ROLE OF ACADEMIC LIBRARY IN RESEARCH AND ACADEMIC ACTIVITIES OF THE POST GRADUATION STUDENTS AND RESEARCH SCHOLARS

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ABSTRACT

University libraries are crucial organs for universities to support academics and research related activities. Making good use of a university library's resources and services is a great way to improve research and other academic endeavors. These libraries serve the information demands of users affiliated with varied field of research. Users can access a wide range of information resources and services from these libraries. The success of an academic library hinges on the libraries' and faculty's familiarity with its many resources and services. The present study attempts to discover the opinions of the library customers regarding the various services and facilities provided by library. The study surveyed 120 library patrons, mostly post graduate students and researchers, to assess their level of satisfaction with the library's existing offerings and identify areas for potential improvement.

Keywords: Services, Academic Library, Research, Resources, Information

I.   INTRODUCTION

The university library serves an integral function within this cutting-edge educational framework. In the light of this revised meaning of "study," the university library is now more than just a collection of books and periodicals; it is an integral part of the entire university system. Instead, it has played a crucial role as the university's knowledge technology organization and an active collaborator in the research phase of the relevant study curriculum. Together with other units at the university and the faculty, the academic library works toward these ends. The library offers an option for students looking for a quiet place to study on campus. The academic library serves as a personal learning space, with each patron creating a unique library teaching plan based on their own prior knowledge, skill level, and learning goals. However, due to a variety of limitations, no library can truly satisfy every patron.

The library has a reputation for being a hub of information and a vast repository of books. It provides pupils with an abundance of resources to meet their academic needs. Universities and colleges rely heavily on the resources provided by academic libraries. The primary objective of academic libraries is to aid the parent organization in accomplishing its aims. Each educational institution needs the backing of a solid library system. An academic

library's primary function is to aid in the educational process by providing access to relevant and useable information resources. With cutting-edge digital resources, libraries may further their reputations as academic institutions committed to advancing knowledge. Knowing the extent to which academic libraries have succeeded in meeting the professional demands of their users and how well their services and resources are regarded by those users is crucial.

For centuries, libraries have served as repositories for the items that facilitate the transmission of history, culture, and knowledge from one generation to the next. In order to better meet the needs and advance the missions of the institutions they support, libraries curate collections that are unique to each. Academic libraries, for instance, assemble resources for the benefit of students, faculty, and researchers. The library has meticulously categorized and laid up this collection for patron usage. Millions of individuals rely on the library's collection for research, reference, and entertainment. In the past, libraries were seen as just gatekeepers to the library's collection and its books. The libraries were provided for independent use by its patrons. More time and energy was spent on collection building and upkeep than on promoting library usage by the community.

Modern book stores and libraries are unique. These organizations are classified as service and learning centers. Librarians here do more than just shelve books; they also offer a wide range of services to patrons in order to facilitate library, leisure, and professional development. Reference and information services encompass the whole scope of librarians' help and resources. These services encourage library patronage, facilitate access to library materials, and satisfy users' informational requirements.

II.   LIBRARY SERVICES

Libraries offer a wide variety of services, collectively known as Reference and Information Services in order to satisfy its patrons' insatiable appetites for knowledge. Reference services focus on providing one-on-one help to those who are actively researching a topic. Direct services include guiding patrons through the library's resources and systems; assisting with document searches and retrieval; providing ready reference and long range reference service; conducting literature searches and compiling bibliographies; assisting with research; and so on; indirect services include the selection, organization, and maintenance of library material for reference service; and other tasks of the reference section, including the recording of reference inquiries, the preparation of reference materials, and so on.

Libraries offer a wide range of information resources to meet the varying requirements of its customers. Some examples of information services are news alert services, indexing and abstracting services, and so on. These services are sometimes given in response to requests from customers.

III.   RESEARCH METHOD

In this research, we asked different types of library patrons what they thought of the services they received. We use a survey to gather feedback from our two main types of User Categories: graduate students and academics. 180 postgraduate students and research scholars from all years and programs were given the structured questionnaire. 120 questionnaires were deemed to be properly filled out of the original 180 that were sent. Multiple-choice questionnaires are used to obtain data on library patrons' perspectives on a variety of services, including Library Information Guidance, Library Usage, and Service Assessment of their views on Electronic Resources.

IV.   ANALYSIS OF THE DATA

The study's User Categories have been given concise names for the sake of convenience. Research Scholar (RS) and Postgraduate Student (PG) abbreviations.

Table 1: User Category wise Distribution of the Respondents

User Category	Respondents (in %)
RS	14
PG	86
Total	100

The breakdown of responders by user type is shown in Table 1. Only 14 % of the 120 responders are PhD or other research-level scholars; the rest 86 % are postgraduate students.

Table 2: Service Assessment of Library Information Guidance

		Excellent	Good	Average	Poor	Don't Know	χ2
Bay Gates are Understandable & Helpful	PG	20.0	54.0	12.0	0	0	55.814
	RS	6.0	6.5	1.0	0	0.5	
Speed of OPAC	PG	2.0	50.0	27.0	7.0	0	116.742
	RS	1.5	8.0	3.5	0	1.0	

OPAC Provides info about Lib Materials and Member Status	PG	3.0	42.0	31.0	10.0	0	232.811
	RS	2.0	6.0	4.0	0.5	1.5	
Info Access tools	PG	0	30.0	43.0	5.0	8.0	121.34
	RS	1.0	6.0	5.0	0.5	1.5	

Evaluation of Library Information Direction Services by Type of Patron is shown in Table 2. Bay Gates in the Library are Comprehensible and Useful in the First Parameter. To begin with, just 20% of PG-Students and 6% of Research Scholars rate it as Excellent, while 54.5% of PG-Students and 6.5% of Research Scholars rate it as Good. No one who responded to the survey rated the quality of service as poor, while 12% post-graduate students and 1% research scholars found it to be merely adequate. In the end, just 0.5% of academic scholars are unaware of this center's research.

Speed of the OPAC service is rated as Excellent by 2% of PG-Students and 1.5% of Research scholars, and Good by 50% of PG-Students and 8% of Research scholars. Seven percent of graduate students rated the quality of service as poor, whereas 27 percent of PG-Students and 3.5 percent of research scholars rated it as average. One percent of researchers still aren't aware of this resource.

While 42% of PG-Students and 6% of Research Scholars rate the OPAC as Good, 3% of PG-Students and 2% of Research Scholars rate it as Excellent in terms of providing access to information regarding library holdings and membership status. A third of postgraduate students and four percent of research scholars rated this service as Average, while ten percent of postgraduate students and five percent of research scholars rated it as Poor. Finally, 1.5% of scholars in the research community are unaware of this resource.

Only 1% of academics agree that information access tools are an excellent way to find the data they need, whereas 30% of postgraduate students and 6% of academics agree that these tools are a good way to go about their research. In total, 43% of PG-Students and 5% of Research Scholars rated the quality of service as Average, while 5% of PG-Students and 0.5% of Research Scholars rated the quality of service as Poor. Finally, 8% of Postgraduate Students and 1.5% of Research Scholars are Unaware of This Service.

Table 3: Service Assessment of Opinion on Online / Electronic Resources

Opinion on Online / Electronic Resources		Excellent	Good	Average	Poor	Don't Know	χ2
Assistance and maintenance at the digital library	PG	0	18.0	42.0	23.0	3.0	55.372
	RS	0	5.0	7.0	2	0	
Electronic resources in the library	PG	7.0	56.0	19.0	4.0	0	62.305
	RS	1.0	6.0	5.0	1.5	0.5	
Accessibility of electronic resources from hostel room	PG	0	41.0	37.0	8.0	0	28.356
	RS	0	5.0	7.0	1.0	0.5	
Online email notification of new books / events	PG	0	37.0	42.0	7.0	0	17.511
	RS	0	5.0	7.0	1.0	1.0	
Use, access and maintenance of online content	PG	21.0	53.0	12.0	0	0	83.874
	RS	2.0	7.0	4.0	0.5	0.5	
Use, updates and maintenance of online notice board	PG	18.0	57.0	11.0	0	0	93.135
	RS	2.0	6.0	4.0	1.5	0.5	
Quality and retrievable of info acquire from e-resource	PG	7.0	55.0	21.0	3.0	0	72.471
	RS	0	7.0	5.0	1.5	0.5	

Service Ratings for Electronic Resources Online (by User Type) are provided in Table 3. None of those polled gave the digital library's help and maintenance services a perfect score; just 18% of graduate students and 5% of academics in other fields gave it a Good rating. Overall, 42% of PG-Students and 7% of Research Scholars found the service to be Average, while 23% of PG-Students and 2% of Research Scholars found it to be Poor. At the end of the day, 3% of PG-Level students are unaware of this library resource.

The electronic resources at the library are rated as Excellent by 7% of PG-Students and 1% of Research Scholars, and Good by 56% of PG-Students and 6% of Research Scholars. Some 19% of Masters and PhD students and 5% of research scholars and lecturers reported feeling

about average. Only 4% of Graduate Students and 1.5% of Research Scholars rated the quality of service as Poor. Only 0.5 percent of scholars are unaware of this library research.

Only 5% of respondents in the research scholar and postgraduate scholars rated their access to electronic resources from their dorm room as Excellent. The service was rated as Good by 37% of PG-Students and Average by 7% of Research Scholars, with 8% of PG-Students and Poor by 1% of Research Scholars. The remaining percentage of library's research scholars who are unaware of this service is a meager 0.5%.

No one who responded found the online email notification of new books / events to be Excellent, whereas 37% of postgraduate students and 5% of research scholars found it to be Good. The percentage of graduate students who reported feeling "About Right" was 42%, whereas the percentage of research scholars was 7%. Seven percent of postgraduates and one percent of academics (academics) rated the service as poor, while one percent of academics (academics) were unaware of the service.

Use, Access, and Maintenance of Online Content is rated as Excellent by 21% of PG-Students and 2% of Research Scholars, Good by 53% of PG-Students and 7% of Research Scholars. The service was rated as Average by 12% of PG-Students and 4% of Research Scholars. At the library, 5% of researchers said they were satisfied with the service, 5% said they were dissatisfied, and 5% said they were unaware of the service.

18% of postgraduate students and 2% of research scholars rated the online notice board's usability, updates, and upkeep as excellent, while 57% of postgraduate students and 6% of research scholars rated these factors as good. In both Master's and Doctoral levels, 11% of students reported being in the "Average" category. About 1.5% of research scholars thought the quality of this service was poor, and about 0.5% of research scholars weren't even aware that it was available at the library.

55% of Postgraduate Students and 7% of Research Scholars rate the Quality and irretrievability of the material they have gleaned from e-resources as Good. As much as 21% of Postgraduates and 5% of Researchers found this service to be just Average. Three percent of postgraduate students, one and a half percent of research scholars, and less than one percent of research scholars are unaware of this library service.

V. CONCLUSION

The library services should be geared toward the libraries that utilize them. Because they are so central to campus life, university libraries have a responsibility to their patrons to provide excellent facilities, resources, and services. College and university libraries, which support students, teachers, and staff at all levels, need to adapt to the new realities of the digital age. The best way for libraries to make the most of their library materials, and services is to gather digital and print materials with an eye toward serving the needs of their users, both now and in the future, in a dynamic information landscape. It is clear from the study that user

satisfaction with the services offered and the time spent on transactions is crucial. There is dissatisfaction among some library patrons over the quality of the library's electronic resources. Action taken to increase user contentment with e-resources.

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