

Users' Awareness and Use of Information Resources, Services and Facilities of Yadanabon University Library

Khin Thida Latt,^{*} Zin Mar Aung,^{**} Hsu Wai Nyein^{***}

Abstract

The present study provides an overview about the user's awareness and use of library resources, services and facilities of Yadanabon University Library. The study was conducted to ascertain the level of students' awareness on information resources, services and facilities of the Yadanabon University Library. 100 copies of questionnaire were administered to the students of Yadanabon University and 100% received back. Simple random and stratified sampling techniques were employed for the study. In data analysis, frequency counts and simple percentage were used for the statistical analysis. The study highlights the levels of awareness of different types of information resources, services and facilities provided by the university library. The study revealed that the students were fully aware and seems to use them regularly. Other findings from the study showed that the students utilized the information resources such as text books, journals, magazines and dissertations for learning and research. The study recommended that the university library should make more efforts to improve the relevant information resources to encourage students to patronize the library.

Keywords: awareness, utilization, information resources, services, facilities, students, Yadanabon University Library

Introduction

The university library is one of the best agencies for collecting and organizing knowledge for effective usefulness, and for providing the services and physical facilities to encourage. The library exists not merely to help the instructional functions of the university, it does also a good deal in aid of research.¹ The university library performs a variety of functions and up-to-date literature on every subject for users: as well as by maintaining an efficient reference and

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1. Dr. P. Balasubramanian. *Users and User of Library*. (New Delhi: Deep and Deep Publication, 2011), 6.

information service including e-resources.² The study identifies some valuable points to improve and increase the library resources and services of Yadanabon University Library.

Objectives of the Study

The objectives of the study are:

- (i) To identify the users' awareness and use of information resources, services and facilities provided by the Yadanabon University Library.
- (ii) To explore the extent of library resources, services and facilities provided by the library.
- (iii) To investigate the extent of satisfaction of the library users with the resources, services and facilities of Yadanabon University Library.

Scope of the Study

This research studied awareness and use of information resources, services and facilities of Yadanabon University Library. This study intends to cover investigation of how the users perceive the facilities, resources and services provided by the library. It is restricted to seek opinions from selected groups of users among the students.

Method of the Study

This study was conducted using a survey method. The required data were collected through the survey questionnaires. The questionnaires were distributed to the students of Yadanabon University. Totally 100 questionnaires were distributed randomly among the students of the various departments selected at Yadanabon University. In data analysis, frequency counts and simple percentage were used for the statistical analysis.

Research Questions

This study explores to identify the users' awareness and use of information resources and facilities of Yadanabon University Library. According to this purpose, the following research questions are stated.

- (i) What is the extent of users' satisfaction of library services, resources, facilities by users?
- (ii) What is the extent of information sources, services and facilities provided by the library?
- (iii) What is the extent of users' satisfaction with information sources, services and facilities provided by the library?

². Akobundu Dike Ugha and Chilaka Geore, "Sized and Quality of Information Sources and the Use of University Library Resources and Services by the Students of Paul University, Awka, Anambra State, Nigernia," *Library Philosophy and Practices* (2011): 7, accessed January 23, 2022, <http://digital.commona.Unl.edu/libphilprac>.

Literature Review

A literature review is a systematic, explicit, and reproducible method for identifying, evaluating, and interpreting the existing body of recorded work produced by researchers, scholars, and practitioners.³

Iwhich and Okorodudu studied the users' satisfaction with library information resources, facilities and services of the Edo State Central Library, Benin-City, Nigeria". In this study, information is investigated as a consumable product and library users are customers who are having a purchasing experience. Accordingly, information searching and retrieval activities are viewed as purchasing experiences of library users. It was found that the library information resources are better utilized when relevant facilities such as reading tables, chairs, book shelves, ICTs among others are available. The availability of facilities enhances the ability of public libraries to render necessary services to users.⁴

Htet Zar Ni Ko observed the use of information sources and services of Yadanabon University Library. He evaluated that the library requires to improve not only collection but also services and facilities in response to the changing needs of library users in a rapidly changing information age.⁵

Khin Su Mar studied the use of information sources and services of Mandalay University Library on the research output of some students. It revealed that the number of faculty members use the information sources for getting their required information. This study is useful for the students, teachers and scholars who pursue research activities by using the information sources and services.⁶

Data Collection and Analysis

Data collection is the systematic approach to gathering and measuring information from a variety of sources to get a complete and accurate picture of an area of interest.⁷ Analysis of the

³. "Literature Review," last modified January 17, 2023, accessed January 11, 2023, <https://guides.library.bloomu.edu/c.php?r=318537&p=2127877>.

⁴. B.E.Iwhiwhu and P.O.Okorodudu, "Public Library Information Resources, Facilities, and Services: User Satisfaction with the Edo State Central Library, Benin-City, Nigeria," *Library Philosophy and Practice* (2012): accessed January 11, 2023, <https://digitalcommons.unl.edu/libphilprac>.

⁵. Htet Zar Ni Ko, "A Study on the Use of Information Sources and Services and Effects on the Research Output of Faculty Members in Yadanabon University" (master's thesis, Yadanabon University, 2017).

⁶. Khin Su Mar, "A Study on the Use of Information Sources and Services and LIS Effects on the Research Output of Some Faculty Members in University of Mandalay" (master's thesis, Yadanabon University, 2014).

⁷. "Data Collection," last modified April 29, 2022, accessed January 19, 2023, <https://searchcio.techtarget.com/definition/data-collection>.

survey was carried out by the investigator on the users' awareness and use of library resources services and facilities by students of Yadanabon University Library. The study was conducted by using sample population of 100 students of Yadanabon University.

1. Category-wise Distribution of the Respondents

A total of 100 copies of the questionnaire were distributed to the library users and a total of 100 copies representing 100% were retrieved from the respondents of the library.

Table 1. Category-wise Distribution of the Respondents

Category	No. of Questionnaire Received back	Percentage
Students	100	100

Source: Responses of the students of Yadanabon of University Library

Table 1 shows the categories of the response rate of users of the Yadanabon University Library. According to the result, all the students responded to the questionnaire.

2. Gender-wise Distribution of the Respondents

The respondents were asked to identify the differences in genders with respect of each category for user's information.⁸ The following table shows the gender-wise distribution of the respondent.

Table 2. Gender-wise Distribution of the Respondents

Genders	No. of Respondents	Percentage
Male	34	34
Female	66	66
Total	100	100

Source: Responses of the students of Yadanabon University Library

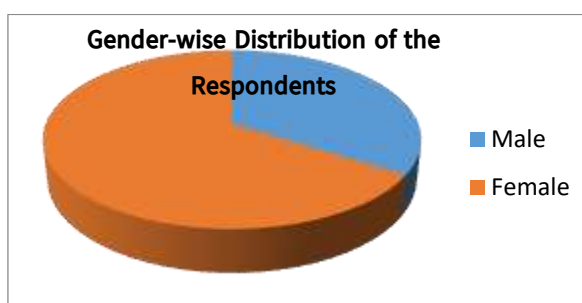


Figure 1. Gender-wise Distribution of the Respondents

8. War War Hlaing. "User's Perception of the Facilities, Resources and Services of University of Mandalay Library". master's thesis, Yadanabon University, 2018.

Figure 1 shows that 66 respondents were female, representing (66%) of the sample population, while 34 respondents (34%) were male library users. According to the results, majority of the female respondents used the library and presented their satisfaction on the library resources and services.

3. Educational Level of the Respondents

After knowing the different status, the respondents were requested to state their educational levels to know qualifications related to their designation.

Table 3. Educational Level of the Respondents

Status	No. of Respondents	Percentage
Post-graduate students	12	12
Under-graduate students	88	88
Total	100	100

Source: Responses of the students of Yadanabon University

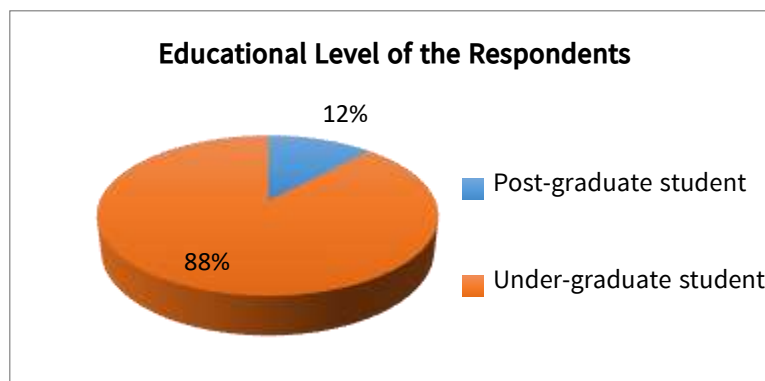


Figure 2. Educational Level of the Respondents

Figure 2 shows the educational levels of the Post-graduate students accounted for as much as 12 (12%). On the other hand, 88 (88%) of the under-graduate students participated in it.

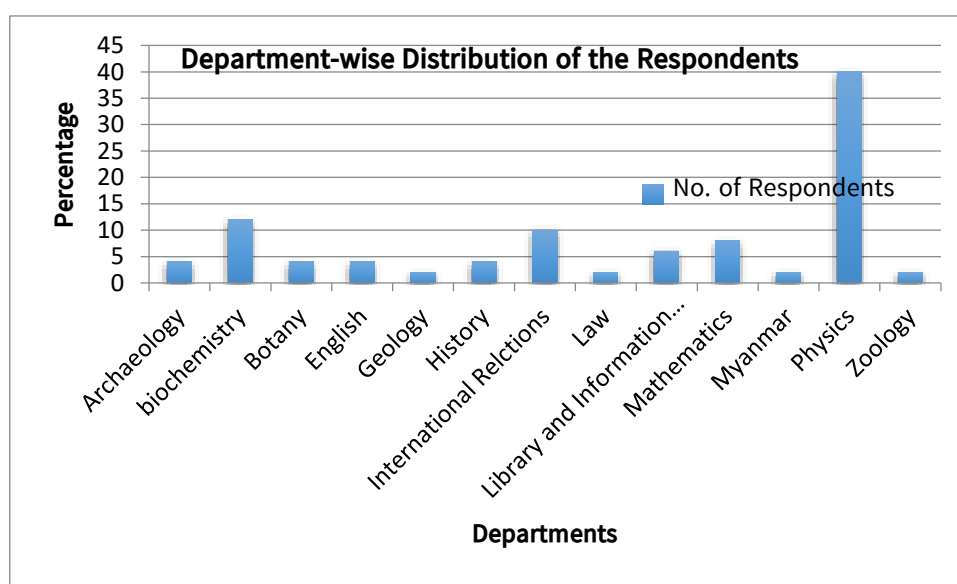
4. Department-wise Distribution of the Respondents

There are 21 departments at Yadanabon University. The totals of 100 Students were selected as participants from the 21 departments. The following table shows department-wise distribution of the respondents.

Table 4. Department-wise Distribution of the Respondents

Departments	No. of Respondents	Percentage
Archaeology	4	4
Biochemistry	12	12
Botany	4	4
English	4	4
Geology	2	2
History	4	4
International Relations	10	10
Law	2	2
Library and Information Studies	6	6
Mathematics	8	8
Myanmar	2	2
Physics	40	40
Zoology	2	2
Total	100	100

Source: Responses of the students of Yadanabon University

**Figure 3. Department-wise Distribution of the Respondents**

As shown in figure 3, the numbers of 100 respondents are from the Departments of Myanmar, English, Mathematics, Physics, biochemistry, Botany, Zoology, Geology, History, Geography, Library and Information Studies and International Relations. The analysis of the above data shows that 40 (40%) of the respondents of Physics Department participated in the study more than other departments.

5. Age-wise Distribution of the Respondents

The participants were requested to identify their age. It can be grouped into four in this study. The age group of the respondents are expressed in the following table.

Table 5. Age-wise Distribution of the Respondents

Age	No. of Respondents	Percentage
18-20	78	78
21-25	22	22
25-30	0	0
30 and above	0	0
Total	100	100

Source: Responses of the students of Yadanabon University

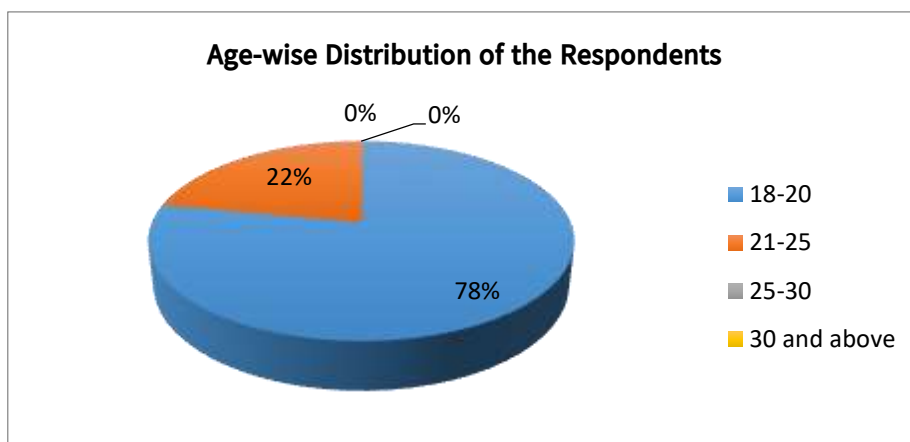


Figure 4. Age-wise Distribution of the Respondents

In figure 4, 78 (78%) of the respondents were between 18-20 years, and 22 (22%) accounted for 21-25 years. No one was participated between 25-30 years and 30 years and above. According to the results, most of the respondents are within 18-20 years.

6. Purpose of Visit to the Library

The purpose of library visitors may vary from one user to another and it can be more than one purpose. Thus, according to the responses, the purpose of library visit can be seen in table 6.

Table 6. Purpose of Visit to the Library

Purpose of Library Visit	No. of Respondents	Percentage
To borrow books	44	44
To read subject materials	22	22
To read periodicals	6	6
To study old exam questions	36	36
For research purpose	14	14
For copying service	4	4

Source: Responses of the students of Yadanabon University

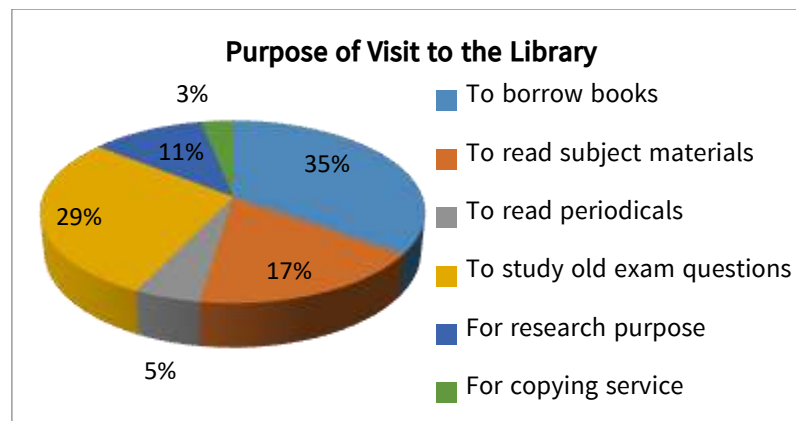


Figure 5. Purpose of Visit to the Library

The analysis reveals that the respondents used the library for more than one purpose. As shown in figure 5, 44 (44%) of students used the library to borrow books. It was followed by 36(36%) to study old exam questions.

7. Time Spent for Library Use

These respondents were asked how long they had been using the library during their courses. Table 7 traces the time spent for library use by the respondents.

Table 7. Time Spent for Library Use

Time Spent	No. of Respondents	Percentage
Over 15 hours a week	3	3
11-15 hours a week	2	2
6-10 hours a week	22	22
5 of less hours a week	71	71
Total	100	100

Source: Responses of the students of Yadanabon University

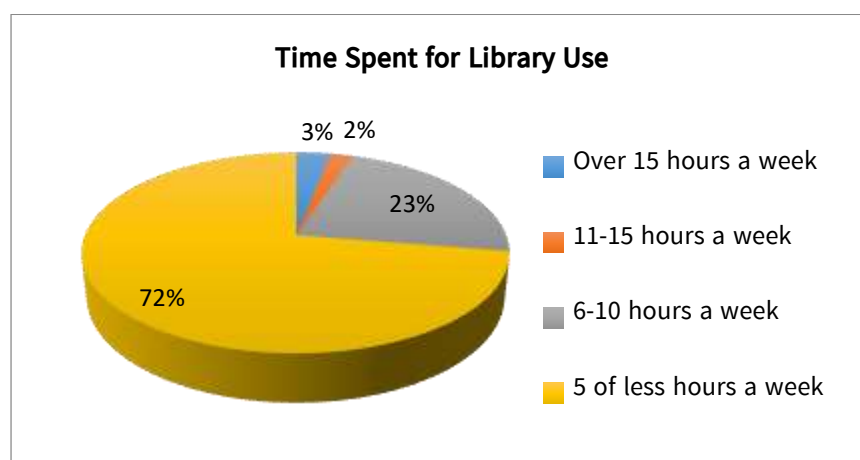


Figure 6. Time Spent for Library Use

It can be seen that majority of the respondents 71 (71%) used the library for 5 or less hour a week, followed by 22 (22%) using the library between 6 to 10 hours a week. On the other hand, 2 (2%) used the library spending time between 11-15 hours a week and 3 (3%) of the users stated that they spent over 15 hour a week.

8. Use of Library Services by the Respondents

There are different types of services provided by the library in order to meet the needs of the users. These include those listed in the following table. The respondents were ask to identify the library services they used.

Table 8. Use of Library Services by the Respondents

Library Services	No. of Respondents	Percentage
Circulation Service	8	8
Reference Service	28	28
Reading Room Service	56	56
Other (Please specify)	14	14

Source: Responses of the students of Yadanabon University

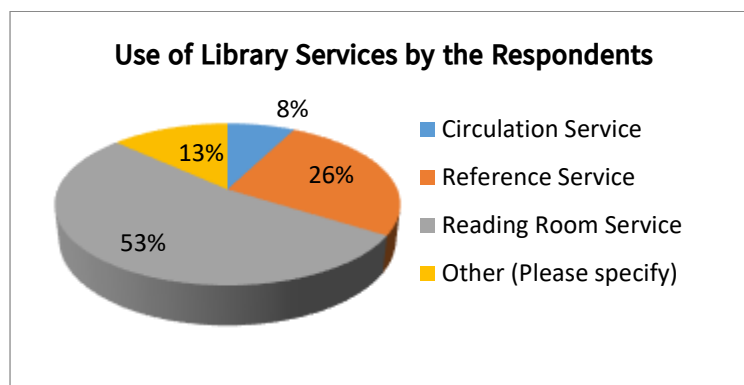


Figure 7. Use of Library Services by the Respondents

According to table 8, majority of the respondents 56 (56%) were more familiar with reading room services, followed by reference services 28 (28%). Among the rest, 14 (14%) used others services. It can be identified that the majority of the respondents were familiar with reading room service.

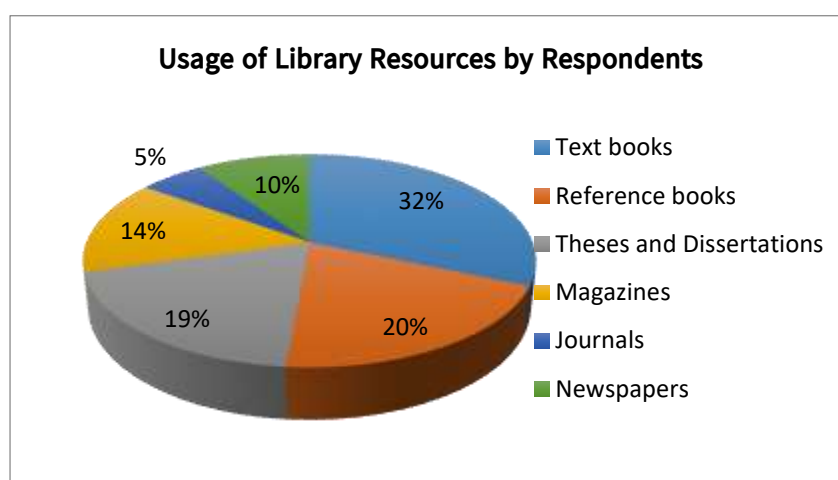
9. Use of Library Resources by Respondents

The following table shows the types of library resources used by the respondents.

Table 9. Use of Library Resources by Respondents

Types of Library Resources	No. of Respondents	Percentage
Text books	46	46
Reference books	29	29
Theses and Dissertations	28	28
Magazines	21	21
Journals	8	8
Newspapers	14	14

Source: Responses of the Students of Yadanabon University

**Figure 8. Usage of Library Resources by Respondents**

According to table 9 and figure 8, most of the respondents 46 (46%) used the text books. On the other hand, 29 (29%) of respondents used the library for reference books. According to the result, the text books are the items mostly used among the library resources because the text books are essential for their lecture notes and research.

10. Opinions of Users for Improving Library Resources

The users were asked to give the suggestions for improving the library facilities and services in the library. And, users were again asked to rate them more than one option. The results were presented the following table.

Table 10. Opinions of Users for Improving Library Resources

Users' Opinion	No. of Respondents	Percentage
Needs of subject books	30	30
Needs of Internet facility	64	64
Needs of e-resources	8	8
Needs of extension of library hours	2	2
Needs of free Wifi access	26	26

Source: Responses of the students of Yadanabon University

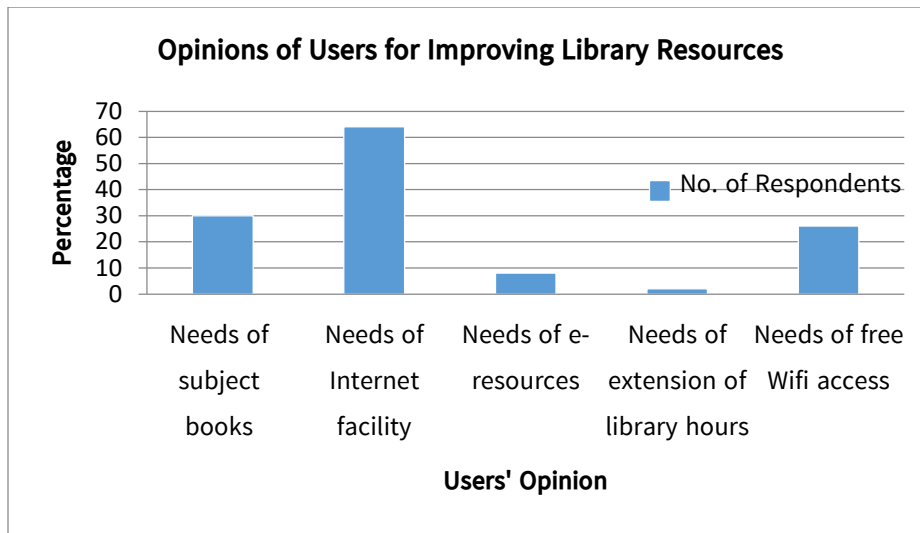


Figure 9. Opinions of users for Improving Library Resources

Figure 9 shows the users' opinion for improving the information resources, facilities and services at the library. 64 (64%) of the respondents needs the internet facility, followed by 30 (30%) of the respondents who identified the needs of subjects books. According to the analysis, most of the users suggested the subject books and internet facilities.

Findings and Discussion

In this study, the female respondents were more than male. It was found that most of the level of users, mostly under-graduate students visited the library and used the information resources as they needed. The study reveals that most of the users visited the library to borrow books and to study old questions. According to the results, the library should try to improve those services. Among the respondents, most of the users used the library resources about 5 or less hours within a week. Reference services, circulation services, reading room service, and other services are available at the Yadanabon University Library. Most of the respondents used the reading room services and some less used the circulation services. The library made a good decision to support sufficient services for the users. Thus, according to the users' opinion, it can be seen that the overall facilities and services of Yadanabon University library are good.

Conclusion and Recommendations

Research objectives and questions were linked findings, summarizing the results of the study. This study proved the level of user's awareness and use of information resources, services and facilities provided by the students of Yadanabon University Library. The study presents analytical description of Yadanabon University Library. The current status of library facilities has been included and evaluated to define the real situation of it. The library mainly collects books, periodicals and general knowledge books. The library acquires these materials through purchase or donation.

The results of the study revealed that all the user groups have similar opinions about the importance and uses of library resources and services provided by the Yadanabon University Library. There is no significant difference between the opinion of the gender groups (male and female) about the uses of library resources and services. It concludes that Yadanabon University Library should maintain and strengthen the services to make the use of library services. The study will be useful to academic libraries and other developing libraries for improvement of their services.

Acknowledgements

Firstly, we would like to express our special thanks to Dr. Tint Moe Thuzar, Rector of Yadanabon University, for kindly giving us the opportunity to do this research. Secondly we are very grateful to the Professor Dr. Sanda Oo, Head of the Department, Department of Library and Information Studies, Yadanabon University for her interest and encouragement on the research work. Finally, we would like to give our deep thanks to the students of Yadanabon University for helping us to get the required data.

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