

USE OF E-RESOURCES IN PANJAB UNIVERSITY LIBRARY, CHANDIGARH

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Abstract

Today, e-resources are accessible in a university library and quite popular among users. Although it is momentous that it should be adequately and superlatively used. The purpose of this paper is to examine the impact of e-resources on university libraries. The present paper examines the various e-resources, databases available in Panjab University Library. The investigator explored the preferences and importance of e-resources. The purpose and problems faced while accessing online resources by the post graduates and research scholars are also identified. A well structured questionnaire was prepared and distributed among users in Panjab University to evaluate the E-resource facility. It is revealed that 80% respondents are aware about the availability of OPAC, E- resources etc. It is found that respondents (38.67%) explore electronic books followed by 32% electronic Journals. It is observed that 73.33% respondents are satisfied with e-resources which are available in the library. Library should provide user training and new techniques like controlled vocabulary and advanced search strategies which can make electronic search process much faster and easier should be brought to notice among the electronic resources users.

Keywords: E-resources, University Libraries, Electronic search

INTRODUCTION

Scholarly communication is significantly affected by the instantaneous development in communication technologies. Information can be communicated vastly without geographical barriers, in turn saves the time. Libraries are changing with expeditious change in information technology and academic community behaviour. Libraries are introducing the information technology in information processing thus brought new products and services.

Information needs and retrieval of information is efficiently and effectively met through the Internet. Libraries have adopted new policies for transformation in their collection development and their service structures to improve the management of scholarly information. This is also essential for strengthening and accessing scholarly information speedily not held locally. The university libraries are used mostly for research work thus have to move towards digital e-resources, which are less expensive and more useful for easy access. This distant learners who have limited time to access the libraries can access from outside to commonly available electronic resources, mainly CD-ROM, OPACs. The electronic form of materials is replacing the print medium at the higher rate.

OBJECTIVES

This survey was particularly conducted to assess the benefits of the e-resources over conventional sources of information. The main objectives of the present study are as follows:

1. To determine the awareness about e-resources among users in Panjab University Library;
2. To explore the level of usage of electronic resources;
3. To analyze dependency of the users on e-resources;
4. To find out the problems faced by users while using electronic resources in the Panjab University Library.
5. To identify the basic search strategies for accessing e-resources
6. To find the level of satisfaction with existing Information sources

REVIEW OF LITERATURE

Studies have also been carried out (**Madhusudhan, 2008**) on the use of electronic resources by teachers, students and research scholars of universities and research organizations. Seventy-eight percent (78%) of the respondents are dependent for their research work on the UGC–Infonet- e-journals. Users suggested starting of current article alert services and electronic document supply services. The study according to **Ray and Day (1998)** revealed that 83% of students found e-resources relatively easy to use and time saving. Two thirds of total surveyed that they prefer to save articles on CD-ROM rather than the print. Another study (**Ali 2005**) of online searching of scientific information in science and technology libraries of Delhi determined that almost 60% are facing diverse problems while accessing electronic information, for instance lack of knowledge about the resources, lack of trained staff and inadequate terminals. However, (**Amritpal Kaur, 2011**) conducted the study to assess the impact of e-journals on university libraries in terms of resources, staffing, space, technical services and equipment. A questionnaire was prepared to collect the data from 11 university libraries of Punjab. It revealed that there is increase in reference enquires in libraries. **Jotwani (2013)** in his study described the functioning, their resources including e-resources, developments in digital libraries and services being provided by IITs. It identified that the IITs libraries were well maintained and work towards creation of knowledge and user oriented services. In the study conducted (**Sharma, 2009**) at Guru Gobind Singh (GGS) Indraprastha university campus described that e-library resources are sufficient for all existing disciplines, however main problem to use the available e-resources were inadequate infrastructure to meet the requirements of users.

METHODOLOGY

A structured questionnaire was prepared and distributed systematically among the postgraduates, research scholars in Panjab University library to collect the required information. A total of 100 questionnaires were distributed randomly to the users out of which 75 were found usable for analysis. Data collected were analyzed and presented in tabular form.

DATA ANALYSIS AND INTERPRETATION

Analysis of data is the decisive stride in research process. It is the link between raw data and significant results leading to conclusions. This process of analysis has to be result oriented.

Table 1 Age Group of Respondents

| Age Group | Response Received | Percentage |
|-----------|-------------------|------------|
| 20-30 | 43 | 57.33% |
| 30-40 | 30 | 40% |
| 40-50 | 2 | 2.67% |

Table 1 show that 57.33% users were from the age group of 20-30 years and 40% from the age group of 30-40 and 2.67% from the age group of 40-50.

Table 2 Gender Wise Respondents

| Gender | Response Received | Percentage |
|--------|-------------------|------------|
| Male | 38 | 50.67% |
| Female | 37 | 49.33% |

Table 2 shows that 50.67% male students responded and 49.33% respond back

Table 3 Creditability of E-Resources

| E-Resources | Response Received | Percentage |
|-------------|-------------------|------------|
| Good | 40 | 53.33% |
| Very Good | 29 | 38.67% |
| Average | 6 | 8% |

Table 3 depicts the credibility of e-resources. It revealed that 53.33% found the e-resources good and 38.67% very good whereas only 8% found the e-resources average. This shows the availability of e-resources in the library is useful for the students. The procurement of e-resources is up to the mark as it satisfies the needs of the students.

Table 4 Awareness about availability of Computers, Internet, OPAC and e-resources, etc.

| Respondents | Response Received | Percentage |
|-------------|-------------------|------------|
| Yes | 60 | 80% |
| No | 15 | 18.67% |
| None | 1 | 1.33% |

The university libraries reach out to their users by various methods to inform about resources available and services provided. In order to know whether the users of the library are aware about the resources and services provided, they were asked to indicate the awareness about availability of computers, Internet, OPAC and e-resources. The results of the analysis are presented in Table 4. It is revealed that 80% respondents are aware about the availability of OPAC, E- resources etc., whereas 18.67% respondent are not aware. This shows that orientation regarding Panjab University services is still required.

Table 5 Knowledge among students of Accessing E-Resources

| Response | Response Received | Percentage |
|----------|-------------------|------------|
| Yes | 61 | 81.33% |
| No | 14 | 18.67% |

The respondents were asked to indicate the knowledge of accessing e-resources in Table 5. It revealed that 81.33% respondents are aware of accessing the e-resources. 18.67% respondents do not know how to use the e-resources. In Panjab University, there is still a need to train faculty members and research scholars in the use of e-resources.

Table 6 Sources of accessing E-Resources

| Sources | Response Received | Percentage |
|---------------------------------------|-------------------|------------|
| Using Search engines | 42 | 56% |
| OPAC | 17 | 22.67% |
| Website of University and Institution | 8 | 10.67% |
| Both A & B | 2 | 2.67% |
| Both A & C | 5 | 6.66% |
| All A, B & C | 1 | 1.33% |

The respondents were asked whether they are able to access the e-resources easily from different sources such as using search engine, OPAC, Website of University etc. is depicted in Table 5. Only 56% respondents found using search engines is easy for accessing the information. Only 1.33% respondents feel it is not easy to use e-resources.

Table 7 Types of E-Resources accessed

| Awareness | Response Received | Percentage |
|-------------------------|-------------------|------------|
| Electronic Journals | 24 | 32% |
| Electronic Books | 29 | 38.67% |
| Bibliographic Databases | 4 | 5.33% |
| CD-ROM | 8 | 10.67% |

| | | |
|-------------------------|---|--------|
| UGC info-net journals | 1 | 1.33% |
| Online databases | 8 | 10.67% |
| Bibliographic databases | 1 | 1.33% |

E-resources have changed the way of accessing the information and its allows to retrieve it comfortably and easily. With the increasing use of e-resources for higher education, all the stakeholders of higher education are trying to integrate the process of teaching, learning and research. The respondent users were asked to indicate the types of e-resources. The responses are presented in Table 7. It is found that respondents (38.67%) explore electronic books followed by 32% electronic Journals, 10.67% CD-ROM and least 5.33% used are bibliographic databases.

Table 8 Time Spent for the using of E-Resources

| Time Spent | Response Received | Percentage |
|------------|-------------------|------------|
| Frequently | 26 | 34.67% |
| Sometimes | 40 | 53.33% |
| Never | 6 | 8% |
| None | 3 | 4% |

The analysis showed in Table 8 about the time spent for using e-resources. It is evident that 53.33% respondents 'sometimes' spent time and 34.67% 'frequently' spent time on using e-resources. Rest of the respondents not used e-resources frequently.

Table 9 Purpose of using Electronic Resources

| Purpose | Response Received | Percentage |
|---|-------------------|------------|
| For Academic assignments | 23 | 30.67% |
| For learning to prepare for competitions | 16 | 21.33% |
| To keep up to date on subject of interest | 5 | 6.67% |
| For career development and growth | 14 | 18.67% |
| Both A & D | 3 | 4% |
| Both A & B | 7 | 9.33% |
| Both B & D | 1 | 1.33% |
| All | 4 | 5.34% |
| A, B, & D | 1 | 1.33% |
| No one | 1 | 1.33% |

The respondents were asked to indicate their purpose of using e-resources. The Table 9 presents the analysis of the responses. It is seen from the Table 9 that 30.67% use it for

academic assignments whereas 21.33% uses for the purpose of learning to prepare for competitions. The other purpose for which e-resources used is for career development and growth (18.67 %).

Table 10 Problems faced while accessing the e-resources

| Respondent | Response Received | Percentage |
|---|-------------------|------------|
| Too much information is retrieved | 22 | 27.33% |
| Lack of IT knowledge and skills to effectively utilize services | 27 | 36% |
| Using e-resources destruct from work | 3 | 4% |
| Limited access to computer | 15 | 20% |
| Both A & C | 2 | 2.67% |
| No One | 3 | 4% |
| Both B & D | 2 | 2.67% |
| Both A& B | 1 | 1.33% |

The Table 10 lists the problems faced by the users in accessing the electronic resources. It is evident that majority of the students (36%) indicated that they ‘Lack IT knowledge and skills to effectively utilize services’, and 27.33% students who mentioned ‘Too much information is retrieved and 20% respondents mentioned ‘limited access to computers’. It is interesting to note that respondents experienced problem of ‘destruction from work’ while accessing the electronic resources.

Table 11 Satisfaction with availability of e-resources

| Respondents | Response Received | Percentage |
|-------------|-------------------|------------|
| Satisfied | 55 | 73.33% |
| Unsatisfied | 11 | 14.67% |
| No Comment | 9 | 12% |

Table 11 shows the satisfaction of respondents with availability of e-resources. It is observed that 73.33% respondents are satisfied with e-resources which are available in the library still 14.67% respondents who are not yet satisfied. It is important that library should give orientation to students and make them aware about the available e-resources.

SUGGESTIONS:

In order to enhance the uses and facilities for effective use of electronic resources, in the Panjab University, a variety of suggestions have been considered such as:

- Library should provide user training for the advanced use of electronic resource as users independently want to seek a source to gain electronic literature.
- New techniques like controlled vocabulary and advanced search strategies which can make electronic search process much faster and easier should be brought to notice among the electronic resources users.
- The university must adopt new policies for providing sufficient funds for subscription of e-resources.
- Additionally, suitable measures must be taken to overcome all the problems which users reported while gathering enough information. The most they are facing, such as 'lack IT knowledge and skills to effectively utilize services', 'Too much information is retrieved and 'limited access to computers'. Increase the number of terminals and printers to avoid clambering and shortage and conduct training programs on information (technology) literacy to overcome the problem.

If such suggestions are considered and implanted quickly, then the situation regarding electronic resources information in Panjab University would improve considerably.

CONCLUSION

The study depicted that the e-resources are extensively accepted among the Post-Graduate students and research scholars of Panjab University in Chandigarh. Moreover, majority of students are becoming increasingly contingent on these e-resources to extract desired information required. It heartening to note that the majority of the users are aware about the resources and services such as availability of computers, Internet, OPAC and e-resources provided by the library. It is evident from the above mentioned analysis that the availability of e-resources to support course work and research work for all the existing disciplines in the campus is quite sufficient. Major problem experienced by users is lack of adequate infrastructural facilities to utilize these resources and this one quality may actually be hindering the ability to meet the desideratum of students. Moreover, infrastructure and training is paramount that the electronic resources remain useful campus wide.

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