Awareness and Use of Electronic Resources in Special Libraries of Delhi NCR

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ABSTRACT

The advent of Information and Communication Technology has shown a great impact on the library services. The position of the libraries and information centres has immensely changed during last decade due to the appearance of electronic resources. It has provided many possibilities and opportunities for providing faster and quicker access to information at the global level. The objective of the present research paper is to study about the awareness and use of electronic resources by the users of selected special libraries of Delhi NCR. The study also explores the purpose and problems in using e-resources and satisfaction level of the users with the available electronic resources. The study shows that 58.5% users visit library daily. 87.1% users are aware of search engines, 84.2% aware about e-journals and 80% users are aware about e-books. 75.4% users are using search engines followed by e-books (71%) and e-journals (64.7%). Majority of the respondents (61%) use e-resources for their course work/study material followed by research work (57.7%) and to get current information (55.9%). Slow speed of network, lack of awareness about e-resources, and lack of guidance regarding availability of e-resources are some of the problems being faced by the respondents in accessing e-resources. It has been found in the study that 49.2% respondents are satisfied whereas 40.3% respondents are partially satisfied with the available e-resources.

KeyTerms: E-resources, Electronic Information Resources, Special Libraries, Digital Resources

INTRODUCTION

The information has become a necessity for everyone. Students, teachers, doctors, scientists, engineers, lawyers and other professionals require information for some reasons or the other. A library provides the required information to its stakeholders and plays a very important role in education, research and development activities. Invention of Information and Communication Technology has shown a great impact on the library services. New technological developments in the context of computer and telecommunication technologies have been adopted by the libraries.

In the last two decades, the academic and research libraries have shown visible signs of adaptation to the latest Information and Communication Technologies (ICTs) in content creation, collection development, preservation and delivery of information to their members. Further, there has been an increased availability of information in electronic format. Currently electronic resources have become an inseparable part of libraries and its users. Electronic resources or the digital resources are that kind of contents in digital or electronic formats which are provided to the patrons of the library through online or offline computer based system.

OBJECTIVES

- To study the user awareness about e-resources
- To find out the purpose of usage of electronic resources by the users
- To study the satisfaction level of users with the available e-resources
- To identify the problems being faced by the users in using e-resources

LITERATURE REVIEW

Sohail & Ahmad in their study discussed the effectiveness of e-resources and services on the basis of users' satisfaction. They found that majority of the users are using e-resources and e-services. It is found that 28.57% users use e-resources daily whereas 19.28% use weekly. About 94% faculty members were aware about the e-library whereas 91.1% students were aware about e-library. 95.71% users were using e-
resources for study purpose, 92.85% users were using these to find significant information in their area of specialization. Users feel that the greatest benefit of using e-resources is time saving (92.14%) followed by easy to use (85%). 37.85% users were very satisfied, 35% were satisfied and 5% were dissatisfied with the e-resources and services. Mangayarkarasi & Sarangapani in their research examined the impact of web based resources on women scholars at Bharathiar University, Coimbatore. They found that 68% women research scholars were using web based resources daily followed by 20% weekly. INFLIBNET resources were being used by 48% scholars. 63% scholars were using web resources for research, and 21% for publication. Maximum scholars were of the view that the speed of Internet should be faster so that their time can be saved. Siridevi & Ramamurthy in their research paper found that 24% respondents were using e-resources for the purpose of giving lecture and preparing notes, 18.86% were using for career development and 18.28% were using e-resources for writing a research article. 44% respondents preferred the information in both print as well as electronic format whereas 39.42% respondents preferred in electronic format. Ghangare in his survey found that 74% faculty members in RTM Nagpur University area were using the e-resources to deliver the lectures, 71.5% were using to keep up to date themselves on the topic and 58.6% were using to present paper in conference, workshop etc. 50.1% respondents were using these e-resources in the library, 28.8% at their office and 18.6% were accessing these from home. 4.4% respondents were very satisfied, 17.3% were satisfied, 63.8% of them were somewhat satisfied whereas 9.6% were dissatisfied and 4.9% respondents were very dissatisfied with available e-resources of the library. Gupta & Sharma in their study showed that the students of IIT Mumbai were visiting library mainly for the purpose of getting books issue/return. Beside the issue/return 59.6%, research scholars were visiting the library to collect their research material. 92.9% research scholars were aware about e-journals followed by e-books (83.83%). 51.5% users were satisfied with the available e-resources.

**Data Analysis**

**Status Wise Respondents**

Table 1 shows status wise respondents. It shows that 44.4% respondents are students followed by 20.4% research scholars. 6.6% respondents are faculty members, 5.8% are scientists and 3.1% respondents are doctors.

**Frequency of Library Visit**

Table 2 shows that majority of users i.e. 21.3% visit library daily, whereas 21.3% visit library twice in a week. Only 3.8% respondents visit library rarely.

**Purpose of Visiting Library**

Table 3 demonstrates the various purposes of visiting library by the users. It shows that majority of the users i.e. 60% visit the library for getting books issue/return, whereas 59.6% visit the library to use Internet resources e.g. e-journals, e-books etc. 40.8%, 34.8%, 31.1% and 22% users visit the library to consult research journals/periodicals, to collect material for research, to get photocopy/print out of reading material and to collect material for assignment respectively.

**Awareness and Use of Electronic Resources**

Table 4 shows that majority of users 87.1% are aware of search engines like Google followed by e-journals (84.2%) and e-books (80%). 44.8% users are aware about full text databases whereas 39.7% users are aware about Bibliographic databases i.e. indexing/ abstracting databases. Very few users are aware about the e-standards and institutional repository.
Use of Electronic Resources

Table 5 depicts that 75.4% users are using search engines frequently, whereas 41.2% are using e-books, 39.9% using e-journals, 34.1% e-newspapers, and 29.9% are using e-magazines frequently. 81.8% users have never used e-journals, 34.1% e-newspapers, and 29.9% are using e-magazines. 27.1%, 26.8%, and 26.4% users were facing problems in accessing e-resources due to slow speed of Internet, lack of awareness about the electronic resources, lack of guidance regarding availability of electronic resources, difficulty in finding relevant information and lack of computer terminals in the library respectively whereas 24.6% users were having lack of time to access these electronic resources.

Purpose of Using e-Resources

Table 6 that majority of users (61%) use e-resources for their course work/ study material and 55.9% use to get current information in their field of interest.

Problems in Using e-Resources

Table 7 shows the various problems encountered by the respondents in accessing electronic resources. 29.9%, 27.9%, 27.1%, 26.8%, and 26.4% users were facing problems in accessing e-resources due to slow speed of Internet, lack of awareness about the electronic resources, lack of guidance regarding availability of electronic resources, and communication technology. New software, tool and techniques are being employed by the libraries to provide good information services to its patrons. Thousands of e-journals and e-books are being made available to the users. New consortia are emerging in various disciplines to provide access of maximum e-resources at minimum cost. But these

Satisfaction Level of the Users

Table 8 shows that 49.2% users are satisfied with the available resources whereas 40.3% are partially satisfied.

CONCLUSION

Special libraries are now equipped with modern information and communication technology. New software, tool and techniques are being employed by the libraries to provide access to maximum electronic resources at minimum cost. But these
e-resources are underutilized. The possible reason may be lack of awareness and user education programmes/training programmes by these libraries. The users also don't know the various search techniques to get relevant information out of the ocean of the information.

Though many libraries have started providing training to the users, yet it is not sufficient. The frequency of conducting such training programmes is very less. As these e-resources are new type of information sources, libraries should try to make these e-resources more user friendly and the optimum utilization of these may be ensured for the study, research and policy making decisions.

REFERENCES