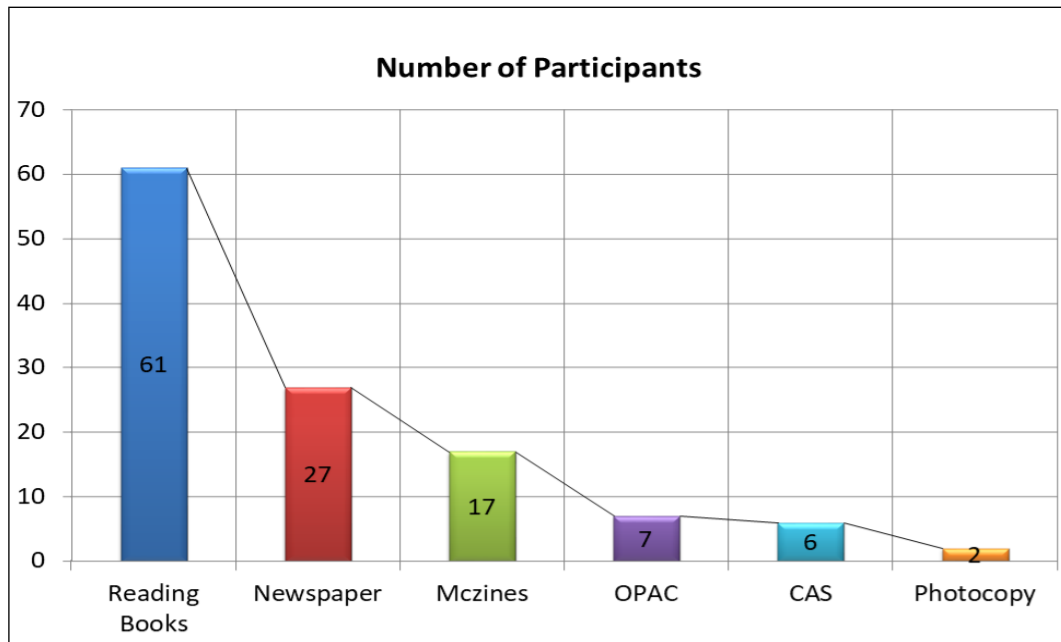
Fig 6: Library Services vs Participants

The utilization of library services among participants reveals a diverse engagement with various resources, as shown in Figure 6. A significant majority, comprising 61 participants, or approximately 61% of the total, engaged in reading books, highlighting the central role of traditional literature in the library's offerings. In contrast, 27 participants, representing about 27%, opted for newspapers, suggesting a strong interest in current events and periodical literature. Magazines attracted the attention of 17 participants, accounting for roughly 17%, which indicates a preference for more visual and contemporary content. The Online Public Access Catalog (OPAC) was utilized by 7 participants, translating to about 7%, reflecting a modest engagement with digital cataloging systems. Furthermore, the Current Awareness Service (CAS) was accessed by 6 participants, or 6%, demonstrating a niche interest in staying updated with the latest information. Lastly, the photocopy service was the least utilized, with only 2 participants, which corresponds to 2%, indicating that while the service is available, it may not be a primary need for most users. This data underscores the varying preferences and needs of library users, emphasizing the importance of a well-rounded collection of services to cater to diverse interests.
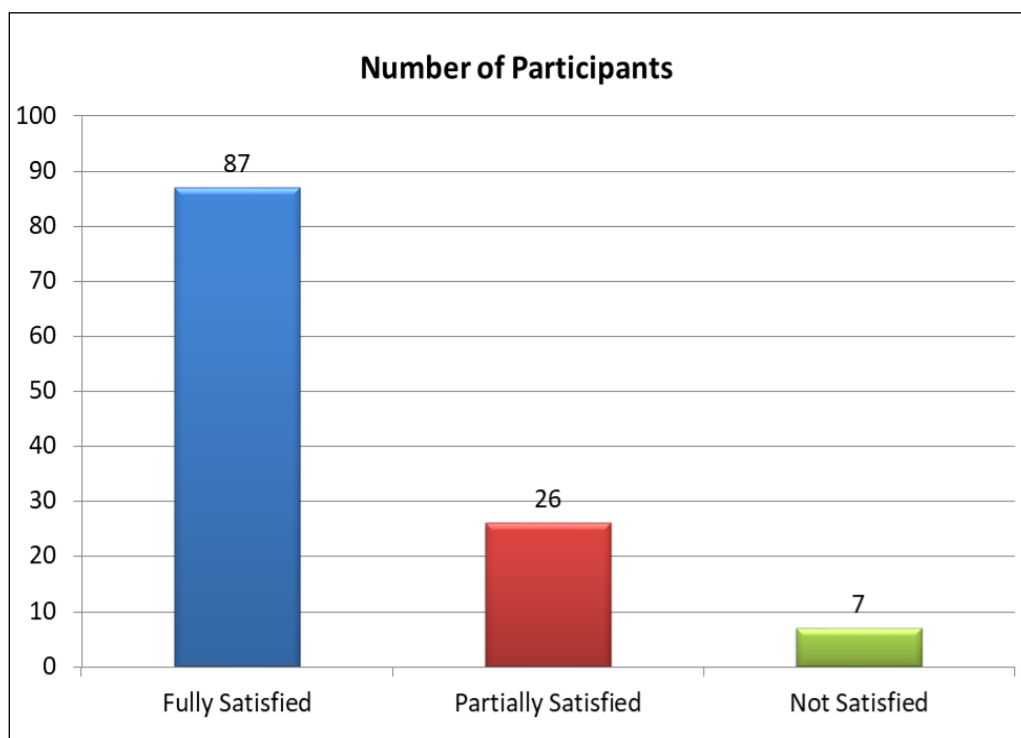

Fig 7: Satisfaction Level vs Participants

The evaluation of library services reveals a significant level of satisfaction among participants, as evidenced by the distribution of responses is shown in Figure 7. A substantial majority, comprising 87 individuals, reported being fully satisfied with the services provided, which accounts for approximately 70.8% of the total participants. This high percentage indicates a strong approval of the library's offerings, suggesting that the services meet or exceed user expectations. In contrast, 26 participants, representing about 21.3%, indicated that they were partially satisfied, reflecting a moderate level of contentment but also implying areas for potential improvement. Finally, a smaller segment of the participants, totalling 7 individuals or roughly 5.7%, expressed dissatisfaction with the library services. This data underscores the overall positive reception of the library's services while also highlighting the need to address the concerns of the minority who are not fully satisfied.
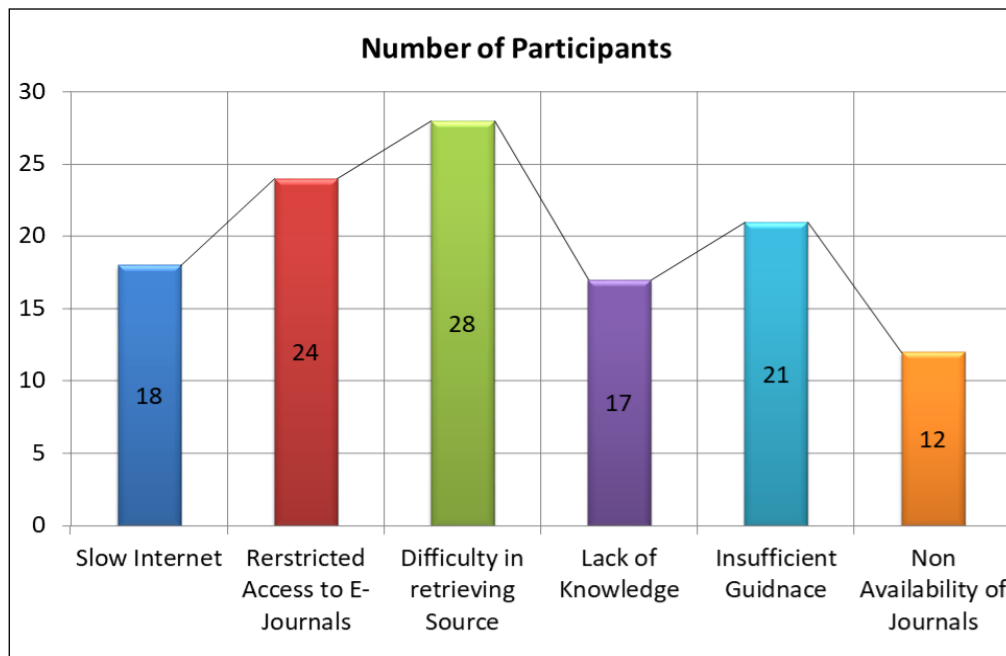

Fig 8: Challenges using Library services vs Participants

The utilization of library services by participants is significantly hindered by various challenges, as evidenced by the data collected as shown in figure 8. A notable 28% of participants reported difficulties in retrieving sources, indicating that this issue is the most prevalent barrier to effective library use. Following closely, 24% of participants faced restricted access to e-journals, which further complicates their ability to engage with necessary academic resources. Additionally, 21% of respondents expressed a need for more guidance, suggesting that the support provided by library staff may not be sufficient to navigate the available resources effectively. Furthermore, 18% of participants cited slow internet connectivity as a significant obstacle, which can severely impact the efficiency of accessing online materials. A lack of knowledge regarding library services was reported by 17% of participants, highlighting a potential gap in user education and orientation. Lastly, 12% of participants noted the non-availability of certain journals, which can limit their research capabilities and access to current literature. Collectively, these challenges underscore the need for libraries to enhance their services and support systems to better meet the needs of their users.

V. MAJOR FINDINGS & SUGGESTIONS

The study reflects a diverse range of educational backgrounds, highlighting a significant focus on undergraduate involvement. This information shows different levels of library usage among participants, which is crucial for enhancing library services and outreach initiatives. Additionally, these figures reveal the various reasons people visit the library, emphasizing its role as a versatile resource for users. This variety in sources highlights the complex ways information is shared within the academic setting. This information highlights a clear trend where most participants tend to use the library for shorter durations, with a significant drop in engagement as the time commitment increases. It reflects the diverse preferences and needs of library users, stressing the importance of a comprehensive range of services to accommodate various interests. Additionally, it shows an overall positive reception of the library's offerings while also pointing out the necessity to address the concerns of the few who are not completely satisfied. Together, these challenges emphasize the need for libraries to improve their services and support systems to better serve their users.

➤ The Study illustrates the distribution of 120 participants across different academic levels, showcasing a varied educational landscape. The cohort includes 13 PhD holders (12.5%), 29 Post Graduates (27.5%), 48 Under Graduates (46.2%), and 30 Faculty members (28.8%), indicating a significant presence of advanced scholars and academic staff. The predominance of Under Graduates underscores the essential role of foundational education within the overall participant composition.

➤ The analysis of library visit frequencies among participants demonstrates varied engagement levels, as depicted in Figure 2. A notable 36.7% of respondents, or 44 individuals, reported daily visits, indicating a strong reliance on library resources. Additionally, 23.3% of participants (28 individuals) visit weekly, while 15.8% (19 individuals) visit biweekly, suggesting differing degrees of commitment to library services. The remaining participants exhibit sporadic usage patterns, with 10% visiting occasionally and 6.7% lacking a fixed schedule, underscoring the need for tailored library services and outreach strategies.

➤ The library visit was driven by varied participant needs, with 68 individuals (56.7%) primarily focused on borrowing and returning books, indicating a strong dependence on the physical collection. Engagement with reference materials was minimal, with only 13 participants (10.8%), suggesting that these resources are secondary for most users. Additional activities included 15 participants (12.5%) utilizing journals, 6 (5%) accessing the internet, and 12 (10%) seeking academic assistance, highlighting the library's multifaceted role in supporting diverse user interests.

➤ Participants reported a variety of channels for learning about new arrivals, with 56% citing librarians as their main source, emphasizing the essential role of library professionals in information dissemination. Faculty members were the second most common source at 26%, indicating their importance in directing students and colleagues to pertinent resources. Peer interactions and display boards also play significant roles, with 18% and 14% of participants respectively, while 6% discovered new materials randomly, highlighting the diverse methods of information acquisition in academia.

➤ The analysis of library usage among participants indicates varied levels of engagement, as illustrated in Figure 5. A notable 22.4% of participants, totaling 28 individuals, reported spending 0 to 1 hour in the library, while 29.6% (37 participants) dedicated 1 to 2 hours. The data reveals a significant drop in longer engagement, with only 2.4% (3 participants) spending 5 to 6 hours, highlighting a preference for shorter library visits.

➤ Analysis of library service usage indicates varied engagement levels, with 61% of participants primarily reading books, underscoring the importance of traditional literature. A notable 27% of users preferred newspapers, reflecting an interest in current affairs, while 17% engaged with magazines, suggesting a demand for visual and contemporary materials. Digital services showed limited use, with only 7% utilizing the OPAC and 6% accessing the Current Awareness Service, highlighting the need for libraries to balance traditional and digital offerings.

➤ The assessment of library services indicates a high satisfaction rate among respondents, with 87 individuals (approximately 70.8%) expressing full satisfaction, as illustrated in Figure 7. This substantial approval suggests that the library's offerings effectively meet user expectations, while 26 participants (about 21.3%) reported partial satisfaction, indicating areas for enhancement. Additionally, 7 participants (around 5.7%) voiced dissatisfaction, emphasizing the necessity to address the concerns of this minority while recognizing the overall positive feedback on library services.

➤ Participants face multiple challenges in utilizing library services, with 28% struggling to retrieve sources, marking it as the primary barrier to effective use. Access to e-journals is restricted for 24% of users, while 21% require additional guidance, indicating insufficient support from library staff. Other obstacles include slow internet connectivity (18%), lack of knowledge about services (17%), and unavailability of certain journals (12%), highlighting the need for improved library services and user education.

VI. CONCLUSION

The study on library services at Bastar Vishwavidyalaya concludes that there is a generally positive reception of the library's services, while also pointing out the necessity to address the concerns of users who are not completely satisfied. The findings emphasize the need for libraries to improve their services and support systems to better serve their users. The study reflects a diverse range of educational backgrounds, highlighting a significant focus on undergraduate involvement. Different levels of library usage among participants are crucial for enhancing library services and outreach initiatives. The varied reasons people visit the library emphasize its role as a versatile resource for users. This variety in sources highlights the complex ways information is shared within the academic setting, where librarians play an essential role in information dissemination. Most participants tend to use the library for shorter durations. The diverse preferences and needs of library users stress the importance of a comprehensive range of services to accommodate various interests. Multiple challenges hinder the utilization of library services.

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