RESEARCH ARTICLE

A STUDY ON USAGE OF PERIODICALS SERVICES OF THE LIBRARY OF EASTERN UNIVERSITY, SRI LANKA.

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Manuscript Info	*Abstract*
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Appropriate user services are an important role of Library. Measuring whether suitable services could be identified through a survey. Therefore, this survey was conducted to find out usage of periodicals services. The present investigation adopted by questionnaire to the usage of Periodicals Services of the Library in EUSL. From the analysis, the relationship of availability of resources, student skills and satisfaction, staff support and quality and digital resources with the usage of periodicals services were tested from this current study. It was found that, the hypothesis testing showed that all the alternative hypotheses were accepted. It means that, the independent variables such as availability of resources, students' skills and satisfaction, staff support and quality and digital resources positively impact on usage of periodicals services. Therefore, the current study revealed that by improving the library resources will positively increase the usage of periodicals by the users in the library.

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Introduction:-
Any library's main aim is to provide the information needs of its users and the academic libraries play an eminent role in fulfilling the educational need of students. Academic libraries in tertiary institutions like Universities' major function is to provide information resources and services to attain effective teaching, learning and research activities of parent institutions. Therefore, the university libraries are shaping up with facilities to provide satisfaction in accessing and studying information to meet today's knowledge intensive environment.

The main library of Eastern University, Sri Lanka is fulfilling the needs of the users by providing huge information sources in each year. Now, in this digital era the information sources are also available via online and time to time the information needs of users are changing and information are overloaded.

Because of changing information needs, the Library also should keep up to date with the changing needs. And it is essential to investigate usage of information available in the Library. In this regard, it is necessary to find out about the Periodicals services and its fulfillment of the users regarding those services. Therefore, the current study is on usage of Periodicals Services in the Main Library of Eastern University, Sri Lanka.

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Literature review:
Adewole, A. et.al (2015) stated that, Librarians play an eminent role of academic activities such as teaching, learning and research activities of University and similarly, the academic library is in a prominent place in their parent institution. It was mentioned that, purpose of library is to provide expected information needs of its users which should have adequate collection and which are easily accessible and available in the library. And also, adequate and readily available services and resources of library would result in increased use by users. According to the response of library to user needs and accessibility of resources end up with success of users' educational and research goals and needs. It's necessary to have a library with availability of library resources but also accessibility of those materials.

Uzohue,C.E. and Yaya, J.A. (2015) stated that, every user could be able to aware of Current Awareness Services in the library and selective dissemination of information (SDI) is one of special form of current awareness services which helps to disseminate information available in the Library.

Khan, S.A and Shafique,F. (2011) reported that, majority of respondents recommended online databases, internet services, digital collection and more computers. And concluded that, libraries play a key role in fulfilling the educational needs of students. Without library educational process is incomplete. Libraries help the institutions in archiving their mission.

Varma, M.K. and Laltlanmawaii, R. (2016) reported that, libraries are treated as service institutions where they serve their users to fulfill their information needs and committed to provide better services. It's essential that the library should be securing the needs of user's satisfaction. Academic libraries play an eminent role in their institutions.

Innovative idea and related technologies developed for libraries will achieve effective and quality of their services. Library authority should be cope up with user community to know and understand their information need. And also, it is essential to provide user- centered services with the understanding of user needs and one of the tool is user survey. It is impossible to assess the changing needs of the clientele unless user surveys are conducted to determine user needs and their reading habits. Otherwise, it is impossible to assess the changing needs of the clientele. An academic library provide information according to user needs and satisfying their requests.

Bansal, N (2014) also reported that, in order to provide more effective and user oriented services it's essential that a library should have to know about users and their demand. Maximum users are found satisfied with the physical facilities & collections as well as arrangement of library reading material. From this study, it was found that majority of users visit library to read newspapers or borrow books. Users don't prefer to use CD-ROM as compared to other information resources.. Less number of copies of needed books is another findings, hence library has to work in this direction so that, users can take maximum benefit of library. A good percentage of users are not aware of current awareness service, reprographic and OPAC services. OPAC is not fully used by users is another finding. Almost every reader is satisfied with behaviour of library staff. Users are satisfied with physical facilities like reading space, cleanliness, lighting, ventilation, property counter and furniture etc.

Suryanarayana Murthy, V.V.K (2016) stated that, academic libraries of higher learning institutions play an important role in establishing a brand and this process involves with students, library resources and library staff. The visit to the libraries and accessing resources depends upon the quality of services of libraries. With the technology, exchange of knowledge and research are made easy and inevitable. However there exists always a gap between "information seekers" (researchers and students) and the "knowledge resource centres" (libraries).

Gilbert, K (2015) stated that, the library stand as a viable channel through which vital information can be relayed to diverse seekers of knowledge and other users.

Author recommended that, Library authority should improve continuing education services to meet user satisfaction in Library. Library authority should improve user services for user satisfaction in the library. Library should adopt defined classification scheme and thus materials can be classified and organized systematically on shelves. Therefore, users locate materials easily. Library should have library catalogue for easy retrieval and meet user satisfaction of library materials. Library authority should have collection development policy to meet needs of

clients. Library staff should improve their attitude towards assisting users in the library and also librarian should liberal in mind and attitude with users and encourage users and satisfy their needs.

Author concluded that, the findings of study revealed that non-inclusion of users in selection process contribute to lack of satisfaction among library users. Library should satisfy and support needs and aspiration of community. Therefore, it is important for library involve the community in its selection process. Study also revealed that, users are not satisfied with facilities and services generally hence, need to improve facilities, resources and services to satisfy needs of users.

Omolola, A.c., Timothy, A.O. and Oluwatemi,J.A. (2017). Mentioned that, they observed good physical environment ensure user's satisfaction as well as no meaningful learning and research could take place without a good library. Library should be stocked with more current and adequate resources or provide more up-to-date information resources which include both print and non-print and foreign. Computerized information resources are basically needed so, rapid changes take place from time to time. Researchers recommended that, Library should endeavor to carryout indexing and abstracting services with more vigor; employ more professional librarians will satisfy the demand and aspiration of readers and more.

Saikia, M. and Gohain, A. (2013) stated that, University library has very vital role to play in meeting the multi dimensional demands for information and knowledge of students, teachers and research scholars. It's duty of library professional to conduct periodic study of library users to know the users' needs , satisfaction with library available resources and services. It was concluded that, the university libraries invest scores of rupees every year on the collection development in order to meet the needs of users. To maximize users of library resources, every library should be designed with changing information environment. Revealed that, nearly half of total respondents visit library regularly. Borrowing books is the main purpose of visiting library followed by reading printing journals and having access to online periodicals, reference sources and to read newspaper or magazine. Study revealed printed books are still occupying a predominate place in library to meet user needs. Revealed, students and research scholars are highly satisfied with collection of online journal for academic and research purpose.

Kim-sson, Ng., Hasbi, N.M. and Ahmed, A.R. (2013) stated that, Today's knowledge intensive environment is intensively gearing up Universities to provide adequate resources space and current in references to support learning and research work.

Motiang, I.P., Wallis,M. and Karodia,, M. (2014) found that, users do make significant use of library, its services and resources & they are broadly satisfied with it. Suggested, attention should be placed where large number of respondents are not satisfied, like access to internet and databases, availability of photocopy machine, ILL service, duration of book loans, and availability of books, library fines and print journals.

Onadiaran, R.W. (1999) concluded that, quality education is impossible without quality library. Drastic improvement in quality and quantity of publication produced by indigenous publishing industry and removal of unrealistic measures imposed on import of book is required.

Salauddin, N. (2018). Stated that, development and delivering of high quality user service is an important goal for any libraries in higher education institutions. And found that, majority of users depending on text books, reference books and online resources available in library.

Nowadays, number of services provides by are in electronic era for users. Along with text book, reference books, periodicals, newspapers, the users also want online resources, good internet facilities, print out, photocopier, scanning facilities etc. in the library. Librarian should regularly examine customer satisfaction with library's collection services and information preferences to ensure that information needs of users are satisfactorily fulfill within stipulated time.

Objectives of the study
1. To find out the relationship between availability of resources and usage of periodicals.
2. To investigate the relationship between available students' skills and satisfaction with usage of periodicals.
3. To understand the relationship of Library staff' attitude and usage of periodicals in periodicals section.
4. To find out the relationship of digital resources and usage of periodicals.

5. To find out the strengths and weaknesses of the collection and services of Periodicals section.

Materials and Methods:-
In the present study, mainly focus to investigate the usage of Periodicals Services of the Library in EUSL. To fulfill the objectives of this study, the random sampling will be used and the instrument used for the study is questionnaire. The random sampling was done for 100 users of periodicals section. Among them 88 users responded and the response rate was 88%.

The study holds following independent variables and dependent variables.

Independent Variables
Availability of Resources
In Periodicals section, there are immense collection of periodicals such as journals, conference proceedings, annual reports, magazines, newspapers, newsletters. The reading environment was facilitated with enough ventilation and light facilities with good furniture. The periodicals are arranged in specially designed shelves and cupboards. Past Newspapers are arranged in racks and current one is displayed on specially designed reading tables ensure the users with good collection of resources. The newsletters are arranged in wooden cupboards with cages.

Student Skills and Satisfaction
Students from different faculties are using the periodicals section. There are facilities to use their laptops during their reading in the section. With proper reading environment, the study facilities and photocopy facilities are provided.

Library Staff Support and Quality
The periodicals section has the enough number of library staff are available to facilitate the users to efficiently use the periodicals services.

Digital Resources
There are also, digital resources such as journal databases, research projects and University conference proceedings which are available online for the users.

Independent Variable: Usage of Periodicals Services
The users such as students and staff of University are using the periodicals services. The current study is on usage of periodicals services by the users. The relationship of availability of resources, students' skills and satisfaction, digital resources and library staff support and quality with the usage of periodicals services were measured.

Research Conceptual Model
Figure 1 presented the model suitable for the current research. It holds Independent Variables and Dependent variables.
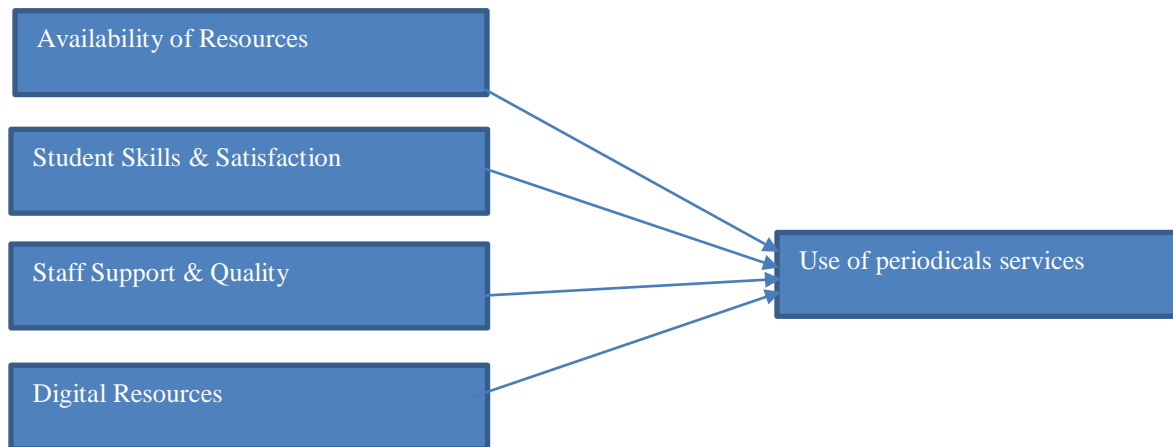

Figure 1:-Research Model (Complied by Author)

Hypothesis testing:
1. **H₁** – Availability of resources positively impact on usability of periodicals services.
2. **H₂** – Student Skills & Satisfaction positively impact on usability of periodicals services.
3. **H₃** – Staff Support & Quality positively impact on usability of periodicals services.
4. **H₄** – Digital Resources positively impact on usability of periodicals services.

Research Instrument
The present investigation adopted by questionnaire to the usage of Periodicals Services of the Library in EUSL. The questionnaire is a five-point Likert scale ranging from 1= strongly agree to 5= strongly disagree.

Statistical Tools
The following statistical tools were used for analysis of collected data.
1. Descriptive analysis: It is used to measure frequency of data.
2. Reliability analysis: It is a measure to define the degree to which measurements are free from error and therefore yield consistent results. To measure the reliability of instruments and constructs. Cronbach's alpha (α) was used.
3. Correlation analysis: It is a measure of the degree to which a change in the independent variable will result in a change in the dependent variable. Pearson correlation analysis is used in this study.
4. Regression analysis: It is a technique for modeling and analyzing different variable with a focus on the relationship between a dependent variable and one or more independent variables. The multivariate linear regression is used for analysis.

Results and Discussion:-
Data were collected through the distribution of questionnaires among the users. The analysis of the research components discussed as follows.

4.1 Descriptive analysis
The table 1 below shows the details of frequency and percentage regarding the library users towards the use of library and the periodicals section of Eastern University, Sri Lanka.

Table 1:-Frequency and Percentage of variables

Factor	Variables	Frequency	%
Gender	Male	41	47
	Female	47	53
Users Category	Agriculture	4	5
	Arts & Culture	40	45
	Com. & Mgt.	26	30
	Science	18	20
Library Visit	Several times a day	18	20.45
	Daily	20	22.73
	Several times a week	36	40.9
	Once a week	8	9.09
	Once in fortnight	2	2.27
	Once in a month	4	4.54
Periodicals Section Visit	Several times a day	20	22.73
	Daily	16	18.18
	Several times a week	32	36.36
	Once a week	14	15.9
	Once in fortnight	2	2.27
	Once in a month	4	4.54
Mode of obtaining information	Without assistance	28	31.82
	Help from library staff	32	36.36
	Using library work station	2	2.27
	From other sources	12	13.64
	From library posters	14	15.9

Mostly used information Sources	Journals and proceeding	6	6.82
	Annual reports	6	6.82
	Newspapers	74	84.09
	CD/DVD	2	2.27

Table 1 represents that, according to gender female students uses the Library more than male students. According to user category by faculty wise, 45% of respondents using periodicals section were from the faculty of Arts and Culture. It was followed by the Faculty of Commerce and Management (30%) and Faculty of Science (20%). The users who using from Faculty of Agriculture is very low which was 5%.

If consider the frequency of Library visit, the highest number (36, 40.9%) of users visiting the Library several times a week. A considerable number of users visit the library daily (20, 22.73%) and several times a day (18, 20.45%). The lowest number of users visit the library once in a fortnight (2, 2.27%). However, 4.54% of users visit the library once a month as well.

The results showed that, the frequency of visit to Periodicals section and according to that , the highest number of users visit to the Periodicals section was several times a week (32, 36.36%). It was followed by the visit of several times a day by 20 users (22.73%) and daily by 16 (18.18%) users. The least number of students visit to the Periodicals section is once in a fortnight showed by 2 users (2.27%).
The mode of obtaining information in periodicals section was found out from the study. To obtain the information needs, the users use variety of modes. Most of the users obtain help from library staff (32, 36.36%). A considerable number of students obtain information on their own without any assistance which was represented by 28 users (31.82%). The lowest number of users use the library work station (2, 2.27%) to obtain help for their information needs.

According to study of the mostly used information sources in periodicals section, the majority of users utilize the newspapers and magazines (74, 84.09%) in the Periodicals section. There was a big deviation of usage of other sources from the Newspapers and Magazines. The same number of users (6, 6.82%) using the Journals and Proceedings and use the annual reports as well. Very few users use the CD/DVD (2, 2.27%) in the Periodicals section.

Analysis of Research Model Constructs
As the main objective of this study was to investigate determinants that influence the usage of Periodicals Services of the Library in EUSL with proposed research model, it was deemed relevant to understand the descriptive statistics for the population as this will assist in drawing a reasonable conclusion from the sample. Therefore, Table 2 below represents the descriptive statistics results as per the qualified constructs.

Table 1:-Descriptive Analysis

	N	Minimum	Maximum	Mean	Std. Deviation
A1	50	1	5	2.59	1.231
A2	50	1	5	2.41	1.127
A3	50	1	5	2.30	1.105
A4	50	1	5	2.25	1.102
A5	50	1	4	2.23	1.114
A6	50	1	5	2.34	1.150
A7	50	1	4	2.03	1.075
B1	50	1	5	2.55	.795
B2	50	1	5	2.78	.856
B3	50	1	5	2.72	.832
B4	50	1	5	2.78	.921
B5	50	1	5	2.72	.983
B6	50	1	5	2.59	.961
B7	50	1	5	2.56	.989
C1	50	1	5	2.66	1.038
C2	50	1	5	2.88	.997

C3	50	1	5	2.73	1.152
C4	50	1	5	3.00	.933
C5	50	1	5	2.97	.854
C6	50	1	5	3.00	.933
C7	50	1	5	2.78	.866
D1	50	1	5	1.32	.753
D2	50	1	5	2.22	.895
D3	50	1	4	1.47	.879
D4	50	1	5	2.13	.947
D5	50	1	5	1.32	.729
D6	50	1	5	2.23	1.247
D7	50	1	4	2.11	.862
Valid N	50				

As indicated in Table 2 above, the mean distribution of the research model constructs was analyzed. The Availability of Resources (A) ranged between 2.03 and 2.59, this implying that the respondents' responses within ranged from good (2) to fair (3). The Student Skills & Satisfaction (B) construct analysis, the mean ranged between 2.55 and 2.78, this implies that the respondent's responses ranged from good (2) to fair (3). The Staff Support & Quality (C) construct analysis, the mean ranged between 2.66 to 3.00, suggesting that respondent's responses ranged from good (2) to fair (3) and Digital Resources (D) ranged between 1.3 and 2.3, also implying that respondents' responses within Digital Resources (D) construct were also ranged from good (2) to fair (3). The standard deviations from all the constructs are slightly higher.

Reliability analysis
According to the model presented by researcher, this study adopted a conceptual model with the aim of understanding the usability of Periodicals Services of the Library in EUSL. Kalema & Kekwaletswe (2011) indicated that reliability constructs must be at least 0.7. Table xxx below shows the reliability and validity of the constructs.

Table 3:-Cronbach's Alpha (N=50) values of Constructs

Constructs	Cronbach's Alpha	No. of Items
Availability of Resources (A)	0.957	7
Student Skills & Satisfaction (B)	0.859	7
Staff Support & Quality (C)	0.819	7
Digital Resources (D)	0.788	7
Use of periodicals services (U)	0.726	4

Source: Calculated by Authors

As outlined in the above Table 3 the reliability of all the proposed conceptual model constructs was investigated with Cronbach Alpha (α). As per the results in the above table xxx all the independents and dependent variables meets the recommend threshold value of 0.70.

Correlation analysis
Correlation results between the research model constructs shown in the Table 4. The correlation significant value between this construct models was measured at 0.05 and 0.01 level. Table in table 4 depicts the correlation results between the qualified model constructs. The results indicated that statistically there is a clear correlation between the Availability of Resources (A) and Digital Resources (D). The correlation significance levels between these two constructs were at the 0.01 level (2-tailed), that is, $p < 0.01$. The results in this table further indicated that Student Skills & Satisfaction (B) construct is also significant to the Staff Support & Quality (C), the correlation significant level of these relationship is $p < 0.01$.

Table 4:-Correlation results between the research model constructs

		A	B	C	D
A	Pearson Correlation	1	.004	.004	-.313[**]
	Sig. (2-tailed)		.962	.962	.001

	N	50	50	50	50
B	Pearson Correlation	.004	1	1.000**	-.050
	Sig. (2-tailed)	.962		.000	.593
	N	50	50	50	50
C	Pearson Correlation	.004	1.000**	1	-.050
	Sig. (2-tailed)	.962	.000		.593
	N	50	50	50	50
D	Pearson Correlation	-.313**	-.050	-.050	1
	Sig. (2-tailed)	.001	.593	.593	
	N	50	50	50	50
**. Correlation is significant at the 0.01 level (2-tailed).					

Regression analysis

Multiple regression analysis can use to measure the relationship between multiple independent variables and the dependent variable. In this study identified several independent variables against a dependent variable. Following tables are outlines the regression analysis summary for independent variables against the dependent variable.

Table 5:-Regression Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.524[a]	.485	.411	.271
a. Predictors: (Constant), A, B, C, D				

The model explains 48.5% of the variance influence on the usage of Periodicals Services of the Library in EUSL. This can be considered as a good model as it is considered higher the adjusted R square value.

Table 6 represents the regression coefficients of the research model. The results indicate that that a availability of Resources (A) positively impact on use of periodicals services (U) (β = .311, P < .001). Therefore **H₁** is accepted. The Student Skills & Satisfaction (B) also positive effect on use of periodicals services (U) (β =.544, P < .001). Hence, **H₂** is accepted. Further, Staff Support & Quality (C) positively impact on use of periodicals services (U) (β = .482, P < .001), **H₃** is accepted. And finally digital resources (D) positive effect on use of periodicals services (U) (β =.567, P < .001) **H₄** is accepted. Hence the results all the research hypothesis are statistically accepted. Therefore the research model successfully fit in the research objectives. According to the statistical results the model for use of periodicals services (U) is U=1.272 + 0.289*A + 0.435*B+ 0.081*C+ 0.054*D.

Table 6:- Regression Coefficients Summary

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.272	.433		4.698	.000
	A	.289	.078	.311	2.351	.000
	B	.435	.168	.544	2.531	.000
	C	.081	.073	.482	0.701	.000
	D	.054	.087	.567	0.614	.000
a. Dependent Variable: U						

Table 7:-Confirmation of Hypothesis

Hypothesis	Results	Statistics
H₁ – Availability of resources positively impact on usage of periodicals services.	Accepted	β = .311, P < .001
H₂ – Student Skills & Satisfaction positively impact on usage of periodicals services.	Accepted	β =.544, P < .001
H₃ – Staff Support & Quality positively impact on usage of periodicals services.	Accepted	β = .482, P < .001

H$_4$ – Digital Resources positively impact on usage of periodicals services.	Accepted	β =.567, P < .001

The hypothesis testing shows that all the alternative hypotheses were accepted. It means that, the independent variables such as availability of resources, students' skills and satisfaction, staff support and quality and digital resources positively impact on usage of periodicals services. Therefore, the current study revealed that by improving the library resources will positively increase the usage of periodicals by the users in the library.

And also, it is essential to develop the skills and satisfaction of student s by providing proper library resources will enhance the periodicals usage by the users.

It could be achieved the proper library services by providing support of pertinent staff to users to guide them to use the library, it will be a quality services and through this the usage of periodicals will be increased.

Problems in Periodicals services
Even though the library provides appropriate periodicals services to the users of Eastern University, there are certain pros and cons which should be eradicated in near future. The users need a discussion room to study and discuss with colleagues. And also, the number of available Newspapers should be increased as the students' intake is increasing through years. Certain magazines which are given to library by donations are mostly not continuously provided. But, it should be updated. The users also said that, it is very difficult to find old newspapers which are available in the stores. Therefore, proper storage facilities should be provided and properly arranged in track definitely help for users to find particular issue.

Suggestions and Recommendation in Periodicals services
Discussion room is needed with more facilities with wifi. The international journals subscription should be increased in future as it is needed for the users. The qualified and experienced staff should be employed for best library services which should be very helpful for the users.

All the users including academics should be trained for effective use of library and alternative source of power (generator) should be provided for regular access of services. The library should carry out user studies at regular intervals to identify user's information needs and their information gathering behaviours. And also, online database, better internet access, updated collections in both print and electronic periodicals, scholarly journals will improve the usage of periodicals by the users and the electronic information services regarding periodicals should be provided. The parent body should provide adequate fund should be provided to develop library collections.

Conclusion:-
Today's knowledge intensive environment is intensively gearing up universities to provide adequate resource space and current in references to support learning and research works. The current research has brought some new insight s about the usage of periodicals on the magnitude of available resources, facilities and services provided by the main library of Eastern University, Sri Lanka. As academic library is the heart of any university library, it upgrades the research programmes eminently through providing valuable periodicals especially scholarly journals.

From the analysis, the relationship of availability of resources, student skills and satisfaction, staff support and quality and digital resources with the usage of periodicals services were tested from this current study. It was found that, the hypothesis testing showed that all the alternative hypotheses were accepted. It means that, the independent variables such as availability of resources, students' skills and satisfaction, staff support and quality and digital resources positively impact on usage of periodicals services. Therefore, the current study revealed that by improving the library resources will positively increase the usage of periodicals by the users in the library.

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