EXPLORING FACTORS FOR THE NON-USE OF LIBRARY RESOURCES BY MEDICAL PROFESSIONALS IN SELECTED MEDICAL LIBRARIES IN PUDUCHERRY

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ABSTRACT

The study explores the reasons identified for the non-use of library resources including e-resources in three selected Medical Colleges in Puducherry. The target population constitutes medical professionals from Pondicherry Institute of Medical Sciences (PIMS), Jawaharlal Institute of Postgraduate Medical Education & Research (JIPMER), and Mahatma Gandhi Medical College & Research Institute (MGMCRi) in Puducherry. A total of 180 questionnaires (60 to each institution) were distributed to the respondents by applying simple random sampling. The revealed that out of 150 respondents, 7 (4.67%) were not using the library due to the reasons like not library minded (3.33%), inconvenient opening hours (2.67%), lack of time and awareness. 66 percent of them were not using the biomedical related electronic databases due to the reasons like no need, no assistance from library, no time, non-availability of resources, lack of awareness, not library minded.

Keywords: use study, factors for non-use, user study, medical libraries, Puducherry
INTRODUCTION

Teaching and research are the two inter-dependent activities that take place in higher educational institutions. To conduct any research requires a lot of knowledge resources to be referred in order to make the statement authentic. Acquiring all the resources required for an individual or a group of scientists to conduct research in a particular field is economically not viable and feasible. Here, the library as central place of learning enables any researcher to have access to all the resources required for them at free of cost. Looking at the usage of resources, it can be generalized that every user will make use of the library for their required information. The importance of use or user studies is felt at this juncture. It is true that optimum utilization of library resources in any institution leads to higher research productivity through which the entire society will benefit. Therefore it is important to know that all the resources are optimally utilized. Under these circumstances, it is the responsibility of the library to ensure that valuable intellectual resources are optimally utilized by the users. In reality, the resources are not used optimally due to numerous reasons.

In view of the above, the investigators intended to undertake this study to assess the extent of use of library resources and identify the reasons for non-use or under use of these resources in selected medical college libraries in Puducherry.

RESEARCH QUESTIONS

1. What kind of services is rendered in medical college libraries in Puducherry?
2. How library resources are optimally utilized?
3. Who are the non-users of library resources and services?
4. What are the reasons for non-use of library resources services?

LITERATURE REVIEW

It is a well known fact that the investments for various resources in libraries and information centres are intellectual investments. Return on Investment is only the optimum utilization of knowledge. If the intellectual resources are not properly utilized, entire investment is dead. Therefore, the role of libraries is not only providing resources and services but also to take initiatives to promote the use of resources optimally and identify the valid reasons for the non-use if any. Sridhar (1994) emphasized that the library systems should be designed in such a way to identify present users of library and also find out the reasons why some rightful users from using the library are prevented. The outcome of this study paved the way to other authors (McCarthy, 1994; Green, 1994; Brick, 1999; Toner, 2008) to identify the factors influencing the non-use of library services. The most perceived causes identified by these studies include purchase of irrelevant books, lack of skill in using Internet, lack of awareness of services available in their libraries.
A few studies (Rockliff, 2008; Turtle, 2005) conducted at hospital libraries to identify the factors for the non-use or under use of library resources revealed that the users do not find time to visit the libraries, lack of awareness of the library resources among the users, etc. However, the authors succeeded with their findings as suggestion to provide “contextual data regarding the potential use of electronic systems, and can be used as a springboard to highlighted possible future initiatives, tactics and practices in the attempt to create a patient centered, self-empowering, comprehensive and relevant information service that caters for the real needs, anxieties and demands of patients.” (Williams, Nicholas & Huntington, 2003). Therefore it is clear that making the information electronically and accessible from anywhere, anytime can eliminate the barriers generally identified by various specialists in this area.

**METHODOLOGY**

In order to find out the answers to the research questions, a questionnaire was designed to collect the perceptions of the respondents on the resources and services available in some of the medical libraries in Puducherry. The questionnaire consisted of open and close ended questions on demographic characteristics, use of information resources in the library, and identifying factors for the non-use of library resources. The target population of this study constitutes medical professionals from Pondicherry Institute of Medical Sciences (PIMS), Jawaharlal Institute of Postgraduate Medical Education & Research (JIPMER), and Mahatma Gandhi Medical College & Research Institute (MGMCRl) in Puducherry. A total of 180 questionnaires (60 to each institution) were distributed to the medical professionals by applying simple random sampling. The total number of responses received back from the users was 150 with a response rate of 83.33%. The questionnaires were self-administered and personally hand-delivered. Apart from the personal interaction, phone calls were also made to follow up the participants for responses.

**RESULTS AND DISCUSSION**

**Demographic profile of respondents**

Table 1 shows that out of 150 respondents, 56% of the respondents were female and the remaining 44% were male. Among 84 female respondents, 38(25.33%) are from PIMS followed by JIPMER (18.67%) and MGMCRl (12%). Out of 66 male respondents, 32 (21.33%) are from JIPMER followed by MGMCRl (16%) and PIMS (6.67%).

<table>
<thead>
<tr>
<th>S. No</th>
<th>Institution</th>
<th>Male</th>
<th>%</th>
<th>Female</th>
<th>%</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>JIPMER</td>
<td>32</td>
<td>21.33</td>
<td>28</td>
<td>18.67</td>
<td>60</td>
<td>40</td>
</tr>
<tr>
<td>2</td>
<td>PIMS</td>
<td>10</td>
<td>6.67</td>
<td>38</td>
<td>25.33</td>
<td>48</td>
<td>32</td>
</tr>
<tr>
<td>3</td>
<td>MGMCRl</td>
<td>24</td>
<td>16</td>
<td>18</td>
<td>12</td>
<td>42</td>
<td>28</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>66</td>
<td>44</td>
<td>84</td>
<td>56</td>
<td>150</td>
<td>100</td>
</tr>
</tbody>
</table>
Table 2 presents the details of designation wise response of respondents. The result shows that 69.33 percent of them were UG students, 22 percent of them were Faculties, and 8.67 percent were PG students.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Institution</th>
<th>UG Student</th>
<th>Faculty</th>
<th>PG Students</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>JIPMER</td>
<td>39</td>
<td>15</td>
<td>6</td>
<td>60</td>
</tr>
<tr>
<td>2</td>
<td>PIMS</td>
<td>35</td>
<td>9</td>
<td>4</td>
<td>48</td>
</tr>
<tr>
<td>3</td>
<td>MGMCR</td>
<td>30</td>
<td>9</td>
<td>3</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>104</td>
<td>33</td>
<td>13</td>
<td>150</td>
</tr>
<tr>
<td></td>
<td>Percentage</td>
<td>69.33</td>
<td>22</td>
<td>8.67</td>
<td>100</td>
</tr>
</tbody>
</table>

Use of Library

The result of the use of library by respondents has been depicted in Table 3. It was found that 95.33 percent of the respondents were using the library and 4.67 percent of them were not using the library.

<table>
<thead>
<tr>
<th>Opinion</th>
<th>JIPMER</th>
<th>PIMS</th>
<th>MGMCR</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>57</td>
<td>47</td>
<td>39</td>
<td>143</td>
</tr>
<tr>
<td>%</td>
<td>95</td>
<td>97.92</td>
<td>92.86</td>
<td>95.33</td>
</tr>
<tr>
<td>No</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>%</td>
<td>5</td>
<td>2.08</td>
<td>7.14</td>
<td>4.67</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
<td>48</td>
<td>42</td>
<td>150</td>
</tr>
<tr>
<td>%</td>
<td>40</td>
<td>32</td>
<td>28</td>
<td>100</td>
</tr>
</tbody>
</table>

Reasons for non-use of library

4.67 percent of the respondents were found to be non users of library. They have provided the reasons for non-use of library which have been presented in Fig. 1. The result shows that majority of the respondents (3.33%) have chosen the reason of not library minded, 2.67 percent of the respondents mentioned inconvenient opening hours, 1.33 percent of them mentioned no time to use the library and some of them expressed as lack of awareness.
Satisfaction with the borrowing facilities in the library

Fig. 2 illustrates that 53.33 percent of the respondents were satisfied with the borrowing facility of JIPMER library, 72.92 percent were satisfied from PIMS and 61.9 percent were satisfied from MGMCRI. However, the rest of them were not satisfied with the borrowing facilities provided in the library. With regard to the reasons for dissatisfaction, Fig. 3 shows that 16.67 percent of respondents said that “Inconvenient opening hours”, 5.33 percent of them felt that “No time” to use the borrowing facility from the library, 2.67 percent of them said that “No assistance from the library” and “No need” for the reason of un-satisfaction of borrowing facilities of the library and some of them said that “non-availability of resources” in the hospital library.

Fig. 1: Reasons for non-use of library

Fig. 2: Distribution of satisfaction level with the borrowing facilities of the library
Fig. 3: Reasons for dissatisfaction with borrowing facility

**Biomedical related electronic databases: Usage**

Fig. 4 shows that majority (66.67%) of the respondents were not using the biomedical related electronic databases in JIPMER and 33.33 percent of them were using. 75 percent of them were not using and 25 percent of them used biomedical related electronic databases in PIMS and 54.76 percent of them not used the biomedical related electronic databases and 45.24 percent of them only used in MGMCRI. The identified reasons for not using these databases Lack of Awareness (18%) followed by No Need (11.33%), No time (10%) and Non-availability of resources (6%) at medical college libraries under study. (Fig. 5)
Use of electronic journals

Fig. 6 shows that the majority (75%) of respondents were not using the electronic journals and 25 percent of them used in JIPMER, 68.75 percent of them not used and 31.25 percent of them used electronic journals in PIMS and 52.38 percent of them used the electronic journals and 47.62 percent of them not used in MGMCR. Fig. 7 shows that 14.67 percent of respondent said that “Lack of awareness” for not using the electronic journals, 10 percent of them said that “No time” and “No need” for electronic journals, 7.33 percent of them said that “Non-availability of information resources” for using the electronic journals, 5.33 percent of them felt that “Inconvenient opening hours” and some of them felt that “Lack of search and retrieval skills” for not using the electronic journals in medical college libraries.
Fig. 7: Distribution of reasons for Non-Use

Request for literature search in the library

Fig. 8 shows that 86.67 percent of the respondents were not using the literature search request facility and 13.33 percent of them only requested from JIPMER library. 85.42 percent of them not requested the literature search and 14.58 percent of them only used the literature search in PIMS, 92.86 percent of them not used the literature search and 7.14 percent of them only used in MGMCRRI library. Fig. 8 shows that 28 percent of the respondents said that “no need”, 20 percent of them said that “No time”, 18.67 percent of them felt that “Lack of awareness”, respondent 8.67 percent felt that they “do not get assistance from library”, 3.33 percent of them said that “Inconvenient opening hours”, and some said that they were not “library minded” for their non-use of literature search in the hospital library.

Fig. 8: Requisition of a literature search in the library
MAJOR FINDINGS

The following are the major findings of the study:

- Out of 150 respondents, 7 (4.67%) were not using the library. The reasons for non-use of library: not library minded (3.33%), inconvenient opening hours (2.67%), lack of time and awareness.

- Out of 150 respondents, 62 percent of them were satisfied with the borrowing facility of the library. Then 38 percent of them were not satisfied with the borrowing facility of the library. Their reasons for dissatisfaction were inconvenient opening hours, no time, no need, no assistance from library, not library minded.

- Out of 150 respondents, 34 percent of them were using the biomedical related electronic databases and 66 percent of them were not using the biomedical related electronic databases. The identified reasons were no need, no assistance from library, no time, non-availability of resources, lack of awareness, not library minded.

- Out of 150 respondents, 34.67 percent of them were using electronic journals and 65.33 percent of them were not using the electronic journals from the library. The reasons for non-use of electronic journals were inconvenient opening hours, lack of awareness, non-availability of resources, not library minded, not confident in IT tools, lack of search and retrieval skills, no need, no assistance from library.

CONCLUSION

The goal of this study was to identify the reasons for non-use of library resources and services by medical professionals in Puducherry. It was found that maximum number of respondents from all the three institutions facing the problem to use the library in person, because they felt that inconvenient opening hours of the library and they also no time to use the library in person. Most
of them need relevant collections from the library. The maximum number of respondent’s needs printout facility and Xerox copy of the text book, because most of the medicinal books are high in cost. Most of them are not aware of the resources and services of hospital library. Nowadays most of the healthcare professionals are using the electronic resources and they are keen in using ICT tools for their services. Therefore, it was felt by the medical professionals that the librarians of the medical institutions need to develop their ICT skills to provide a good service to healthcare professionals.

REFERENCES