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## UTILIZATION OF RESOURCES AND SERVICES IN UNIVERSITY LIBRARIES OF MAHARASHTRA: AN IN-DEPTH CASE STUDY

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**Abstract:** *This study explores the utilization of resources and services in university libraries across Maharashtra, focusing on the use of library resources and services by postgraduate students and research scholars. The research aims to assess how effectively these libraries meet the academic and research needs of their users. By analyzing usage patterns, resource availability, and service satisfaction, the study identifies key factors influencing library effectiveness. Data collection methods include surveys and interviews with postgraduate students and research scholars from a representative sample of university libraries. Findings reveal trends in resource preferences, highlight gaps in service provision, and suggest strategies for enhancing library services. This research provides valuable insights for librarians, administrators, and policymakers to improve the role of university libraries in supporting higher education in Maharashtra.*

**Keywords:** *University Libraries, Library service, Users satisfaction, Resources, Resource Utilization, Research Scholars, Maharashtra*

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### **Introduction:**

University libraries are often regarded as the heart of a university; without a library, the existence of a university is unimaginable. The primary purpose of university libraries is to support the institution's teaching, learning, and research activities, thereby helping to achieve its mission and goals. They serve as repositories of knowledge and provide access to a wide array of resources and services essential for the advancement of learning and research. In the context of Maharashtra, a state with a rich educational heritage and numerous higher education institutions, understanding the utilization of library resources and services is crucial for optimizing their

effectiveness and impact. this study investigates the use of resources and services in university libraries across Maharashtra, with a particular focus on postgraduate students and research scholars. These user groups are typically the most intensive consumers of library resources, relying heavily on access to books, journals, databases, and various support services for their academic and research activities. by examining how effectively these libraries meet the needs of their users, this research aims to identify key factors that influence library effectiveness and propose strategies for improvement.

The study employs a mixed-method approach, incorporating both quantitative and qualitative data collection methods. Surveys and interviews are conducted with postgraduate students and research scholars from a representative sample of university libraries across Maharashtra. This comprehensive approach allows for a detailed analysis of usage patterns, resource availability, and service satisfaction, providing a holistic view of the current state of university libraries in the region. The findings of this study are expected to reveal trends in resource preferences, highlight gaps in service provision, and suggest actionable strategies for enhancing library services. These insights will be valuable for librarians, administrators, and policymakers dedicated to improving the role of university libraries in supporting higher education in Maharashtra. By addressing the specific needs and challenges faced by postgraduate students and research scholars, this research contributes to the ongoing efforts to optimize library resources and services in the region.

### **Review of literature:**

Mausi Ajoviyon & Bosede Adebimpe (2023) The study concluded that utilizing library resources and services is essential for postgraduate students to achieve their academic objectives. Consequently, it recommended that universities should prioritize the provision and preservation of library resources. Additionally, it emphasized the need for enhancing library services to ensure better service delivery.

Omeluzor & Titilola (2023) the most utilized resources by postgraduate students were offline textbooks, reference materials, theses/dissertations, and periodicals. The frequently used services included circulation, reference, reprographic, and internet services. However, issues such as lack of orientation, inadequate awareness, insufficient ICT training, limited literacy skills, and poor internet connectivity hindered effective library use

Bavaskar, H. & Sutar, Manisha (2023) This study shows the main reasons for visiting the library are to study for exams and borrow books. Users prefer textbooks as the most utilized library resource, and most use the Book Bank Facility for their studies. However, users face challenges such as a lack of required texts and reference materials, limited support from library

staff, and restricted library hours. It is recommended that libraries regularly offer orientation sessions on using OPAC, encourage students to access digital resources and NLIST, and improve staff support for accessing library resources and services.

Nnenda W. (2022) The study recommended that library staff receive ongoing training to provide better services. It also suggested creating a more supportive working environment to help staff perform their duties more effectively.

Rahane & Shukla (2020) This paper discusses the utilization of resources and services at the MET Polytechnic Library. It highlights that users are generally satisfied with the reference services, and some users express satisfaction with the available resources. The library is recognized for providing high-quality services, contributing to a positive user experience.

Naik, K.G. (2020) The results show that postgraduate students pursuing science degrees are satisfied with the resources and services offered by Bangalore University Library. However, the students also suggested that the library should acquire the latest edition books, including updated reference collections.

Kumar, Ashish & Pandey, S.K. (2020) The study found that despite spending Rs. 20 lakh annually on resources, the library still faces issues with the unavailability of books and journals. This indicates that user satisfaction, rather than just expenditure or resource quantity, is the true measure of a library's effectiveness.

Caroline & Adewale (2018) The study found that undergraduate students see university library services and resources as useful and up-to-date, and they believe it supports their academic progress and learning. However, the study also revealed problems such as a lack of reference sources, poor staff-user relationships, and outdated materials. Other issues include inadequate funding, limited reading space, and unreliable power supply.

Varadaraju (2017) It found that the majority of users primarily visit the library to borrow textbooks. However, users face some challenges while utilizing the library's services and resources. The study offers recommendations and suggestions to address these issues, aiming to help users utilize the library more efficiently and effectively.

Kumar, G. Kiran (2017) The study found that the training programs offered by the library for accessing e-resources are widely used by postgraduate students and research scholars. Most users rely on e-resources for their research and educational needs. Although the availability of e-resources on users' desktops has slightly reduced library visits, users still visit the library to refer to printed books, journals, and reports, and to communicate with library staff for help and suggestions.

Saikia, Mukesh & Gohain, Anjan (2013) This study found that nearly half of the respondents visit the library regularly, mainly to borrow books. Other reasons for library visits include reading print journals, accessing online periodicals, using reference materials, and reading newspapers and magazines. The study also showed that students and research scholars are very satisfied with the online journal collection and use it a lot for their academic and research work.

### **Objective of the Study:**

- Study how users utilize library resources and services.
- Identify what influences the use of library resources.
- Measure how satisfied users are with library resources and services.
- Recommend ways to improve the use of library resources and services.

### **Scope and Limitation of the Study:**

The present study focused on library users from nine selected universities in Maharashtra. A sample size of 384 was determined based on the Krejcie and Morgan (1970) table to facilitate effective survey administration among this large population. Consequently, 675 questionnaires were distributed across the nine universities, with 75 questionnaires allocated to each institution. A total of 464 completed responses were received, resulting in a response rate of 68.74%. The collected responses from research scholars and postgraduate students were then analyzed for the study.

### **Methodology:**

The study utilizes questionnaires and observation techniques to collect data. Questionnaires are used for quantitative data collection, and observations offer qualitative insights into user interactions with library resources.

### **Data Analysis and Interpretation:**

**Table No. 1 University Response of the users**

<b>Sr. No</b>	<b>Name of the University</b>	<b>Number of Respondents (Students)</b>	<b>Percentage</b>
1	University of Mumbai Library	41	8.84
2	SNDT Women's University,	63	13.58
3	Dr. Babasaheb Ambedkar Marathwada University Library	61	13.15

4	Savitribai Phule University Library	58	12.50
5	Swami Ramanand Teerth Marathwada University Library	47	10.13
6	Sant Gadge Baba Amravati University Library	43	9.27
7	Rashtrasant Tukdoji Maharaj Nagpur University Library	56	12.07
8	Shivaji University, Library	65	14.01
9	Kavikulguru Kalidas Sanskrit University Library	30	6.47
	<b>Total</b>	<b>464</b>	<b>100.00</b>

Table no. 1 illustrate user responses from various universities, reflecting their active participation in the study. The University of Mumbai Library had 41 respondents (8.84%), while SNDT Women's University had 63 (13.58%). Dr. Babasaheb Ambedkar Marathwada University Library and Savitribai Phule University Library had 61 (13.15%) and 58 (12.50%) respondents, respectively. Swami Ramanand Teerth Marathwada University Library and Sant Gadge Baba Amravati University Library had 47 (10.13%) and 43 (9.27%) respondents. Rashtrasant Tukdoji Maharaj Nagpur University Library, Shivaji University Library, and Kavikulguru Kalidas Sanskrit University Library had 56 (12.07%), 65 (14.01%), and 30 (6.47%) respondents, respectively. The total number of respondents across all universities was 464.

**Table No. 2 Gender wise distribution of users**

Sr. No	Code of University	Gender of Respondents		
		Male	Female	Total
1	MU	30 (73.17)	11 (26.83)	41 (100)
2	SNDT	0 (0.0)	63 (100)	63 (100)
3	BAMU	46 (75.4)	15 (24.6)	61 (100)
4	SPPU	38 (65.5)	20 (34.5)	58 (100)
5	SRTMUN	36 (76.6)	11 (23.4)	47 (100)
6	SGBAU	31 (72.1)	12 (27.9)	43 (100)
7	RTMNU	41 (73.2)	15 (26.8)	56 (100)
8	SU	46 (70.8)	19 (29.2)	65 (100)
9	KKSU	19 (63.3)	11 (36.7)	30 (100)

Table No. 2 provide a comprehensive overview of the gender distribution of library users across different universities. For example, the University of Mumbai (MU) had 41 respondents, with 73.17% male and 26.83% female. SNDT Women's University had 63 female respondents. Dr. Babasaheb Ambedkar Marathwada University (BAMU) recorded 61 respondents (75.4% male, 24.6% female). This gender-wise breakdown highlights the involvement and representation of both male and female users, offering valuable insights into the user demographics of these institutions.

**Table No 3 Course wise distribution of users**

Sr. No	Name of University	Name of the Course		
		PG	Research Scholar	Total
1	MU	33 (80.5)	8 (19.5)	41 (100)
2	SNDT	46 (73.0)	17 (27.0)	63 (100)
3	BAMU	40 (65.6)	21 (34.4)	61 (100)
4	SPPU	48 (83)	10 (17)	58 (100)
5	SRTMUN	37 (78.7)	10 (21.3)	47 (100)
6	SGBAU	31 (72.21)	12 (27.9)	43 (100)
7	RTMNU	39 (69.6)	17 (30.4)	56 (100)
8	SU	49 (75.4)	16 (24.6)	65 (100)
9	KKSU	23 (76.7)	7 (23.3)	30 (100)

Table No.3 show the course-wise distribution of library users across universities. At University of Mumbai (MU), 80.5% were PG students and 19.5% were Research Scholars. SNDT Women's University had 73.0% PG students and 27.0% Research Scholars. At Dr. Babasaheb Ambedkar Marathwada University (BAMU), 65.6% were PG students and 34.4% were Research Scholars. Savitribai Phule Pune University (SPPU) had 83.0% PG students and 17.0% Research Scholars.

Swami Ramanand Teerth Marathwada University (SRTMUN) reported 78.7% PG students and 21.3% Research Scholars. Sant Gadge Baba Amravati University (SGBAU) had

72.1% PG students and 27.9% Research Scholars.

At Rashtrasant Tukdoji Maharaj Nagpur University (RTMNU), 69.6% were PG students and 30.4% were Research Scholars. Shivaji University (SU) had 75.4% PG students and 24.6% Research Scholars. Finally, Kavikulguru Kalidas Sanskrit University (KKSU) had 76.7% PG students and 23.3% Research Scholars.

**Table No. 4 Frequency of Library Visit**

Sr. No	Name of University	Frequency of library visit				
		Daily	Twice a week	Weekly	Monthly	When needed
1	MU	11 (26.8)	4 (9.8)	8 (19.5)	13 (31.7)	5 (12.2)
2	SNDT	14 (22.2)	13 (20.6)	11 (17.5)	7 (11.1)	18 (28.6)
3	BAMU	39 (63.9)	8 (13.1)	6 (9.8)	5 (8.2)	3 (4.9)
4	SPPU	19 (32.8)	17 (29.3)	9 (15.5)	8 (13.8)	5 (8.6)
5	SRTMUN	20 (42.6)	6 (12.8)	4 (8.5)	8 (17.2)	7 (14.9)
6	SGBAU	21 (48.8)	12 (27.9)	7 (16.3)	2 (4.7)	1 (2.3)
7	RTMNU	27 (48.2)	16 (28.6)	8 (14.3)	1 (1.8)	6 (10.7)
8	SU	34 (52.3)	14 (21.5)	11 (16.9)	4 (6.2)	2 (3.1)
9	KKSU	18 (60.0)	7 (23.3)	3 (10.0)	1 (3.3)	1 (3.3)

Table No. 4 presents the frequency of library visits across multiple universities. University of Mumbai (MU) has 26.8% of respondents visiting daily, SNDT Women's University shows 22.2% with daily visits, and Dr. Babasaheb Ambedkar Marathwada University (BAMU) leads with 63.9% visiting daily. Frequencies vary for visits twice a week, weekly, monthly, and when needed, demonstrating distinct patterns of library use among respondents.

This data provides a comprehensive overview of how different universities' user groups engage with library services, highlighting diverse preferences and usage trends.

**Table No 5. Purpose of Library Visit**

Sr. No	Purpose	MU	SND T	BAM U	SPP U	SRT MUN	SGBAU	RTM NU	SU	KKS U
1	For Issue and Return	20 (9.2)	27 (12.4)	31 (14.3)	18 (8.3)	21 (9.7)	28 (12.9)	31 (14.3)	26 (12.0)	15 (6.9)
2	For Reading General Books	17 (11.2)	12 (7.9)	16 (10.5)	31 (20.4)	14 (9.2)	16 (10.5)	12 (7.9)	21 (13.8)	13 (8.6)
3	Newspaper/Magazine Reading	8 (7.1)	12 (10.7)	9 (8.0)	15 (13.4)	18 (16.1)	14 (12.5)	17 (15.2)	8 (7.1)	11 (9.8)
4	Subject Book Reading	11 (7.1)	2 (1.3)	14 (9.0)	19 (12.2)	22 (14.1)	17 (10.9)	29 (18.6)	23 (14.7)	19 (12.2)
5	For Class Assignment	15 (10.7)	21 (15.0)	18 (12.9)	7 (5.0)	14 (10.0)	31 (22.1)	13 (9.3)	9 (6.4)	12 (8.6)
6	Any Other	1 (1.5)	12 (18.5)	15 (23.1)	0 (0.0)	16 (24.6)	5 (7.7)	8 (12.3)	2 (3.1)	6 (9.2)

Table No. 5 presents the purpose of library visits across different universities, providing a concise overview of the distribution of responses for each purpose. The data reveals the percentage of respondents who visited the library for various reasons, including issue and return, reading general books, newspaper/magazine reading, subject book reading, class assignments, and any other purposes. Among the universities, the purpose of visiting the library varied. For example, in University MU, 14.3% of respondents visited for issue and return, while in SNTD, 15% visited for class assignments. BAMU had 15.2% of respondents visiting for newspaper/magazine reading, and SPPU had 20.4% visiting for reading general books. Furthermore, in SRTMUN, 18.6% of respondents visited for subject book reading, while in SGBAU, 22.1% visited for class assignments. RTMNU had 12.3% of respondents visiting for any other purposes, and SU had 13.8% visiting for reading general books. KKSU had 9.8% of respondents visiting for any other purposes. These findings indicate the diverse reasons why users visit the library, including borrowing and returning materials, reading books and newspapers, conducting research for assignments, and other unspecified purposes.



**Table No. 6 Library Staff Keeps Me Informed about new Services & Collection**

Sr.No	Satisfaction Level	Frequency	Percentage
1	Not at all Satisfied	79	17.03
2	Slightly Satisfied	88	18.97
3	Moderately Satisfied	133	28.66
4	Very Satisfied	99	21.34
5	Extremely Satisfied	65	14.01
	<b>Total</b>	<b>464</b>	<b>100.00</b>

Table 6 shows user satisfaction with library staff efforts to inform them about new services and collections. The majority (28.66%) were moderately satisfied, indicating room for improvement. However, a significant portion (21.34%) were very satisfied, and 14.01% were extremely satisfied, suggesting effective communication and user engagement with new offerings. Overall, users are generally satisfied with the library staff's efforts.

**Table 7 Staff are Willing to provide required Information**

Sr.No	Satisfaction Level	Frequency	Percentage
1	Not at all Satisfied	36	7.76
2	Slightly Satisfied	129	27.80
3	Moderately Satisfied	111	23.92
4	Very Satisfied	107	23.06
5	Extremely Satisfied	81	17.46
	<b>Total</b>	<b>464</b>	<b>100.00</b>

Table 7 shows user satisfaction with library staff willingness to provide required information. The majority (27.80%) were slightly satisfied, while 23.92% were moderately satisfied, indicating a need for more proactive assistance. However, 23.06% were very satisfied and 17.46% extremely satisfied, suggesting staff willingness generally meets or exceeds user expectations.

**Table 8 Satisfaction regarding Reprographic Service**

Sr.No	Satisfaction Level	Frequency	Percentage
1	Not at all Satisfied	93	20.04
2	Slightly Satisfied	153	32.97
3	Moderately Satisfied	109	23.49
4	Very Satisfied	61	13.15

5	Extremely Satisfied	48	10.34
	<b>Total</b>	<b>464</b>	<b>100.00</b>

Table 8 represents that 20.04% of respondents were not at all satisfied with the existing reprography service provided by university libraries to their users. While only 32% of respondents are Slightly Satisfied, 23.49% moderately satisfied, 13.15% very satisfied and 10.34% extremely satisfied with the available reprographic facility.

**Table 9 Satisfaction regarding Research based Collection**

Sr.No	Satisfaction Level	Frequency	Percentage
1	Not at all Satisfied	62	13.36
2	Slightly Satisfied	103	22.20
3	Moderately Satisfied	87	18.75
4	Very Satisfied	171	36.85
5	Extremely Satisfied	41	8.84
	<b>Total</b>	<b>464</b>	<b>100.00</b>

Table 9 shows user satisfaction with the research-based collection in university libraries. While 13.36% were not at all satisfied, the majority (36.85%) were very satisfied, and 8.84% were extremely satisfied. However, a significant portion (22.20%) were only slightly satisfied, and 18.75% were moderately satisfied, indicating room for improvement

**Table 10 Users Opinion on Available Space for Reading**

Sr.No	Satisfaction Level	Frequency	Percentage
1	Not at all Satisfied	29	6.25
2	Slightly Satisfied	96	20.69
3	Moderately Satisfied	184	39.66
4	Very Satisfied	122	26.29
5	Extremely Satisfied	33	7.11
	<b>Total</b>	<b>464</b>	<b>100.00</b>

Table 10 shows that while 6.25% of respondents were not at all satisfied with the reading space in university libraries, the majority (73.06%) were moderately to extremely satisfied, with 39.66% moderately satisfied, 26.29% very satisfied, and 7.11% extremely satisfied. This indicates a generally positive assessment of the library's reading space.

**Table 11 Satisfaction with the Accessibility of Computers and Internet Connectivity**

Sr.No	Satisfaction Level	Frequency	Percentage
1	Not at all Satisfied	27	5.82
2	Slightly Satisfied	102	21.98
3	Moderately Satisfied	177	38.15
4	Very Satisfied	119	25.65
5	Extremely Satisfied	39	8.41
	<b>Total</b>	<b>464</b>	<b>100.00</b>

Table 11 represents that 5.82% of respondents were not at all satisfied with the Accessibility of Computers and Internet Connectivity in university libraries for their users. While only 21.98% of respondents are Slightly Satisfied, 38.15% moderately satisfied, 25.26% very satisfied and 8.41% extremely satisfied with the Accessibility of Computers and Internet Connectivity in library.

**Table 12 Opinion about Usefulness of Digital Collection**

Sr.No	Satisfaction Level	Frequency	Percentage
1	Not at all Satisfied	53	11.42
2	Slightly Satisfied	114	24.57
3	Moderately Satisfied	149	32.11
4	Very Satisfied	105	22.63
5	Extremely Satisfied	43	9.27
	<b>Total</b>	<b>464</b>	<b>100.00</b>

Table 12 represents that 11.42% of respondents were not at all satisfied with the usefulness of digital collection. While only 24.57% of respondents are Slightly Satisfied, 32.11% moderately satisfied, 22.63% very satisfied and 9.27% extremely satisfied with the usefulness of digital collection.

**Table 13 Electronic resources usage**

Sr.No	Particulars	Frequency	Percentage
1	Yes	334	71.98
2	No	130	28.02
	<b>Total</b>	<b>464</b>	<b>100.00</b>

The table no 13 shows the usage of e-resources in the university libraries by the PG students and Research Scholars and it is found that 71.98% use e-resources and 28.02% not using e-resources for their study and research purposes.

**Table 14 Library Orientation Program**

Sr.No	Particulars	Frequency	Percentage
1	Yes	347	74.78
2	No	117	25.22
	<b>Total</b>	<b>464</b>	<b>100.00</b>

The table no 14 shows the users university libraries organized orientation program for PG students and Research Scholars and it is found that 74.78% said yes and 25.22% said not organized.

**Table 15 Overall satisfaction with library services**

Sr. No	Name of the University	Library Service Satisfaction Level				
		Not at all Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied
1	MU	2 (4.9)	3 (7.3)	14 (34.1)	16 (39.0)	6 (14.6)
2	SNDT	5 (7.9)	1 (1.6)	21 (33.3)	25 (39.7)	11 (17.5)
3	BAMU	9 (14.8)	5 (8.2)	19 (31.1)	24 (39.3)	4 (6.6)
4	SPPU	3 (5.2)	6 (10.3)	22 (37.9)	14 (24.1)	13 (22.4)
5	SRTMUN	2 (43.3)	2 (4.3)	13 (27.7)	21 (44.7)	9 (19.1)
6	SGBAU	1 (2.3)	0 (0.0)	11 (25.6)	19 (44.2)	12 (27.9)
7	RTMNU	7 (13)	1 (2)	18 (32)	25 (45)	5 (9)
8	SU	4 (6.2)	2 (3.1)	27 (41.5)	30 (46.2)	2 (3.1)
9	KKSU	1 (3.3)	0 (0.0)	12 (40.0)	16 (53.3)	1 (3.3)

Table 15 shows the overall satisfaction level of library services across universities, with most respondents being moderately to very satisfied. SNDT and SPPU stand out with high percentages of very satisfied and extremely satisfied users, indicating effective meeting of user needs. In contrast, SRTMUN and BAMU had higher percentages of dissatisfied users, highlighting areas for improvement. The table highlights variations in library service satisfaction, emphasizing the need for continuous assessment and improvement to meet diverse user needs. Overall, it indicates a positive perception of library services, with room for growth.

**Table 16 Problem Faced by user with the e resources**

Sr.No	Name of the University	Inadequate resources	Poor Connectivity of Internet	Difficulty in finding relevant document	Any Others
1	MU	11 (26.8)	17 (41.5)	10 (24.4)	3 (7.3)
2	SNDT	22 (34.9)	24 (38.1)	15 (23.8)	2 (3.2)
3	BAMU	28 (45.9)	13 (21.3)	17 (27.9)	3 (4.9)
4	SPPU	14 (24.1)	15 (25.9)	21 (36.2)	8 (13.8)
5	SRTMUN	8 (17.0)	19 (40.4)	9 (19.1)	11 (23.4)
6	SGBAU	18 (41.9)	16 (37.2)	5 (11.6)	4 (9.3)
7	RTMNU	7 (12.5)	18 (32.1)	24 (42.9)	7 (12.5)
8	SU	15 (23.1)	21 (32.3)	19 (29.2)	10 (15.4)
9	KKSU	7 (23.3)	12 (40.0)	11 (36.7)	0 (0.0)

Table 16 shows the problems faced by users with e-resources in different universities. Inadequate resources and poor internet connectivity are the most common issues, followed by difficulty in finding relevant documents. These challenges suggest a need for expanding e-resource collections, improving internet infrastructure, and enhancing search functionalities. SGBAU and BAMU had a higher percentage of users reporting inadequate resources, highlighting a need for improvement in these universities. Addressing these issues would enhance the user experience and maximize the benefits of e-resources in academic settings. Overall, the table highlights the need for universities to invest in e-resource development and infrastructure.

### Conclusion:

This study looked at how university libraries in Maharashtra are used and how they can be improved. Most students and staff are happy with the libraries, but some have problems with finding what they need online, poor internet, and difficulty finding the right resources. Some universities are doing better than others.

### Recommendations:

1. Libraries should get more online resources and improve their internet connection.
2. Libraries should make it easier for users to find what they need online.

3. Library staff should keep users informed about new resources and services.
4. Universities should invest in their libraries to meet user needs.
5. Libraries should regularly ask users for feedback to improve their services.
6. Libraries should share resources and expertise with other libraries.
7. Universities should give libraries the funding and support they need to help students succeed.

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