DIGITAL RESOURCES AND SERVICES IN SCEM, MANGALORE: A SURVEY

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Abstract

The present study aims to evaluate the use of Digital Resources and services among the students of Sahyadri college of Engineering & Management library in Mangalore (Karnataka). This investigation applied a standard survey method to analyse the use and awareness of digital resources and services. A total 100 well structured questionnaires were distributed to the students of undergraduate and post graduates out of which 98 were returned dully filled in and the overall response rate was 98.00 percent. Percentage analysis was used to analyse the data which are obtained and descriptive analysis was used to interpret the results. The analysis of the collected data covers the digital resources and services and how the digital resources improve carrier of the students and also deals with the problems that are faced in using the resources and services. Finally, it concludes that the main intention of the use of digital resources and services has been the academic interest of the students Based on the results some suggestions have been made for effective use of Digital resources.

Keywords: Digital resources, Digital library services, Students attitude, User survey, Academic library.

1.   Introduction

Digital Resources constitute an important part of a library collection being the most important vehicle for global scholarly communication. Tremendous developments in ICT in the recent years have given amazing boost to electronic publishing. As a result the information which is being generated at intense pace from all the directions worldwide for all the themes is now being published in form of digital resources. With advancement of technology the libraries are moving towards digital resources, which are found to be less expensive and more helpful for easy access of information. In the digital era the commonly available digital resources like CD-ROMs, Online Databases, Library OPACs and Internet etc., which are replacing the print media. In recent years, digital resources are in common use in scholarly communication and we can interpret this situation in various ways. One of

main functions of the college is the creation and dissemination of new knowledge by education and research

At present the Karnataka state has more than 200 engineering colleges, which are affiliated, to Visveswaraiah Technological University. The Sahyadri College of Engineering and Management (SCEM) is one of the prestigious engineering college established in the year 2007. This institute has 5 under graduate and 9 post-graduate programmes in engineering, technology and management. Research activities are also undertaken in all the departments in this institution. At present this institute is having more than 3100 students from different parts of the country are studying here.

The SCEM Library has 41,000 volumes, CD's, Video and Audio Cassettes, 116 technical journals (Indian and International) in the print form. At the same moment, SCEM library is providing electronic access to more than 5000 journals published by learned societies as well as commercial publishers. Our college is one of the member institution of Delnet Data base.

At SCEM users are provided with a secured and hassle-free log on procedure via IP (Internet Protocol) activation and Wi-Fi enabled with the campus. Users can access all the digital resources through the Institute's IP ranges. This arrangement helps the user to access all the digital resources immediately. This also keeps them free from memorizing user ID, Password, Publishers URL et. All the resources are available through campus wide network, but this arrangement restricts access to electronically available journal titles from within the SCEM campus only.

Digital resources available in the SCEM Library

Table – 1 Available Digital Resources

Sl.No	Database	No. Of digital resources
1	IEEE	97
2.	Wiley	18
3	Springerlink	49
4	Proquest	4088
5	**Delnet databases** Union catalogue of books	1,43,96,878 records
	Union list of Journals	35,972 records
	Union catalogue of journals	20,235 records
	Articles database	9,12,042 records
	Union list of CD-ROMS	22,234 records
	Database of Theses and Dissertations	70,293 records
	Union list of video records	6,000 records

	Union list of sound-recordings	1025 record
6	CD's	1500
7	Audio/Video Cassettes	68

2.   Scope and Limitation

The study is confined to the Under Graduate, Post-Graduate students of SCEM College Mangalore. The scope of the study is limited to the use of digital resources and services and its aim is to fulfill the academic needs of the students. It covers the available Digital Resources and services in SCEM Library Mangalore.

3.   Objective of the Study
- To know the availability of different types of digital resources and services in SCEM library.
- To know how the students are using the different types of digital resources.
- To know the purpose and utilization of the digital resources services by the students.
- To find out the hindrances faced by the students while accessing and using digital resources.
- To study the impact of digital resources over the traditional one.
- To determine the level of satisfaction of users about Digital resources and services
- To suggest suitable recommendations to improve the digital resources and services for the benefit of students.

4.   Methodology

A questionnaire was designed to elicit the opinion of the students. These were distributed among the different branches of under graduate, Post Graduate students. The collected data was further supplemented by informal discussions with the students. The analysis and interpretation of the data is presented in the subsequent sections.

5.   Data Analysis and Results:

5.1 Qualification wise Responses received from the students

Table 2 Qualification- wise respondents:

Sl.NO	Response (Course wise)	No of respondents	%
1	BE	69	70.41
2	M.Tech	7	7.14
3	MBA	16	16.33
4	MCA	6	6.12
Total		**98**	**100**

The above table indicates that majority 69 (70.41) of the respondents are BE students 7(7.14%) are M.Tech Students 16(16.33%) are MBA Students 6(6.12%) are MCA students. It is interesting to note that the BE student respondents are very high.

5.2 Frequency of Visit to the library

Table-3 Frequency of Visit to the Library

Sl.No	Frequency	Response	%
1	Daily	18	18.37
2	3-4 times in a week	28	28.57
3	Once in a week	35	35.71
4	Occasionally	17	17.35
Total		**98**	**100**

Table 3 indicates that the maximum 35(35.71%) of respondents visit the library once in a week and the minimum 17 (17.35%) of respondents visit the library Occasionally. It was followed by 28 (28.57%) of respondents use the library 3-4 times in a week and only 18 (18.37%) of respondents use the library daily.

5.3 Students opinion about availability of digital resources

Table – 4 Students opinion about the availability of digital resources

Sl. No.	Type of digital resources	No. of responses	% responses
1	CD-ROMs	15	5.95
2	Internet	58	23.01
3	OPAC	52	20.64
4	Online Database	32	12.70
5	E-journals	72	28.57
6	E-books	23	9.13
7	Any others	00	00
	Total	**252**	**100**

Multiples answers are received

Table 4 shows that, the opinion of availability of digital resources in the library. Of the total responses 72(28.57%) of the responses indicate the library has E-Journal Access facility followed by 58(23.01%) has 'Internet' facility 20.64% indicate OPAC , 12.70% online databases, 5.95% 'CD-ROMs' and 9.13% respondents has e-books are available in their library.

5.4 Frequency of use of digital resources by the students

Table 5 Frequency of use of digital resources by the students

Frequency	CD-ROM	Internet	OPAC	Online data	E-Journals	E- Books
Everyday	23	43	20	23	31	18
2-3 times a week	24	25	15	12	23	19
Once in week	17	22	27	18	18	21
Once in a month	12	5	30	30	13	23
Occasionally	13	3	00	10	11	16
Never	11	2	8	7	4	3
Total	**100**	**100**	**100**	**100**	**100**	**100**

The frequency of using digital resources by students is shown in the table   23% use CD-ROMS every day, 24% uses 2-3 times a week, 17% uses once in a week, 12% uses once in a month, 13% uses occasionally and 11% never uses the CD-ROMs. '

Of the 43% of students uses the internet everyday, 25% uses 2-3 times a week, 22% uses one in week , 5% of students uses once in a month and 3% uses occasionally and 2.00% of the respondents 'never' use Internet.

However, 30.00% of the students use OPAC 'once in a month' whereas, 27.00% use 'once in a week' and less percentage of (8.00%) the respondents 'never' use OPAC. Again 30.00% of the students are use online database 'once in a month' and 23.00% use everyday'. Less percentage of (7.00%) of respondents 'never' use online database. Of the total31 .00% of the respondents use E-Journals every day whereas, 23.00% use '2-3 times a week' and 4% respondents 'never' use e-journals. Majority of respondents 23(23.00%) use e-books 'once in a month' and 21.00% use 'once in a week' followed by 18.00% 'everyday, 19% uses 2-3 times a week and 3.00% of the students 'never' use e-books in the library.

5.5 Awareness of Digital resources

Table - 6 Awareness of Digital resources

Sl. No	E-Journals	Response	%
1	IEEE	42	35.60
2	Springer link	9	7.63
3	Wiley	5	4.23
4	Proquest	21	17.80
5	Freely available e-journals such as Google etc.	41	34.74
Total		**118**	**100**

Multiples answers are received

Table 6 shows that maximum respondents 42 (35.60%) are aware of IEEE e-journals and minimum respondent 5(4.23%) are aware of using Wiley e-journals. And it was followed by 9(7.63%) are aware of spring link, 21 (17.80%) are aware of using Proquest and 41 (34.74%) of respondents are aware of freely available e-journals or open access e-journals.

5.6 Method of learning to browse the digital resources

Table – 7 Method of Learning to browse the e-journals

Sl.No	Description	Response	%
1	By self	30	22.56
2	Guidance from the faculty	21	15.79
3	Guidance from the friends/colleagues	39	29.32
4	Guidance from the library staff	43	32.33
Total		**133**	**100**

Multiples answers are received

Table 7 indicates that the most popular method of acquiring the necessary skills to sue digital resources. It is summarised that majority of 43(32.33%) respondents acquired necessary skills from guidance given by the library staff and 39(29.32%) used the guidance given by friends/colleagues,21(15.79%) used by the guidance of the faculty members and 30(22.56%) users acquired this skill by self thought.

5.7 Purpose of using digital resources by the students

Table – 8 Purpose of using digital resources

Sl. No	Purpose	No. Of Respondents	%
1	To keep up with developments in my own field/Preparing notes	33	21.15
2	For research / find articles and information	19	12.18
3	To keep up to date in the subject	21	13.46
4	Preparing seminars /project	51	32.70
5	For career development	32	20.51
Total		**156**	**100**

Multiples answers are received

Respondents were asked to indicate their main purpose of using digital resources. From the above table no. 8 it is seen that the maximum number 51 (32.70%) of respondents were using

for preparing seminars and projects. The minimum number 19 (12.18%) of respondents were using for research and find articles. It was followed by 33 (21.15%) for keep up with developments in their field and preparing notes, 21 (13.46%) users are for to keep up to date in the subject and 32 (20.51%) users are for career development.

5.8 Location of use of digital resources by the students

Table – 9 Location of Use of Digital resources

Sl. No	Location	No. Of Respondents	%
1	From the library	61	58.65
2	From the Department/computer lab	21	20.19
3	At home	22	21.16
Total		**104**	**100**

Multiples answers are received

The data in the above table 9 shows that majority 61 (58.65%) of respondents were using digital resources from the central library of college campus. It was followed by 21(20.19%) of respondents were by department/computer lab and 22(21.16%) of respondents were using at home**.**

5.9   Problems faced while accessing digital resources

Table -10 Problems Faced while using digital resources

Sl. No	Problems	No. Of Respondents	%
1	Low speed	36	16.90
2	Lack of information on digital resources	31	14.56
3	Access has been restricted to campus only	30	14.08
4	Limited computers/hardware	30	14.08
5	Lack of Training	29	13.62
6	Lack of software	25	11.74
7	Lack of Timing	18	8.45
8	Difficulty in finding relevant information	14	6.57
Total		**213**	**100**

Multiples answers are received

The study aimed to know about the problems faced while using Digital resources. Table 10 indicates that 36(16.90%) of respondents have faced the major problem of low speed. It was

followed by 31(14.56%)of respondents having lack of information on digital resources, 30(14.08%)respondents having access has been restricted to campus only and limited computers/hardware. 29(13.62%) respondents having lack of training, 25(11.74%) of respondents having lack of software, 18(8.45%) of respondents having Lack of timing and 14(6.57%) respondents having difficulty in finding relevant information.

5.10 Students opinion regarding impact of digital resources on their academic career

Table - 11 Impact of digital resources on academic career

Sl. No	Category	No. Of Response	%
1	Access to a current up-to-date information	42	30.65
2	Easier access to information	32	23.35
3	Faster access to information	34	24.81
4	Access to a wider range of information	29	21.16
5	Any other (Please Specify)	00	00
Total		**137**	**100.00**

Multiple answers are received

Table 10 shows that, Majority 42 (30.65%) of respondents stated access to a current up to date information is a benefit of using digital resources. Similarly 34(24.81%) expressed faster access to information is the advantage and 32(2.35%) indicate easier access to information is the benefit to develop the academic career of the students.

5.11 Standard of academic work without digital resources

Table – 12 Standard of academic work without digital resources

Sl. No	Opinion	No. Of respondents	%
1	Agree	57	57%
2	Not agree	25	25%
3	Don't know	18	18%
Total		**100**	**100**

The respondents were requested to indicate the standard of academic work without digital resources for finding required information. Table 12 shows that, majority 57(57%) of respondents agreed that their academic work would suffer, without digital resources followed by 25% of the respondents have not agreed and less percentage 18% of respondents have not given their opinion.

5.12 Satisfaction of available Digital Resources

Table – 13 Satisfaction of available Digital Resources

Sl.No	Opinion	No. of Respondents	%
1	Very satisfied	8	8.16
2	Satisfied	48	48.98
3	Somewhat satisfied	39	39.80
4	Dissatisfied	3	3.06
Total		**98**	**100**

The above table 11 shows that the majority 48(48.98%) of respondents were satisfied about the available e-journals. It was followed by 39(39.80%) of respondents were somewhat satisfied, 8(8.16%) of respondents were very satisfied and only 3(3.06%) of respondents are dissatisfied.

Major Findings:

Based on the analysis of the survey data, the findings of the survey are:

1. Majority of Respondents 70.41 % are BE students
2. Majority of the respondents 35.71 % are visiting the library once in a week
3. 28.57% of the respondents indicate the library has E-Journal access Facility.
4. 35.60% of the respondents are aware of IEEE journals
5. 32.33% of the respondents were aware of the digital resources through the guidance from the library staff
6. Majority of the respondents 58.65% are accessing the digital resources in the library.
7. Majority of the respondents 32.70% using digital resources for preparing seminars /projects.
8. Majority of the respondents 16.90% are facing low speed problem of accessing the digital resources, 14.56% are facing lack of information on digital resources and 14.08% are facing access has been restricted to campus only.
9. 30.65% of respondents stated access to'current up to date information' is a benefit of using digital resources. Similarly 24.81% expressed 'faster access to information' is the advantage.
10. 57% of respondents 'Agreed' and 25.00% of the respondents did 'not agree' that, academic work would suffer, without digital resources for finding their required information
11. 48.98 % of the respondents are satisfied with the available digital resources in the library.

Suggestions: Based on the study, the following suggestions are recommended to improve the use of digital resources by the students:

1. The College must introduce user education programme about digital resources. Regular training programmes are to be arranged for using the digital resources for new comers.
2. Need of more trained and skilled staff, who are well aware of the functioning of both software and hardware, and who can help the users in areas like accessing, downloading, and proper exploitation of the e-journal services.
3. A considerable percentage of users are dissatisfied with the digital resources available in college library for their needs. Hence, numbers of digital resources available through consortia should be increased to access more digital resources in their respective fields. To reduce the slow speed, bandwidth need to be increased as most of the users felt that downloading of digital resources is slow.
4. Use statistics are a vital part of evaluating the usefulness of any product. There should be a continuous feedback mechanism in the form of user surveys to know the responses of the users, so that further action can be planned accordingly.
5. Accessing digital resources by students primarily takes place outside the library. It is therefore appropriate for the library to consider the implications of this in the communication processes with the library's user's community.
6. More computers/terminals should be installed in the library with latest specifications and multimedia so the users can use Internet, digital resources and other useful services of the internet effectively.
7. Authority should provide more funds to acquire the digital resources for the benefit of the users.

Conclusion:

The digital resources play a vital role in all the field of human life. These have rapidly changed the way of seeking and disseminating information. Since its establishment, SCEM is rendering library services to its users resourcefully. The findings derived from the study are based on a sample of 98 users. So although the finding cannot be generalized but these provide significant insight into the latest trends being followed in sphere of digital resources. The survey clearly indicates that use of digital resources in the SCEM is still in the state of infancy or early maturation. It is also indicated in the survey that this state of infancy is because of lack of marketing strategies to make all the users aware of full range of digital resources available. It is clear from the study that, the students of SCEM College have developed their academic career. The speed of availability and the ease of accessibility of information make the students to use digital resources more frequently. This study helps the librarian to know the importance of digital resources in academic environment

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