Research Scholars Awareness And Satisfaction From University Library Resources And Services: A Study In Gauhati University

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Abstract

A university library is established to complement the academic activities of the university and purposes to fulfill the information and research needs of students, research scholars, faculty, and staff. As a part of education system, university library provides specific services to researchers to assist in research work. This study attempts to evaluate the awareness and satisfaction level of research scholars of Gauhati University to know up to what extent the library of Gauhati University is succeeded to support the researchers accordingly their needs.

Keywords: Gauhati University Library, Research Scholar, User Study, Library Resources, Library Services

1. Introduction

Education is an important asset in human’s life. Education provides knowledge and also involves in its exploration. Educational institutions are producing knowledge through research works, supervising good educational activities, innovative concepts. These educational institutions are deemed as a knowledge house where knowledge is created and disseminated from teachers to students (Dhamdhere, 2015).

As a higher education institute, a university is performing its duty as a knowledge creator. According to (Wikipedia) “A university is an institution of higher education and research, which awards academic degrees in various academic disciplines”. A university is reproducing knowledge by means of research and contributing to the development of society.

A university library has the responsibility to fulfill the necessary needs of the researchers. It can be identified as a pioneer of research work. It encourages and supports the researchers. By facilitating services such as- providing research materials (journals, thesis, books, special collections, e-resources, etc); access to library resources through library portals; facilitating scholarly communication, training in database searching; etc. a library helps in building a good
knowledge base on the research topic, and eventually it leads into more research outcome. Including this, a university library offers training programs, feedback, and suggestions, etc. in various research aspects and fields which promote research works.

Basically, a university serves as a higher education institution as well as a research center. As a research center, it involves discovering knowledge, breeding of intellectuals, production of scientific manpower, and development of technological know-how. The success of research occurring in such an institute depends upon the resources, facilities, and services available in universities. As a dynamic instrument of education, the university library aims to satisfy the intellectual thrust of the readers. Their basic function is to build up a collection that is dynamic and capable of meeting the changing needs and demands of the present as well as future users. Basically, the university library is an axis around which the teaching and research activities revolve (Chaubey & Manglik, 2018).

2. Gauhati University Library

The library of Gauhati University, also known as Krishna Kanta Handiqui Library has offered major contributions to the educational revolution brought by the university since it’s inception. The library was started functioning in 1948 to support the needs of students, teachers and research scholars of the university. It is holding a variety of information resources which includes books, bound periodicals, Ph.D. theses, reports, manuscripts, digitized theses etc. Besides this, the library also offers a wide range of services to it’s users such as-Internet Service, CAS Service, SDI Service, Reprographic Service, Alert Service, Access to E-Resource, Bibliographic Databases, Inter/Library Loan, Web Opac etc.

3. Review of Related Literature

Sheeja (2007) considered University Libraries as indispensible part of university education and research. The investigator studied the conditions, infrastructure of the university libraries in Kerala and found it average. Research support services are not adequate enough to support the research scholars.

Khan & Zaidi (2009) conducted a study in Aligarh Muslim university to evaluate the usage of online database and to inspect the users perception and satisfaction level towards it. Study reveals that the subscribed online databases are not sufficient for the research community.

Geetha et al. (2013) carried out a study on the use of library portal by research scholars and faculty members in Kuvempu University and suggested to arrange awareness and orientation programs for the effective use of the library portal.

Saikia and Gohain (2013) assess the satisfaction level of the users along with the use of library resources by users in Tezpur University. Based on the findings of the study, investigators
suggested providing guidance to users in using library resources and take necessary actions to
aware the users about available library resources and services.

**Chaubey and Manglik (2018)** discuss the role of university library in research activities of a
university and evaluate the usage of library facilities, services, and resources available for research
scholar in GGU library. Study reveals that the library need to subscribe more numbers of electronic
and print journals to justify the necessity of the research scholars.

**Liji and Devi (2018)** discussed the value of research support services offered by a library to
researchers in obtaining a quality research output.

**Ahmadianyazdi and Chandrashekara (2019)** survey the satisfaction level of research scholars
in terms of electronic information resources and services provided by the university library of
Mysore. Study reveals that the library of Mysore University is providing a satisfactory service to
its user with good internet service, well-structured facilities including access to quality e-resources.

### 4. Scope of the Study

The scope of a study means the extent of the area which is explored in a study or the subject matter
which is relevant for the study. Here, the study is confined to the research scholars of Gauhati
University only.

With this study, the investigator intends to evaluate all those services, resources that are currently
providing to the research scholars of Gauhati University by the university library. It is an effort to
understand the need of research scholars and recognizes the problems faced by them while
accessing the library services. This study will give a clear picture of the existing library resources
and services available in the Gauhati University Library.

### 5. Objective of the Study

The study is aimed with the following objectives

1) To investigate the purpose of library visits of the research scholars.
2) To assess the awareness of research scholars towards the various library services.
3) To examine the satisfaction level of research scholars towards library resources and
   library services.
4) To detect the problems faced by the research scholars while accessing and using library
   facilities.

### 6. Methodology
Keeping in mind about the chosen topic, its scope and objectives, questionnaire method is adopted to collect the raw information required for the study. A questionnaire is prepared focusing on the research problem of the study and distributed among the research scholars of the Gauhati University via E-Mail and Whatsapp. A total of 62 research scholars from Gauhati University have responded to the questionnaire. On the basis of data and information collected through the questionnaire, analysis is made for the study.

7. Data Analysis and Interpretation

7.1 Gender Wise Distribution

Table No-7.1: Gender Wise Distribution

<table>
<thead>
<tr>
<th>Serial No</th>
<th>Categories</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Male</td>
<td>24</td>
<td>38.7 %</td>
</tr>
<tr>
<td>2</td>
<td>Female</td>
<td>38</td>
<td>61.3 %</td>
</tr>
<tr>
<td>3</td>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>62</td>
<td>100 %</td>
</tr>
</tbody>
</table>

Table No-7.1 shows the gender-wise distribution of research scholars. It shows that in the sample, the numbers of female respondents are highest with 61.3%. Male respondents are only 38.7%. No respondent is belonging to another category. Table -7.1 indicates the slight dominance of females in the sample.

7.2 Age Wise Distribution

Table No-7.2: Age Wise Distribution

<table>
<thead>
<tr>
<th>Serial No</th>
<th>Age Group</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>21-25</td>
<td>20</td>
<td>32.3 %</td>
</tr>
<tr>
<td>2</td>
<td>26-30</td>
<td>38</td>
<td>61.3 %</td>
</tr>
<tr>
<td>3</td>
<td>31-35</td>
<td>4</td>
<td>6.45 %</td>
</tr>
<tr>
<td>4</td>
<td>36 and Above</td>
<td>0</td>
<td>0 %</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>62</td>
<td>100 %</td>
</tr>
</tbody>
</table>
Table No-7.2 is showing the distribution of research scholars according to age group. It reveals that the age group of 26-30 have the most number of respondents (61.3 %), followed by the age group of 21-25 which has 32.3 % of respondents. On the other hand, the age group of 31-35 contains only 6.45 % of research scholars. There is no respondent belong to the age group 36 and above. So, it can be determined from the table-7.2 that majority of the respondents are young.

7.3 Frequency of Visiting Library

Table No-7.3: Frequency of Visiting Library

<table>
<thead>
<tr>
<th>Serial No</th>
<th>Frequency of Visiting Library</th>
<th>No of Respondent</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Daily</td>
<td>5</td>
<td>8.1 %</td>
</tr>
<tr>
<td>2</td>
<td>Once in a week</td>
<td>28</td>
<td>45.2 %</td>
</tr>
<tr>
<td>3</td>
<td>Occasionally</td>
<td>29</td>
<td>46.8 %</td>
</tr>
<tr>
<td>4</td>
<td>Never visited the library</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>62</td>
<td>100 %</td>
</tr>
</tbody>
</table>

Table 7.3 reveals that only 8.1% of research scholars visit the library daily. 45.2 % of respondents have the habit of visiting the library once a week, while 46.8 % of respondents visit occasionally.

7.4 Main Purpose of Library Visit

Table No-7.4: Main Purpose of Library Visit
<table>
<thead>
<tr>
<th>Serial No</th>
<th>Main Purpose of Visiting Library</th>
<th>No of Respondent</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To Borrow Books</td>
<td>15</td>
<td>24.2 %</td>
</tr>
<tr>
<td>2</td>
<td>Accessing E-Journal/Database</td>
<td>24</td>
<td>38.7 %</td>
</tr>
<tr>
<td>3</td>
<td>To Use the Internet</td>
<td>2</td>
<td>3.2 %</td>
</tr>
<tr>
<td>4</td>
<td>To Use Theses/Dissertations</td>
<td>19</td>
<td>30.6 %</td>
</tr>
<tr>
<td>5</td>
<td>To Read Newspaper</td>
<td>2</td>
<td>3.2 %</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>62</strong></td>
<td><strong>100 %</strong></td>
</tr>
</tbody>
</table>

Table-7.4 reveals the majority of the research scholars visit the library to access e-journal and database (38.7%), followed by 30.6% of respondents who visit to use theses/dissertations. On the other hand, 24.2% of the respondents visit to borrow books, and 3.2% of respondents visit to use the internet. In addition, 3.2% of respondents visit to read the newspaper.

### 7.5 Research Scholars Satisfaction on Library Resources

Table No-7.5: Research Scholars Satisfaction on Library Resources

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Resources</th>
<th>Very Much Satisfied</th>
<th>Moderately Satisfied</th>
<th>Not Satisfied</th>
<th>Never Used</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bibliographic database</td>
<td>35 (56.4%)</td>
<td>19 (30.64%)</td>
<td>6 (9.7%)</td>
<td>2 (3.2%)</td>
<td>62</td>
</tr>
<tr>
<td>2</td>
<td>E-Journal/E-Books</td>
<td>30 (48.4%)</td>
<td>24 (38.7%)</td>
<td>3 (4.8%)</td>
<td>5 (8.06%)</td>
<td>62</td>
</tr>
<tr>
<td>3</td>
<td>Print Journal/Newspaper</td>
<td>27 (43.5%)</td>
<td>29 (46.8%)</td>
<td>4 (6.5%)</td>
<td>2 (3.2%)</td>
<td>62</td>
</tr>
<tr>
<td>4</td>
<td>Theses/Dissertations</td>
<td>24 (38.7%)</td>
<td>31 (50%)</td>
<td>3 (4.8%)</td>
<td>4 (6.5%)</td>
<td>62</td>
</tr>
<tr>
<td>5</td>
<td>Research Reports</td>
<td>15 (24.2%)</td>
<td>32 (51.6%)</td>
<td>5 (8.06%)</td>
<td>10 (16.1%)</td>
<td>62</td>
</tr>
</tbody>
</table>
Table no-7.5 presents research scholars' satisfaction with the available library resources. The table reveals that research scholars are very much satisfied with the bibliographic databases (56.4%) facilitated the library. The satisfaction level of researchers on other resources is e-journals/e-books (48.4%), print journal/newspaper (43.5%), theses and dissertations (38.7%), books (32.2 %), research reports (24.2 %), CD/DVD (8.06%) respectively.

Table no-7.5 also shows that CD/DVD is the least used resources in the library by the respondents. Out of all the respondents, 48.4% of respondents have not used CD/DVD available in the library. The percentage of respondents which have never used other library resources are written in decreasing order and they are research reports (16.1%), e-journal/e-book (8.06%), theses/dissertation (6.5%), books (3.2%), bibliographic database (3.2%),print journal/newspaper (3.2%).

### 7.6 Awareness and Satisfaction on Library Services

Table No-7.6: Awareness and Satisfaction on Library Services

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Services</th>
<th>Aware And Very Much Satisfied</th>
<th>Aware And Moderately Satisfied</th>
<th>Aware And Not Satisfied</th>
<th>Aware But Never Used</th>
<th>Not Aware</th>
<th>Total Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Internet Service</td>
<td>36 (58.7%)</td>
<td>18 (28.6 %)</td>
<td>3 (4.8 %)</td>
<td>3 (4.8 %)</td>
<td>2 (3.2 %)</td>
<td>62</td>
</tr>
<tr>
<td>2</td>
<td>CAS Service</td>
<td>23 (37.1 %)</td>
<td>11 (17.7 %)</td>
<td>6 (9.7 %)</td>
<td>10 (16.1 %)</td>
<td>12(19.4 %)</td>
<td>62</td>
</tr>
<tr>
<td>3</td>
<td>SDI Service</td>
<td>19 (30.6 %)</td>
<td>8 (12.9 %)</td>
<td>9 (14.5 %)</td>
<td>11 (17.7 %)</td>
<td>15(24.2 %)</td>
<td>62</td>
</tr>
<tr>
<td>4</td>
<td>Access to E-Resource</td>
<td>27 (43.5%)</td>
<td>24 (38.7 %)</td>
<td>3 (4.8 %)</td>
<td>6 (9.7 %)</td>
<td>2 (3.2 %)</td>
<td>62</td>
</tr>
<tr>
<td>5</td>
<td>Reprography Service</td>
<td>20 (32.3%)</td>
<td>22 (35.4 %)</td>
<td>9 (14.5 %)</td>
<td>7 (11.3 %)</td>
<td>4 (6.5 %)</td>
<td>62</td>
</tr>
</tbody>
</table>
Table no-7.6 presents the research scholars' awareness and satisfaction on the library services. The table reveals that research scholars are highly satisfied with internet service (58.7%) facilitated by the library. The satisfaction level of researchers on the other library services are- access to e-resources(43.5%), CAS service(37.1%), reprography service(32.3%), reservation of documents (30.6%), SDI service(30.6%), document delivery service (27.4%), alert service(20.9%), interlibrary loan(24.2%).

In case of awareness of researchers on library services, most of the respondents don't aware of interlibrary loans and its percentage is (37.1%) out of all the respondents. The percentage of respondents who are not aware of other library services are written in decreasing order and they are- alert service(30.6%), document delivery service(29.03%), reservation of documents (27.4%), SDI service (24.2%), CAS service(19.4%), reprography service(6.5%), access to e-resources (3.2%), internet service (3.2%).

### 7.7 Satisfaction on Library Facilities

Table No-7.7: Satisfaction on Library Facilities

<table>
<thead>
<tr>
<th>Serial No</th>
<th>Facilities</th>
<th>Very Much Satisfied</th>
<th>Moderately Satisfied</th>
<th>A Little Satisfied</th>
<th>Not Satisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Reading Area</td>
<td>32(51.6%)</td>
<td>28(45.2%)</td>
<td>2(3.2%)</td>
<td>0</td>
<td>62</td>
</tr>
<tr>
<td>2</td>
<td>Reading Environment</td>
<td>41(66.1%)</td>
<td>17(27.4%)</td>
<td>3(4.8%)</td>
<td>1(1.6%)</td>
<td>62</td>
</tr>
<tr>
<td>3</td>
<td>Library timings</td>
<td>32(51.6%)</td>
<td>16(25.8%)</td>
<td>6(9.7%)</td>
<td>8(12.9)</td>
<td>62</td>
</tr>
</tbody>
</table>
A library should always keep an eye on the basic facilities which library provide to its user. Such facilities like- peaceful environment for reading, large reading area, library time, advanced IT infrastructure, etc. can bring users to a library. Here, table no-7.7 presents the researcher's opinion on such basic library facilities. It reveals respondents are mostly satisfied with the reading environment of the library. The table indicates 66.1% of respondents are very much satisfied with the reading environment of the library, followed by 56.5% of respondents who are very much satisfied with the assistance of library staff. While 51.6% of respondents are very much satisfied with both reading area and library timings, followed by 40.3% of respondents who are very much satisfied with the IT infrastructure (40.3%) available in the library.

**7.8 Problems Faced By Research Scholars While Accessing and Using Library Services**

**Table-7.8: Problems Faced By Research Scholars**

<table>
<thead>
<tr>
<th>Serial No</th>
<th>Problems</th>
<th>Faced</th>
<th>Not faced</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Books/Journals are outdated</td>
<td>39 (62.9%)</td>
<td>23 (37.1%)</td>
<td>62</td>
</tr>
<tr>
<td>2</td>
<td>Insufficient online journal/database</td>
<td>27 (43.5%)</td>
<td>35 (56.5%)</td>
<td>62</td>
</tr>
<tr>
<td>3</td>
<td>Poor Internet Connectivity</td>
<td>22 (35.5%)</td>
<td>40 (64.5%)</td>
<td>62</td>
</tr>
</tbody>
</table>
Research scholars face various problems while using library resources and services. In this regard, feedbacks are collected from the research scholars of the university and are presented in table no-7.8. The table reveals the main problem faced by the research scholars is "books/journals are outdated". The table shows that 62.9% of respondents have faced the problem of "books/journals are outdated ", while 61.3% of respondents also encountered the problem of “disarrangement of books in shelves". 43.5% of respondents express that e-journals/databases subscribed by the library are insufficient for them and 35.5% of respondents face poor internet connectivity in the library.

7.9 Availability of Special Facilities

Table-7.9: Availability of Special Facilities

<table>
<thead>
<tr>
<th>Serial No</th>
<th>Facilities</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
<th>Total Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table no-7.9 shows the availability of some facilities or some library services which are oriented to support research scholars of the university. The table shows 61.3 % of respondents consider that a dedicated space is provided to researchers of the university by the library, while 22.6% of respondents disagree with it and 16.1% of respondents are not sure about it. In a similar way, respondents have given different opinions on other facilities, and all this information is presented in the table.

7.10 Success of Library Website

Table No-7.10: Success of Library Website

<table>
<thead>
<tr>
<th>Success of Library Website</th>
<th>Yes</th>
<th>No</th>
<th>Never Used Library Website To Access Information</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>23 (37.1%)</td>
<td>15 (24.2%)</td>
<td>24 (38.7%)</td>
<td>62</td>
</tr>
</tbody>
</table>

A library website is a powerful digital tool to offer diverse web-based services to its users. With it, one can easily access to library resources and services without visiting the library. Table no-7.10 presents the opinion of researchers whether the library website of Gauhati University is
successful in providing necessary resources/services to it's the user. From this table, it can be known that 37.1% of respondents consider the library website of Gauhati University is successful in providing necessary resources/information to its user, while 24.2% of respondents don't agree with it. Moreover, 38.7% of respondents never used the library website to access library resources and services.

7.11 Dependency on Other Library

Table No-7.11: Dependency on Other Library

<table>
<thead>
<tr>
<th>Respondents Depend on Others Library For Their Research Activity</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20 (32.3%)</td>
<td>42 (67.7%)</td>
<td>62</td>
</tr>
</tbody>
</table>

![Dependency on Other Library](dependency.png)

Fig 7.4- Researchers dependency on other library

Table no-7.11 presents information about researchers who also have depended on other libraries for their research activities. The table indicates 32.3% of respondents depend on other libraries other than the university library. On the other hand, 67.7% of respondents don't go for it.

7.12 Receiving of Additional Services

Table No-7.12: Receiving of Additional Services
Respondents Getting Additional Services When User Demand For It

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Never Asked For It</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7 (11.3%)</td>
<td>12 (19.4%)</td>
<td>43 (69.4%)</td>
<td>62</td>
</tr>
</tbody>
</table>

Fig 7.5- Receiving Additional Services

Sometimes a user may need additional services from a library, which the library doesn't usually serve it to users. Table no-7.12 presents information about it. This table shows 11.3% of respondents have got additional services from the library when they demand it and 19.4% of respondents got a negative answer from the library. On the other hand, 69.4% of respondents have never asked for any additional services from the library.

8. Findings of the Study

Objective 1-To investigate the purpose of library visits of the research scholars.

Findings:

The analysis of the study reveals that research scholars of Gauhati University primarily visit the university library to access e-journal/databases (38.7 %). A good number of researchers also tour the university library to use the theses/dissertations (30.6 %) and to borrow books (24.2 %). Only a little number of research scholars visit to use internet service (3.2 %) and to read newspapers (3.2 %).
Objective 2- To assess the awareness of research scholars towards the various library services.

Findings:

The study reveals that a bunch of research scholars of Gauhati University are not aware of library services offered by the library of Gauhati University. According to the analysis of data, 37.1% of the research scholars are not about interlibrary loans. Proportion of researchers not familiar with other library services are- alert service(30.6%), document delivery service(29.03%), reservation of documents (27.4%), SDI service (24.2%), CAS service(19.4%), reprography service(6.5%), access to e-resources (3.2%), internet service (3.2%).

A library offers few particular facilities which are specially designed to support research activities. When researchers are inquired about the availability of such services in Gauhati University Library, plenty of researchers responded not to have any knowledge about it. Study reveals a bunch of researchers are not aware of these facilities- organizing training programs/workshop on research work(35.5%), Remote Access(33.9%), Guidance in writing academic literature (27.4%), Arrangement of scholarly communication(20.9%), Provide training/education in using the library(17.4%), Plagiarism checking facility(16.1%), Availability dedicated space for researchers to work (16.1%).

Objective 3-To examine the satisfaction level of research scholars towards library resources and library services.

Findings:

A) Library Collection-The percentage of research scholars satisfied with the information resources are- bibliographic database(56.4 %), E-Journal/E-Books(48.4%),print journal/newspaper(43.5%), theses/dissertations(38.7%), books(32.2 %), research reports(24.2 %), CD/DVD(8.06 %).

B) Library Services- In the case of the library services, investigation discloses that research scholars are highly satisfied with the internet service (58.7%) facilitated by the Gauhati University Library. The satisfaction level of researchers on the other library services are as follows- access to e-resources(43.5%), CAS service(37.1%),reprography service (32.3%), reservation of documents (30.6%), SDI service(30.6%) , document delivery service (27.4%).interlibrary loan(24.2%), alert service(20.9%).

C) Special Library Services/Facilities- In case library facilities or services which are specially oriented to research community, the study reveals that 66.1% of research scholars are mostly satisfied with the reading environment of the library. The level of satisfaction in other services are-assistance from library staff (56.5%), reading area (51.6%), library timings (51.6%), IT infrastructure (40.3%).
Objective 4- To detect the problems faced by the research scholars while accessing and using library facilities.

Findings:

The researchers encounter many problems while accessing and using library facilities in Gauhati University Library. It is found in the study that research scholars of Gauhati University have encountered two main problems while using library facilities. They are- "Books/Journals are outdated"(62.9%) and "Disarrangement of books on the shelves"(61.3%). Most of the researchers also agreed with the fact that researchers have encountered other problems too in the library, which are- insufficiency of online journals/databases (43.5%) and poor internet connectivity (35.5%).

9. Suggestions

Few recommendations are made depending on the findings of the study and are depicted below-

1. The library should execute user study regularly to know the information needs of the users and provide user-centric service.

2. The library should take opinions from experts in acquiring books. Also, the library should weed out outdated books. There should be a provision of displaying recently purchased books to the users.

3. The available e-journals/e-books and bibliographic databases are quite satisfactory for the researchers. The library should subscribe to more print and journals from prominent publications.

4. Plenty of researchers are not aware of library facilities available in the library. So, there's a need to regulate user education programs or awareness programs especially to the researchers of the university to enhance the use of library facilities.

5. The disarray of books in shelves creates a problem for the users in locating the books. The library should take proper necessary actions to place the documents in the exact location. Cleanliness should be maintained in the bookshelves.

6. The library should take all necessary steps to make available the library services digitally. Users should be educated in using the library website to access essential information. Each scholar should be provided a unique id and password with which users can get access to the library resources from anywhere.

7. The library should take initiatives for scholarly communication which is very beneficial for researchers. Researchers should be made aware of institutional repositories and should provide access to it also.

8. A separate place should be provided to the researchers of the university to work in a peaceful environment. Every possible arrangement should be made for the comforts of the
users such as- proper lighting system, air conditioning arrangement, comfortable furniture, etc.

9. Plagiarism checking facilities should be made easily available for the researchers. Also, provide guidance in writing academic literature.

10. Library hours should be extended. The library should be open till late hours.

10. Conclusion

The research scholars of a university expect a lot from the university library. As the largest library of Assam, Krishna Kanta Handiqui library has a special place in society. Since its birth, it has huge offerings to the educational activities of Gauhati University. With this study, the investigator got to know about the existing library facilities that are being offered to research scholars of the University. Findings of the study reveal that, the library needs to keep eye on a few things and improve its facilities to meet the necessities of researchers of the university. Also, the library of Gauhati University has to strengthen its infrastructure and take initiatives to facilitate its services through digital mediums. Nowadays, it becomes vital for the library to adapt to the digital environment. Such steps will attract the users to the library and it will enhance the uses of its facilities.

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