



Awareness and Use of Research Support Tools and Services by Research scholars of Bangalore university library: A Case Study

Chowdappa. V

Research scholar (UGC-JRF)

Dept. of Library and Information Science
Bangalore University, Bangalore

ABSTRACT

The study analyses the awareness and use of research support Tools and services by the research scholars of Bangalore University Library. Bangalore University library typically identify research support as a central pillar in its mission. The paper show its mission statements relate to the requirements of researchers themselves, especially in view of reported changes in researchers' information seeking and sharing in the online environment. A questionnaire survey was conducted among the full time research scholars in Bangalore University Library. This study highlights the awareness and use of various research support tools subscribed by Bangalore university library i.e. OPAC, bibliographical databases, discovery tool, spelling checker, anti-plagiarism software, remote access facility, institutional repository. The study finds that 100% of the research support services 'using the E-resource services, Assistance from the library staff at a library service desk, Assistance from the library staff through Ask a Librarian Service(Web form, Chat), guidance in writing Technical reports.

Keywords: Bangalore University Library, Research scholars Research Support Services, Research Support Tools

INTRODUCTION:

In order to provide value added services to research community during their research period, University library and its library staff have to attend their reference queries and also give support to research/project related activities. The designated library staff will have to help the researcher on searching e-resources, user education, user orientation, and other related tools. Research Support Services (RSS) is responsible for providing researchers with a range of support for their research – in particular in relation to external research funding. The major research support services include proposal writing, study design, qualitative data collection, quantitative data collection, data collection systems, data preparation/reduction, data cleaning and processing.

University library's research support service must act as a center of world-class knowledge resource hub that caters to all domain of engineering, science, management, humanities and social science areas with emphasis on research, development and innovation and serve the needs of industry in our country and the globe as a whole. They have to build extensive and diversified collections and networking with leading libraries for providing relevant information and facilitate seamless access to the stakeholders. University Library have to implement the RSS as the state-of-the-art tools and techniques in providing value added services to support research, teaching, and learning. To ensure the preservation and long-lasting availability of scholarly output and cultural heritage for future generation and to give support for learning and research engagement the University library have to create excellent leaders for Research Support Services.

REVIEW OF LITERATURE

Vinit Kumar (2018) conducted a study under the title “Selecting an Appropriate Web-Scale Discovery Service”. The paper reported the Web Scale-Discovery service is the latest attempt in this direction. This provides help to explain in detail the components of a typical Web Scale Discovery service system. The paper concludes by discussing some of the parameters to consider while evaluating the Web-Scale Discovery system.

P. K Suresh Kumar (2019) conducted a study under the title “Similarity Index of Doctoral Theses” in ShodhGanga by the universities in Kerala. This study aims to describe various aspects of anti-plagiarism software (Urkund). This study finds that science subject shows least similarity index rather than the socialscience. The paper points out the importance of user awareness programs and training programs on anti-plagiarism for the research scholars and library staff.

J Bates and others (2017) discuss about “Will Web Search Engines Replace Bibliographic Databases in the Systematic Identification of Research” among researchers in Queens University Belfast. This paper has been written to assist scholars, academic librarians and information specialists in making best use of bibliographical databases. The study reveals that the sensitivity in retrieving material relevant to an identified scholarly topic was only at the level of the weaker bibliographic databases for the search strategy reported here. This study reporting comparisons between web search engine and database searching were disappointing in terms of search details reported, presenting problems for replication.

Thirumagal, M. Mani and R. R. Saravanakumar (2018) have studied “Use of Online Public Access Catalogue [OPAC]” among students of Sadakathullah Appa College in Tamil Nadu. The study aimed at examining the level of awareness and use of OPAC. OPAC is an imperative device in the libraries to offer a moral support to the students and it is considered as a portal to library assets. The result of the study indicates that OPAC is used frequently by the users under study but few respondents feel that some training is required.

Kaur and Singh (2017) discussed some aspects of library resources and services’ usage by the users of DAV University, Punjab and focused that the users are aware about the library hour and IT infrastructure, but they wanted to extend the library hours and enhance IT infrastructure.

Kumar (2015) evaluated the quality of library services and user satisfaction with A.C. Joshi Library, Punjab University. The study revealed that the library environment and library services had impact on the levels of user satisfaction and the status of clients had no association with library attributes except the significant difference in their satisfaction level.

NEED FOR THE STUDY

Bangalore university library, has a very good which has many research support tools and services in its collection. They are Online Public Access Catalogue (OPAC), Bibliographical Databases (web of science), Discovery Tool (Single Window Search), Spelling Checker (Grammarly), , Anti-Plagiarism Software (Urkund),, Remote Access Facility, Institutional Repository (Eprints, Dspace) etc. The links to access these tools are provided in the library web page. Many researcher doing research in various disciplines at Bangalore university. An attempt is made to know about the awareness and use of these tools and services among research scholars. Such a study was not conducted so far and the result of the study can be used to improve the services of the library. Hence this topic is selected for the study.

STATEMENT OF THE PROBLEM

The problem is entitled “Awareness and use of research support tools and services by researchers of Bangalore university library, Bangalore: A Case study”.

OBJECTIVES OF THE STUDY

- To know the awareness of Research Support Tools among the researcher scholars.

- To know the use of various Research support facilities available among research scholars
- Use of research support services in Bangalore University Library for their research purpose
- To find out the research scholar's awareness about the research support services of the Bangalore University library.
- To know the use of various Research Support Tools available in the library.
- To know the difficulties or barriers in using the research support facility.

METHODOLOGY

Questionnaire method is used to collect the data. The questionnaire is formulated in keeping in view, of the objectives and various facets of the study and it is personally distributed and collected. 150 questionnaires were distributed among the randomly selected respondents from the research scholars of Bangalore University Library and 120 of them were returned.

TABLE 1 POPULATION SIZE

No. of Questionnaire distributed	Total No. of filled-in questionnaire received	Percentage of responses (%)
150	120	80

DATA ANALYSIS

TABLE 2 GENDER WISE DISTRIBUTION OF RESPONDENTS

Sl. No	Gender	Total Number of Respondents	Percentage (%)
1	Male	85	70.8
2	Female	35	29.1
	Total	120	100

The table 2 depicts that the majority of the respondents are male 85 (70.8) and 35(29.1%) respondents are female.

TABLE 3 AWARENESS ABOUT RESEARCH SUPPORT TOOLS

SL.No	Research Support Tools	Responses		Percentage (%)	
		Yes	No	Yes	No
1	Online Public Access Catalogue (OPAC)	100	20	83.3	16.6
2	Bibliographical Databases (web of science, science direct etc)	110	10	91.6	8.3
3	Discovery Tool (Single Window Search)	85	35	70.8	29.1
4	Spelling Checker (Grammarly)	102	18	85.0	15.00
5	Knimbus Digital Platform Tool	93	27	77.5	22,5
6	Anti-Plagiarism Software	108	12	90.0	10.00
7	mLibrary Mobile App	75	45	62.5	37.5
8	Remote Access Facility	72	48	60.00	40.00
9	Institutional Repository (Eprints)	88	32	73.3	26.6

Table 3 shows the awareness about research support tools among the research scholars of Bangalore university library. Table indicates that 83.3% of respondents are aware about online public access catalogue (OPAC), 91.6% are aware about bibliographical databases, 70.8% are aware about discovery services, 85% are aware about spelling checker, 77.5% are aware about Knimbus Digital platform tool, 90% are aware about anti-plagiarism software, 62.5% are aware about mlibrary mobile app tool, 60% are aware about remote access facility, 73.3% are aware about institutional repository.

TABLE 4 USE OF RESEARCH SUPPORT SERVICES

Research Support Services	Frequency	Percentage
Library e-resource service	110	91.6
Borrowing of Library Print Resource service	105	87.5
Inter Library Loan service	55	45.8
Attend training / workshop on Database	87	72.5

The research support services provide a right leading path for the research scholars in order to complete their work. The main research support services provided by the BUL are resource services, borrowing of library print resource service, Inter Library Loan service etc. The use of these support services for research purpose is analysed in the Table. From the study it is evident that among the research support services 'e-resources' (91.6%) are mostly used by research scholars followed by 'borrowing of library print resources' (87.5%), 'attending training / workshop on database' is of 79.5%. The least used is 'interlibrary loan services' (45.8%).

TABLE 5 RESEARCH SUPPORT FACILITIES

Research Support Facilities	Frequency	Percentage
Information technology lab	115	95.5
Periodical section	113	94.1
Reference Section	110	91.6
Reading room	115	95

Table shows the Research support facilities available at the Bangalore university library. The use of these support facilities for research purpose is analysed in the Table. From the study it is evident that among the research support facilities Information technology lab 95.5% are most used by research scholars followed by periodical section 94.1%, Reference section

TABLE 6 AWARENESS OF RESEARCH SUPPORT SERVICE

Research Support Services	Frequency	Percentage
Assistance from the library staff at a library service desk	117	97.5
Assistance from the library staff through Ask a Librarian Service (Web form, Chat)	112	93.3
Assistance with copy right questions (fair use, permissions, author contracts)	88	73.3
Any guidance in writing Technical reports viz. style manual, Impact Factor, H-index etc	70	58.3
Plagiarism Checking facility	114	95
Research Data Management services (Data Management plans or other managing of data etc.)	78	65
Services to archive and provide access to your Publications	75	62.5

From the study it is evident that all the research scholars (100%) are aware about the research support service- 'assistance from the librarian in your research section', 'assistance with copyright questions' (73.3%). 93.3% are aware about 'the assistance from the library staff through Ask a Librarian Service and Plagiarism Checking facility'. The 'assistance from the library staff at a

library service desk' is at 97.5%. 62.5% are aware about services to archive and provide access to your publications and about 65% are aware about guidance in writing technical reports and Research data management services. It can be concluded that most of the research scholars are aware about the research support service.

TABLE 7 USAGE ABOUT RESEARCH SUPPORT TOOLS

SL.No	Research Support Tools	Responses		Percentage (%)	
		Yes	No	Yes	No
1	Online Public Access Catalogue (OPAC)	114	6	95	5
2	Bibliographical Databases (web of science)	110	10	91.6	8.3
3	Discovery Tool (Single Window Search)	101	19	84.1	15.8
4	Spelling Checker (Grammarly)	113	7	94.1	5.8
5	Knimbus Digital Platform Tool	80	40	66.6	33.3
6	Anti-Plagiarism Software	107	13	89.1	10.8
7	mLibrary Mobile App	78	42	65	35
8	Remote Access Facility	81	39	67.5	32.5
9	Institutional Repository (Eprints)	98	22	81.6	18.3

While seeking the reply of the respondents about the usage of Research Support Tools provided in the library they gave different opinions as tabulated below. The analyzed data reveals the majority of respondents (95%) are using Online Public Access Catalogue (OPAC). Bibliographical Databases (web of science) are used by

91.6% of respondents. 84.1% of respondents use discovery tool (Single Window Search), 80.3% respondents use Spelling checker(Grammarly), 66.6% respondents use Knimbus Digital Platform tool, 89% of respondents use Anti-plagiarism software (Urkund), 65% of respondents use mLibrary mobile app, 67.5% of respondents use Remote access facility and 81.6% of respondents use Institutional repository (Eprints). Any way it was found that many of the researchers are using the Bibliographical databases.

TABLE 8 PROBLEM FACED BY THE RESEARCHERS WHILE USING RESEARCH SUPPORT TOOLS

Sl. No.	Variables	Total Number of Respondents	Percentage (%)
1	Yes	19	15.8
2	No	101	84.1
	Total	120	100

A question was asked to know the problem they are facing while using research support tools. Majority (84.1%) of users are not facing any problem and 15.8% of the users have mentioned that they are facing problem while using the tool.

TABLE 9 TYPES OF PROBLEM FACED BY THE USERS WHILE USING BIBLIOGRAPHICAL DATABASES

Sl. No.	Types of Problem	Total No. of Responses		Percentage(%)	
		Yes	No	Yes	No
1	Lack of awareness about bibliographical databases	20	100	16.6	83.3
2	Unfamiliar with its use and services	15	105	12.5	87.5
	Search features are not clear in bibliographical databases	10	110	8.3	96

Table 6 and figure 6 shows that the users are facing different problems while using bibliographical databases. Majority of the respondents (16.6%) stated that the lack of awareness about bibliographical databases is a problem. 12.5% of them have mentioned that they are unfamiliar with its use and services, 8.3% of them mentioned that search features are not clear in bibliographical databases

FINDINGS OF THE STUDY

Awareness about research support tools: It has been observed that 83.3 % of respondents are aware about online public access catalogue (OPAC), 91.6 % are aware about bibliographical databases, 70.8% are aware about discovery services, 85.0 % are aware about spelling checker, 77.5% Knimbus Digital Platform Tool , 90% are aware about anti-plagiarism software, 62.5% are aware about mLibrary app, 60% are aware about remote access facility, 73.3% are aware about institutional repository.

Problem faced by the users while using research support tools: From the study it is revealed that majority of (84.1%) users are not facing any problem while using the different tools.

Awareness of research support service From the study it is evident that all the research scholars (100%) are aware about the research support service- 'assistance from the librarian in your research section', 'assistance with copyright questions' (73.3%). 93.3% are aware about 'the assistance from the library staff through Ask a Librarian Service and Plagiarism Checking facility'. The 'assistance from the library staff at a library service desk' is at 97.5%. 62.5% are aware about services to archive and provide access to your publications and about 65% are aware about guidance in writing technical reports and Research data management services. It can be concluded that most of the research scholars are aware about the research support service.

CONCLUSION

The premises of the study at the Bangalore University Library shows that they have to increase their responsibility to give help and support for improving the quality of research. The study provides positive news is that the library is revealed as playing a vital role in research. The library should be the main authority to disseminate the knowledge which is generated and transmitted through all of the disciplines it contains Research support tools and services are, in many cases, not adequately developed in most universities and public research organizations. Regarding this aspect, however, there has been a significant improvement, with an increasing number of institutions increasing their investment both in human resources devoted to research support services The library is the only mediator or scholarly actor in between the researchers and their sources of information. So the University Libraries should be expertise in the tools of scholarly dissemination (the blogs that are most useful in particular fields, etc.), in copyright and licensing (and thus in open access), in publishing etc. However, it will be important for BUL, to anticipate shifts in researcher information seeking and sharing behaviour.

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