

Problems in the use of print and electronic resources among students of Faculty of Arts and Social Sciences, University of Karachi, Pakistan

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Introduction:

There is a growing demand for information resources as a result of the extensive use of information and communication technologies (ICT). Therefore, information is essential in enabling efficient operations, facilitating better decisions, boosting productivity, and giving society a competitive advantage, information is a vital resource that must be preserved at all costs. Information plays a crucial role in enhancing human knowledge. In the context of libraries, it refers to preserved knowledge that is accessible for use. Users gain insights from library resources. A library comprises a collection of sources, resources, and services, serving as a central component of the university and a significant academic institution. Recently, the reading experience has been transformed by technological advancements. Since the latter half of the 20th century, the rise of electronic resources has revolutionized the information landscape. Historically, libraries have evolved from recording information on clay tablets, papyrus rolls, palm leaves, and bamboo to promoting the use of documents following the invention of the printing press. With rapid technological progress, libraries now offer information in various formats, catering to diverse user needs.

Objectives :

1. To understand the awareness about library services and sources among students of Faculty of Arts and Social Sciences, University of Karachi.
2. To analyze the suitability of print and electronic resources.
3. To assess the level of satisfaction of print and electronic resources.
4. To identify the problems faced by students while accessing and using print and electronic resources.
5. To offer the suggestions for improving the use of print and electronic resources.

Methodology:

The study was carried out through survey method using a structured questionnaire. Based on the literature review and the objectives of the study, structured questionnaire was designed to collect data. The respondents were selected randomly among students enrolled in all on-going semesters of faculty of Arts and social science university of Karachi. Two hundred (350) structured questionnaires were received back dully filled. To facilitate quantification and analysis of data, mainly close-ended questions were used. Data obtained through the questionnaire were tabulated, analyzed and interpreted using SPSS Statistics version 22.

Literature review:

The joint study conducted by Roman et al. (2020) investigated the factors influencing the use of Gale electronic resources among college students. Using a structured questionnaire and survey method, the study found that awareness, perceived usefulness, and challenges in accessing the Gale e-database significantly impact its utilization. Students' lack of awareness and technical knowledge impeded their use of these resources, leading to lower utilization rates. The study also highlighted that while library users are generally familiar with online resources,

they are not fully aware of the electronic resources offered by their university library.

In a related study, Olatoya et al. (2020) explored the determinants of undergraduate students' attitudes and perceptions towards the use of electronic information resources at selected universities in the Eastern Cape, South Africa. Data was collected through oral interviews, revealing that students often face difficulties that negatively affect their study habits and attitudes toward e-resources. These perceptions and attitudes significantly influence their use of electronic journals.

Zamsugi (2019) investigated user preferences for print versus electronic resources at three universities in Tanzania: the University of Dar es Salaam (UDSM), the Open University of Tanzania (OUT), and Tumaini University Dar es Salaam College (TUDARco). Utilizing a descriptive survey method, the study revealed that a majority of respondents, 163 (50.5%), preferred print resources over electronic ones. This finding challenges the common belief that the widespread availability of online resources has entirely replaced print materials. Nevertheless, the study also noted that the popularity of electronic resources is gradually increasing across the three institutions.

Ifijeb et al. (2019) jointly studied the usage and preferences of e-resources versus print materials among undergraduates at a private university in Nigeria. They employed a survey research design and concluded that libraries should continue to acquire both print and electronic information resources, as each has unique value. The study found that most respondents typically use electronic resources to supplement print materials, or vice versa.

In another study, Manjutha & Kumar (2019) investigated the use of e-journals among faculty members and students. Using a survey method for data collection, they discovered that e-journals are widely utilized by both faculty and students and are generally considered more accessible and user-friendly compared to print journals. The study suggests that engineering college libraries should prioritize subscribing to e-journals over print journals.

Aminu, Yusuf, And Ayeni (2020) carried out a survey on the challenges faced by students in particular tertiary institutions in Kwara State, Nigeria. The study found that the students faced the challenges when using print and electronic resources are inadequate and irrelevant books, out-of-date literature, and a lack of knowledge about the resources that are available. The suggestions provide by the study that comprehensive instruction in both print and electronic information resources; and make sure that their libraries have enough and up-to-date print information resources for the programs they offer.

In 2018, Beyene and Beshir. According to the study the third year students facing the difficulties are less likely to have access to computers and other electronic resources, inappropriate educational infrastructures and a lack of information retrieval abilities to manipulate electronic resources.

Iqbal, Tariq & Ahmed (2021) examine that students encountered the challenges while accessing online library databases and other digital resources. These problems included limited user knowledge, unreliable information, inefficient database layouts, information management, slow internet download speeds, and data safety.

N. Y. A. A. Armah & M. Cobblah (2021) study found that students of Public University Library in Ghana encountered six main obstacles in order to access and use electronic information resources available in the library: sluggish information downloading, unreliable internet access, restricted university portal accessibility, insufficient computers facility, dim lighting, and a lack of auxiliary services.

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These studies collectively highlight the complex dynamics between print and electronic resources in academic settings. Roman et al. (2020) and Olatoya et al. (2020) emphasize the challenges of awareness and technical issues affecting the use of electronic resources, revealing a need for improved user education and support. Zamsugi (2019) and Ifijeb et al. (2019) demonstrate that while print resources remain preferred by some users, electronic resources are increasingly valued and should be acquired alongside print materials. Manjutha & Kumar (2019) further suggest that e-journals, being more accessible and user-friendly, should be prioritized in library collections. Overall, the findings underscore the importance of balancing both resource types to meet diverse user needs and enhance the overall effectiveness of library services.

Data Analysis:

Gender

The distribution of respondents according to gender is shown in Table 1. There are 245 (70%) female, while 105 (30%) male respondents included in this study from faculty of Arts and Social Sciences. Therefore, the majority of the respondents are female.

Table 1: Gender

Gender	No of Respondents	%age
Female	245	70%
Male	105	30%
Total	N=350	

Age Groups

The respondents were categorized into different age groups. The Table 2 reveals that majority 183 (52.29%) of the respondents were between the ages of 21-23; 124 (35.42%) were between the ages of 18-20; and 38 (10.86%) were between the ages 24 and 26. Very few responders were above the age of 27.

Table 2: Age Groups

Age Group	No of Respondents	%age
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18-20	124	35.42%
21-23	183	52.28%
24-26	38	10.85%
27-29	3	0.85%
30 & above	2	0.57%
Total	N=350	

Qualification

Table 2 portray a clear picture of the qualifications of respondents. In this study, 281(80.29%) of the respondents are enrolled in bachelor programs (BS) and only 69 (19.71%) are studying in masters programs.

Table 3: Qualification

Qualification	No of Respondents	%age
B.S	281	80.28%
Masters	69	19.71%
Total	N=350	

Awareness of Library Services and Resources

Libraries are service-focused organizations dedicated to providing relevant information and high-quality services through various sources to meet users' information needs. Awareness of library resources and services is crucial for enhancing their use among students. Table 4 illustrates the level of awareness students have regarding library services and resources.

Awareness	Status of awareness	Frequency	percentage
Library services	Aware	126	36
	Not aware	224	64
Print resources	Aware	312	89.14
	Not aware	38	10.86
Electronic resources	Aware	344	98.28
	Not aware	6	1.72

Awareness of library services is relatively low, with only 36% of respondents being aware of these services. The majority, 64%, are not aware of the library services offered. Awareness of print resources is high, with 89.14% of respondents being aware of them. Only 10.86% are not aware of print resources, indicating that print resources are well-recognized among the respondents. Awareness of electronic resources is extremely high, with nearly 98.28% of respondents being aware of them. Only 1.72% are not aware, showing that electronic resources are very well-known among the respondents.

Suitability of Print and Electronic Resource

The suitability of print and electronic resources refers to the quality being appropriate for use. This factor significantly affects the usage of these resources among students. Table 5 illustrates the suitability of both print and electronic resources.

LibraryResources		PrintResou rces	Electronic Resources	Both	Nil
Books	N	227	25	95	3

	%	64.85	7.14	27.14	0.85
Newspaper	N	210	18	91	31
	%	60.00	5.14	26	8.85
Journal articles	N	175	42	91	42
	%	50.00	12.00	26	12
Theses and dissertations	N	224	28	63	35
	%	64	8	18.00	10
Database	N	70	180	32	68
	%	10	51.42	9.14	19.42

The majority of books are used in print format only (64.85%). A smaller proportion is available electronically (7.14%), with a significant number accessible in both formats (27.14%). Very few are categorized as neither print nor electronic (0.85%). Newspapers are predominantly accessed in print (60.00%), with a minor proportion available electronically (5.14%). Many newspapers are available in both formats (26.00%), and a notable number are neither print nor electronic (8.85%). Journal articles are most commonly used in print (50.00%), with a smaller portion available electronically (12.00%). There is a significant number available in both formats (26.00%), and a similar proportion is neither print nor electronic (12.00%). Theses and dissertations are predominantly available in print (64.00%), with a smaller amount available electronically (8.00%). A portion is accessible in both formats (18.00%), and a significant number are neither (10.00%). Databases are primarily accessed electronically (51.42%), with only a small proportion available in print (10.00%). Some databases are available in both formats (9.14%), and a notable number are neither print nor electronic (19.42%).

Satisfaction about Print and Electronic Resources

The use of print and electronic resources among students is based on their satisfaction level. Satisfaction level of students in using print and electronic resources depicted in the Table 6

		Very dissatisfied	Dissatisfied	Unsure	Satisfied	Very satisfied	Mean	SD	t	Sig.
Level of satisfaction with collection of print and electronic resources	N	14	77	56	168	35	3.41	1.05	5.510	0.000
	%	3.50	22	16	48	10				
Level of satisfaction about use of print resources	N	42	35	14	224	35	3.57	1.15	6.922	0.000
	%	12.00	10.00	4.00	64	10				
Level of satisfaction about use of	N	14	112	91	112	21	3.06	1.0	0.746	0.457

electronic resources	%	4.00	32.00	26.00	32	6.00		4		
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From the study it is clear that satisfaction about use of print resources possessed first rank (mean rank:3.57), satisfaction with collections of print and electronic resources possessed second rank (mean rank: 3.42) and use of electronic resources possessed third rank(mean rank: 3.06). Generally, it can be assessed that the satisfaction rates of using electronic resources are very low whereas satisfaction rate of print resources are high.

Problems in Using Print Resources

Several problems cause can hinder a student from using print resources because it is also traditional resources. Problems in using print resources are illustrated in the table 5.

Problems	N	%
Non availability of multiple copies	168	48
Damage of print copies	175	50
Problems in searching previous copies	133	38
Lack of subject coverage	84	24
Time delay in getting	91	26

It is evident from the above study that 48% of the students said that none availability of multiple copies is the main problem in using print resources. Damage of print copies is other main problem said that 50%ofthestudents. 38% of students said that problems in searching previous copies is the problem for using print resources. 24% of the students said that lack of subject coverage is the problems in using print resources following 26% of the students said that time delay is getting is the problem in using print resources.

Problems in Using Electronic Resources

Several problems are faced the students for using electronic resources. Thebelowtable6 described the problems in using electronic resources.

Problems	N	%
Access restrictions	217	62
Lack of awareness	140	40
Lack of organization	140	40
Insufficiency of search engines	112	32

Itisevidentfromtheabovetable,62%ofthestudentsfeltaccessrestrictions is the main problems in using electronic resources, lack of awareness is the another important problem facing 40% of the students and 32% of the students said that insufficiency of search engines is the problem for using electronic resourcesand40%ofthemfeltlackof organization is the problem for using electronic resources.

Suggestions for Improving the Use of Print and Electronic Resources

Conduct Regular Awareness Programs

Increase familiarity with various electronic resources and their uses. Hence organize periodic workshops, webinars, and informational sessions to educate users about available electronic resources, their features, and how to effectively utilize them.

Enhance Accessibility of Electronic Resources

Ensure that electronic resources are easily accessible to all users. Hence improve the digital infrastructure and user interfaces to facilitate easier access. Address any technical issues and ensure that access protocols are user-friendly.

Improve Availability of Multiple Copies of Print Resources

Address issues related to the non-availability of multiple copies of high-demand print resources. Hence increase the acquisition of multiple copies of popular print materials to meet user demand. Consider implementing a reserve system for high-demand items.

Develop the Print Resources Collection

Expand and diversify the collection of print resources. Hence invest in acquiring new and updated print materials across various subjects. Regularly review and assess the print collection to ensure it meets the current needs and interests of users.

Conduct Seminars and Workshops on Electronic Resources

Provide in-depth training on the use of electronic resources. Hence organize specialized seminars and workshops focused on different types of electronic resources, including databases, e-books, and online journals, to enhance user proficiency and engagement.

Offer Online Help and Support

Assist students in accessing electronic resources and resolving difficulties. Hence develop and provide online support services, such as live chat, email assistance, and troubleshooting guides. Ensure that help is readily available for users encountering problems with electronic resource access.

Discussion:

The central library of university of Karachi serves as a hub of knowledge. The students of faculty of arts and social sciences visit library frequently for the employ of information resources. The students utilize library at least once in a week but some students visit library on daily basis. According to H C and ShobhaUmesh (2020) undergraduate students of Mysore city visiting the library once in a week. Hemavathi and Chandrashekara (2019) more than half of the students visited the library on daily basis. Aftab&Singh (2018) studied, students and research scholars visiting the library on daily basis. Alagu and Thanuskodi (2018) found in his study, most of students of Alagappa University visiting the Central library visit the library on daily basis in a week. Sasikala and Dhanraju (2011) showed that in his study that a substantial number of science students visited the library in several times a week.

The students of the faculty of arts and social sciences of university of Karachi are active library users and predominantly use printed information resources as per their information needs. The books are updated through new editions which take time. Hence, updated information is available in new editions of books. The library has outdated books with old editions. The lack of information printed resources such as books, journals and reference material etc. There is no guidance board in the library which help users for the use of library resources. The catalogue of the

library is present but it is in improper condition and never updated. The material in the library is in unorganized form and not properly arranged on shelves due to which the staff of the library is unable to provide the required material. There are different problems for accessing print information resources. The library has many books in a collection which become outdated. Some important resources are not available in print form. There is no guideboard in the library to provide proper guidance for the use of the library. The organization of materials is improper in a library which causes problems in accessing required information. Some books are heavy and it is not easy to carry these books. The library catalogue is incomplete and not updated properly, especially in the seminar library and there is no proper catalogue shelf for users. The books and other library materials are not on proper shelving due to which most of the time users are unable to get their required books from the right place. There is a lack of information literacy skills among students while using print information sources. Ganesan and Gunasekaran (2021) reported in his study the medical students had trouble in finding the desired source of information while accessing the print information resources. Another study conducted by Manthiramoorathi, Saravanakumar and Thirumagal (2019) reported in his study undergraduate students of arts and science college confront the problem of lack of information literacy skills in accessing print information resources while students confront lack of searching techniques in accessing their requires source of information.

The students of faculty of Arts and Social Sciences, university of Karachi explores the significant problems to information access and use of e-resources. The low internet bandwidth and frequent power failure are the problems explored in this study. There is a lack of IT infrastructure for students in university of Karachi. Only Lej (Latif Ebrahim Jamal) National Science Information Center and Hej (HuseinEbrahim Jamal) Research institute of chemistry, computer lab at D.R.Mahmud Husain Library, and departmental computer labs with limited resources .Available indication lack in IT infrastructure. There is no permanent orientation arranged by library or seminar library to orient students about available resources. The students are also unfamiliar with different file formats. The library staff is found not willing to assist students. The students have lack in the access skills towards e-resources. According to Smart et al. (2022) found same outcome in a research that most of the undergraduate students are faced three major problem in accessing and using e- resources are low internet access, erratic power supply and high cost of data subscription to the effectual use of e-resources. Aftab& Singh (2018), who has highlighted the problem in students and research scholars is a lack of information searching skills when seeking information. According to Alagu&Thanuskodi (2018), the students of Alagappa University encountered main obstacle to using information sources is a lack of electricity. Saravanakumar and Thirumagal (2019) showed in a study that undergraduate students facing inadequate information literacy skills to access the required information while students facing a problem of search techniques to access information resources at colleges in Tirunelveli. Smart and Ogunbodede (2022) Erratic power supply is one of the difficulties that undergraduate LIS students confronted when using electronic resources during the COVID-19 lockdown.

The provision of internet facility is recommended by students as this facility is not available in all the departments of faculty of Arts and Social Sciences, university of Karachi. There should be seminars and workshops regarding information literacy as the students are mostly unaware about it. The information organization system is

needed in library which will help in getting necessary information to the users. The university administration focus to build a proper IT infrastructure equally in all over the university. The library material should be organized on shelves and staff assist users with proper guidance. There is a need of latest print as well as e-resources in the library. Proper library catalogue and guide board to use library is also suggested by the students. Sasikala and Dhanraju (2011), the study suggested that they need to provide internet facility made available for the students so that they could easily locate, search for, and retrieve the information needed easily. Islam & Rahman (2014) recommended that the department of arts faculty should immediately initiate a information literacy program for improving information literacy in their department. Alagu and Thanuskodi (2018) suggested that most of students requires information literacy programs regarding the use of electronic sources to enhance their information literacy skills in students. AktarMunshi and a Nagar (2016) studied, the students at Aligarh Muslim University have made some significant recommendations, including the possibility that symposiums, workshops, conferences, and discussion could be beneficial in fostering the development of literacy skills. Chanchinmawia and Verma (2017) and Hemavathi and Chandrashekara (2019) research, students of the Academy of Integrated Christian and Kittur Rani Chennamma College of Horticulture suggested that who need to be training are required to utilize e-resources in order to improve the information literacy skill and competency among students. Smart and Ogunbodede (2022) suggested that to Provision of constant power supply for undergraduate students of Library and Information Science (LIS) in University of Benin.

Conclusion

The main objective of the study was to make a comprehensive study of the use of print and electronic resources among students of arts and social science, university of Karachi. There is an imbalance between the rapidly developed electronic resources and availability and awareness of electronic resources. Departments, as well as university libraries, should take a lead role in spreading knowledge of information resources. Overall, it was found that majority of the students need electronic resources but in the non-availability and accessibility students are still depend on print resources. Unawareness is the main problem among the usage of library resources. Students suggested that university and department libraries should provide awareness programs, seminars, workshops to encourage the use of library resources, especially electronic resources in the electronic era.

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