

# DIGITAL LIBRARY ENVIRONMENT IN THE CHANGING SCENARIO: USER'S SURVEY OF DIGITAL LIBRARY, PANJAB UNIVERSITY, CHANDIGARH

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## Abstract

In the age of science and technology, and with the innovation of Information communication technology (ICT), the world has changed into global village. It has progressed towards global information and digital networking era. The modern libraries are transforming their information services in different modes. Traditional library services are insufficient to meet the changing information needs and changing information seeking behavior of the users. Hence, libraries have to offer digital resources to render qualitative, pin-pointed, exhaustive and expeditious services to the readers. The development of computers, communication technology and networking technology has led to the development of electronic devices that have transformed the traditional libraries into digital libraries. This paper aims to outline the concept of Digital Library and to highlight the user's assessment about digital library at Panjab University, Chandigarh.

**Keywords:** Digital Libraries, Information Communication Technology, E-resources

## Introduction:

Since the primitive times, printed material made available by Authors, Researchers, Publishers, Booksellers and Librarians catered to the information needs. With the advent of information technology, the situation began to change as the printed information started to be digitized and made available to be used with the help of computer networks. This has changed the whole phenomenon of library science. The revolution of ICT has made the transfer of information from one place to another place easy and accessible from any corner of the globe with the help of computer networks. Digital libraries promote the concept of free flow of information in a portable form and helps in resource sharing among knowledge societies. Digital Libraries have given a bigger implication to the laws of library science as propounded by Dr. S.R.Ranganathan. It provides digital resources for usage, helps in saving time and space and hence satisfies the laws of library science especially the 5th law which implies that today libraries have grown to digital libraries from traditional libraries and library is a growing organism worldwide. "Digital libraries put a World of information at your fingertips".

## Meaning:

A digital library is a library consisting of digital materials and services. Digital materials are items that are stored, processed and transferred via digital devices and networks. Digital Library provides access to a collection of information resources born in digital form as well as digitized

forms of documents. The e-resources collection could be subscription based or developed using local information resources or a combination of both. It is a library in which a significant proportion of the resources are available in machine- readable format accessible by means of computer. The digital content may be locally held or accessed remotely via computer networks.

#### **Definition:**

**Digital Library Federation DLF defines:** “Digital Libraries are organizations that provide the resources, including the specialized staff, to select, structure, offer intellectual access to interpret, distribute, preserve integrity of, and ensure the persistence over time of collections of digital works so that they are readily and economically available for use by a defined community or set of communities.

**According to Cleveland:** Digital Library is web based electronic storage and access environment for information stored in the digital format either locally or in a library, or in a group of networked libraries, or at a remote location.

#### **Characteristics of Digital Library:**

Digital libraries are growing in popularity. ICT and networks are the major tools which have shaped the present day society. The shift from traditional libraries to digital libraries is not merely a technological evolution, but revolutionizes the paradigm by which people access and interact with information.

- It is to facilitate systematic and efficient access to and sharing of information, resources and overcome the barriers of time in accessing the information. The same resources can be used at the same time by a number of people.
- They give solution to the main challenges of traditional libraries, such as shortage of space, management of materials. When a library has no space for extension digitization is the only solution.
- It helps in storing of digital resources in appropriate repository in a networked environment for hosting in intranet, extranet and internet.
- It also helps in managing searches that are not practical manually. We can also preserve unique collections through digitization.
- It also helps to manage contents from multiple locations.
- To create a single user interface and a gateway for digital resources.
- We can preserve the original copy of the document any number of times without any degradation in quality
- Networking is very easy as digital library can provide link to any other resources of other digital libraries and helps in integrated sharing.

**Objectives of the study:**

- The objective of the study is to give a deep insight of Digital Library, Panjab University, Chandigarh
- to know the purpose of using the digital library
- to know the frequency of using the digital library
- to study the impact of digital library in the changing scenario
- to know the information needs of digital library users
- to know the attitude and opinion of users regarding digital library
- to know the services provided to meet the needs of the users
- to know the infrastructure facilities and services provided in the digital library
- to know the preference of users for traditional/digital library

**Research methodology, method of interpretation and presentation of data:**

A structured questionnaire has been designed to collect the data which has been distributed among the various categories of users of digital library. The massive data used in the study has been interpreted in a detailed and exhaustive manner to reach at conclusion. Data has been analyzed with the help of simple statistical technique and presented in tabular forms and figures.

**Panjab University Library, Chandigarh: Digital Library**

In the year 2004 the library has added digital library as a separate section which has now been shifted to the third floor as there has been expansion in the facilities and terminals. Digital library has been set up within the library premises especially for accessing on-line journals and other e-resources by the members. E-resources are available in Panjab University on LAN and Wi-Fi. Digital library provides access to library OPAC, e-Journals, e-books, e-databases, citation databases etc.

**Analysis and Interpretation:**

The total number of questionnaires distributed among different categories of users in Panjab University Library, Chandigarh is 280 and the response is received from 240 respondents.

**Table-1 Category of users**

Category of users	Response	% age
Teaching Faculty	35	14.6%
Research Scholars	103	42.9%
Postgraduates	62	25.8%
Graduates	40	16.7%
Total	240	100%

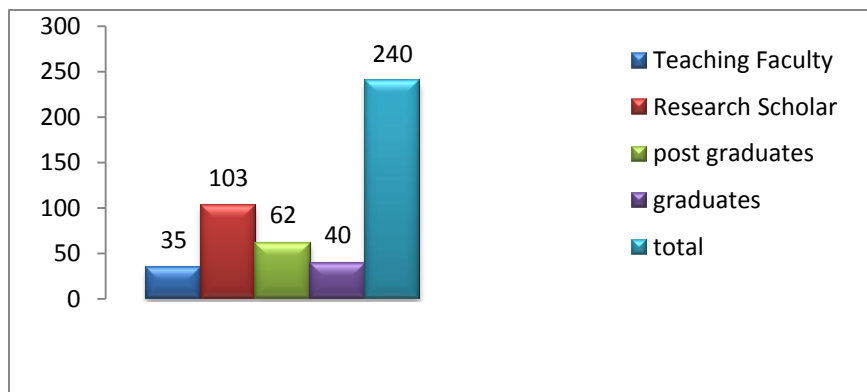
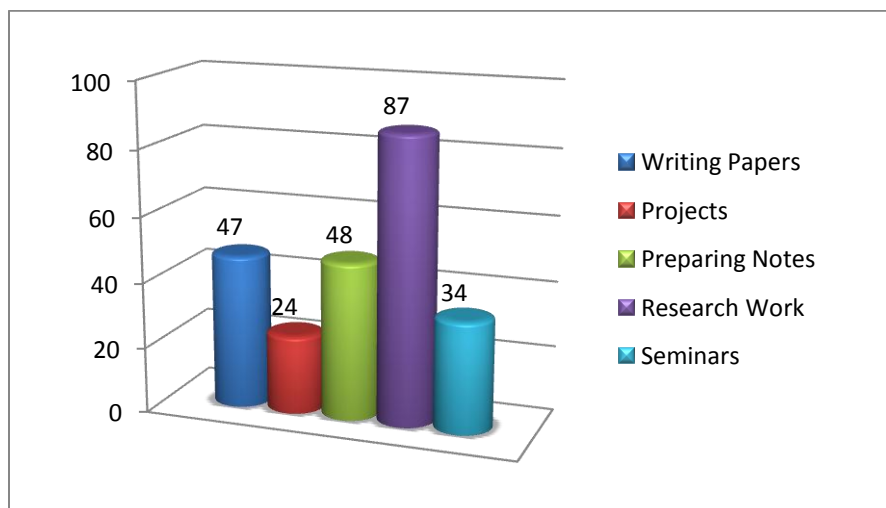


Table-1 shows the total responses received out of (240), teaching faculty is 35(14.6%), Research Scholars 103 (42.9%), Postgraduates 62 (25.8%) and Graduates are 40 (16.7%).

Table-2 Primary purpose to use digital library

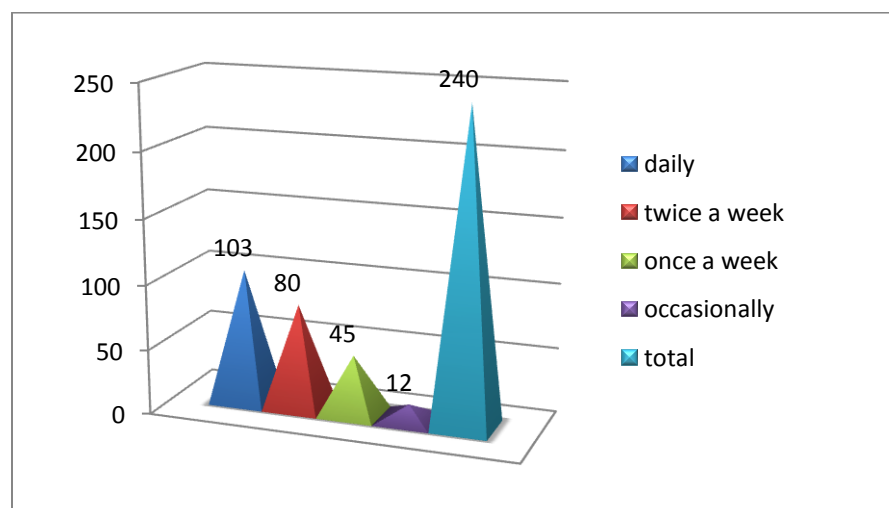
Category	Writing papers	Projects	Preparing notes	Research work	seminars	Total
Teaching Faculty	8	2	5	15	5	35
Research Scholars	27	2	7	53	14	103
Postgraduates	12	8	13	19	10	62
Graduates	--	12	23	--	5	40
Total	47	24	48	87	34	240



**Table-2** shows that from all categories, out of (240) responses, 47(19.6%) consult the digital library for writing papers, 24(10%) for projects, 48(20%) for preparing notes, 87(36.2%) for research work and 34(14.2%) for seminars. The study shows that the use of digital library for research work is the highest and for project work is the lowest.

**Table-3 Frequency of using Digital Library**

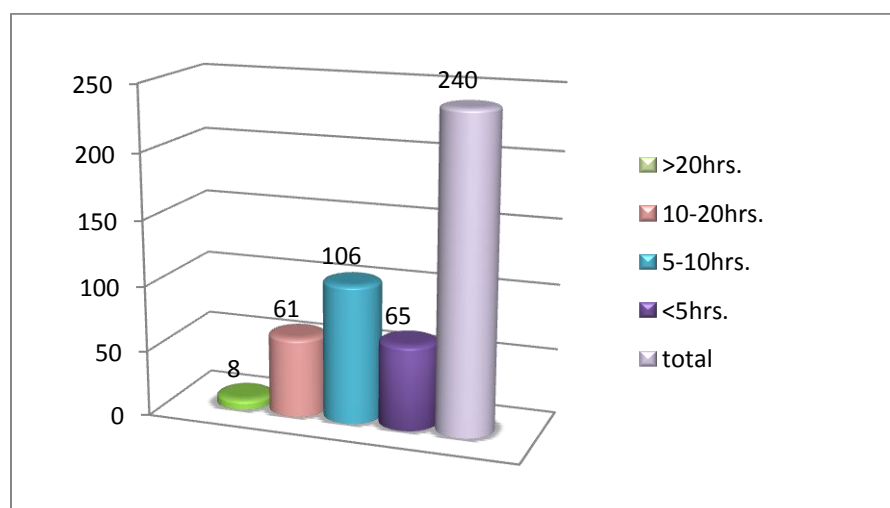
Category	Daily	Twice a week	Once a week	Occasionally	Total
Teaching Faculty	10	15	8	2	35
Research Scholars	65	20	18	--	103
Postgraduates	20	30	9	3	62
Graduates	8	15	10	7	40
Total	103	80	45	12	240



**Table-3** shows that from all categories, out of (240) responses, 103 (42.9%) consult the digital library daily, 80(33.3%) twice a week, 45(18.8%) once a week and 12(5%) occasionally. The ratio of using the digital library daily is the highest, which shows the increase in the use of digital library.

**Table-4 Time spent for the digital library per week**

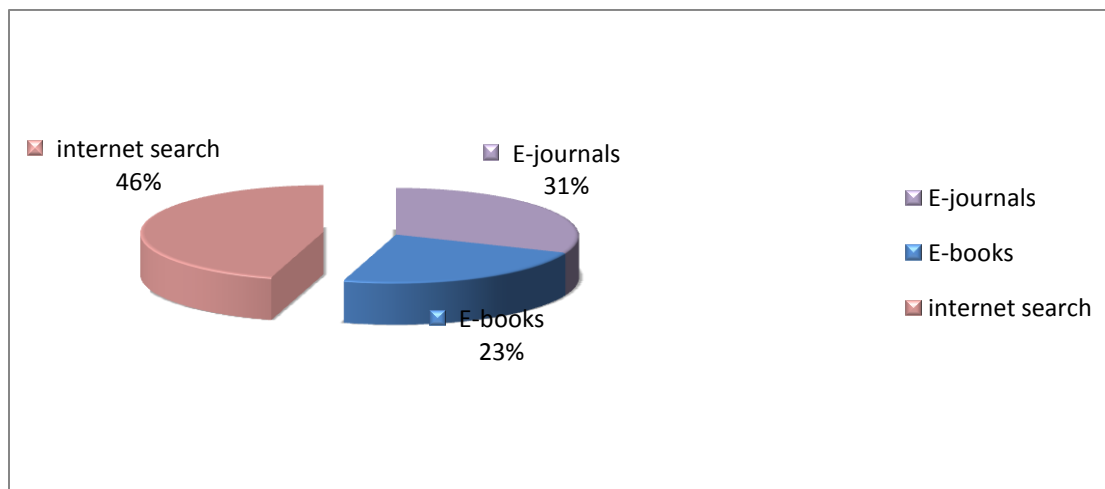
Category	>20hrs.	10-20hrs.	5-10hrs.	<5hrs.	Total
Teaching Faculty	1	9	18	7	35
Research Scholars	6	30	52	15	103
Postgraduates	1	18	30	13	62
Graduates	--	4	6	30	40
Total	8	61	106	65	240



**Table-4** It reveals that the users who consult the digital library for less >20hrs. are 8(3.3%), 10-20 hrs. 61(25.4%), 5-10hrs. 106(44.2%) <5 hrs. are 65(27.1%).

**Table-5 Primary preference to use**

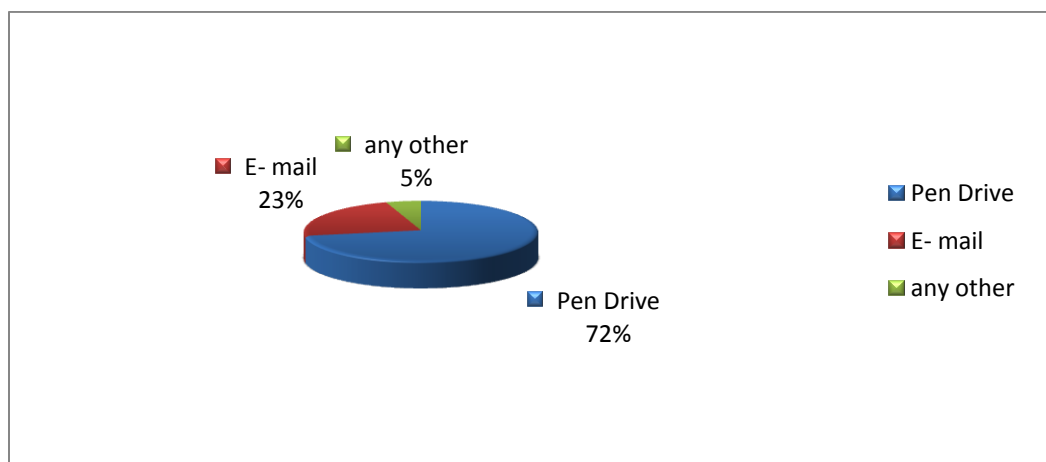
Category	E-Journals	E-Books	Internet search	Total
Teaching Faculty	12	7	16	35
Research Scholars	37	34	32	103
Postgraduates	15	6	41	62
Graduates	11	9	20	40
Total	75	56	109	240



**Table-5** shows that out of (240), 75(31%) primarily consult the digital library for accessing e-journals, 56(23%) for e-books and 109 (46%) for internet search, which is the highest.

**Table-6** Primary Device used to save information

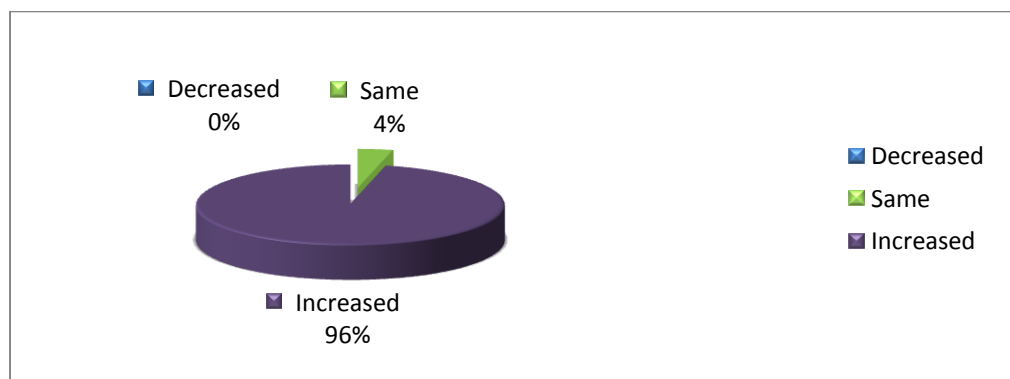
Category	Pen Drive	E-mail	any other	Total
Teaching Faculty	20	13	2	35
Research Scholars	70	29	4	103
Postgraduates	53	6	3	62
Graduates	30	7	3	40
Total	173	55	12	240



**Table- 6** shows the primary device used to save the information. It reveals that out of (240) respondents 173(72%) prefer to use pen drive, 55(23%) prefer to use E-Mail and 12 (5%) use some other device to save the information.

**Table-7 Change in access to digital library during the past one year**

Category	Increased	Decreased	Same	Total
Teaching Faculty	32	--	3	35
Research Scholars	99	--	4	103
Postgraduates	61	--	1	62
Graduates	39	--	1	40
Total	231	--	9	240

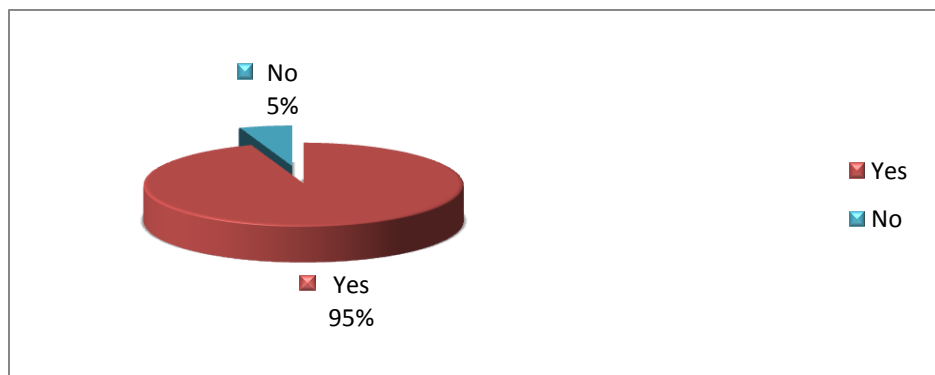


**Table-7** shows that out of 240 respondents only 9(4%) argues that the access to digital library has remained same for the past one year, but a large number of respondents 231 (96%) argues that the access to digital library has increased for the past one year.

**Table-8 Satisfaction of users regarding services of digital library/Staff**

Category	Yes	No	Total
Teaching Faculty	32	3	35
Research Scholars	98	5	103
Postgraduates	60	2	62
Graduates	37	3	40
Total	227	13	240

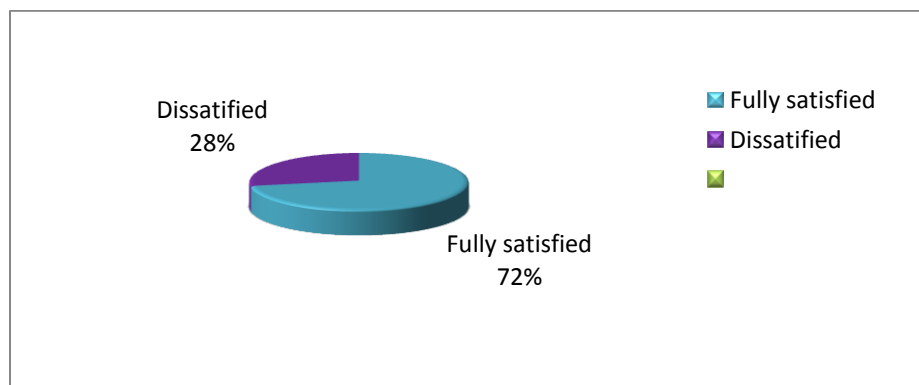




**Table-8** shows that whether respondents are satisfied with the services/staff of digital library or not. Out of total (240) respondents 227(95%) responds that they are satisfied but only 13(5%) are not in favour.

**Table-9 Satisfaction regarding infrastructure facilities**

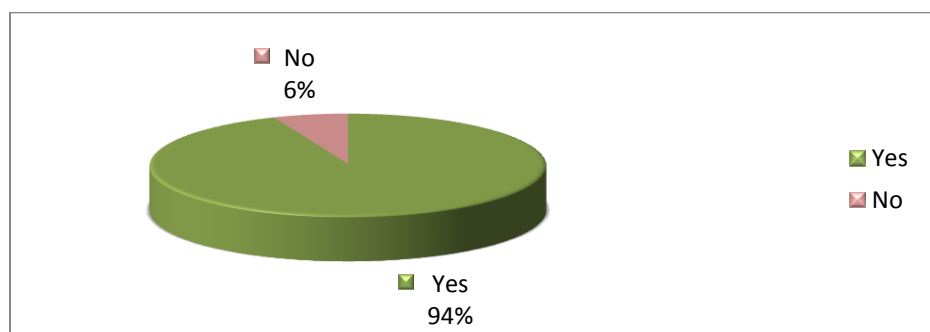
Category	Satisfied	Dissatisfied	Total
Teaching Faculty	24	11	35
Research Scholars	65	38	103
Postgraduates	50	12	62
Graduates	34	6	40
Total	173	67	240



**Table- 9** shows that out of 240, 173(72%) are satisfied with the infrastructure facilities provided by the digital library, but 67(28%) are not satisfied.

**Table- 10 Preference of Digital/Traditional Library**

Category	Digital	Traditional	Total
Teaching Faculty	31	4	35
Research Scholars	101	2	103
Postgraduates	57	5	62
Graduates	36	4	40
Total	225	15	240



**Table-10** shows that 225 (94%) prefer to use digital library, but 15 (6%) prefer to use traditional library.

### Results and Findings:

- The primary purpose of using digital library among the respondents is for their research work and preparing notes and writing papers.
- Digital library plays an important role in the life of respondents with majority of users using it daily or at least twice a week.
- A large number of users spent more than 5 hours per week for the digital library, among them a significant section comprising of serious users, spent more than 10 hours per week.
- Majority of users use the digital library for internet search followed by e-journals and e-books.
- Maximum users use pen drive for storing information followed by e-mail.
- 96% users are of the opinion that access to digital library has increased for the past one year.
- Satisfaction level of a large number of users regarding services/staff is high.
- Maximum users are satisfied with the infrastructure facilities available, however a few users wanted infrastructure facilities to be enhanced.

- A High percentage of users preferred digital library to traditional library.

**Conclusion:**

Panjab University Library is a part of large library networks to facilitate information exchange and resource sharing with the objective of enhancing the quality of library service and has provided integrated access to increasing number of e-resources including existing library collections, scientific databases, reveals that the digital library is increasing in popularity and has become a vital part of information dissemination process. Digital libraries have more potential as compared to traditional libraries and the younger generation has more inclination to use digital resources. Digital libraries at this stage cannot replace the traditional libraries in totality but it can enhance the services provided by traditional libraries. The digital library will play a continuous increasing role in dissemination of information in the years to come.

**Suggestions:**

- In order to improve the efficiency to the maximum extent the institute should conduct user's orientation programmes.
- Awareness program among new library members to enhance awareness about facilities and resources available in digital form should be conducted from time to time.
- To enhance the infrastructure available in digital library.
- Library should continue to embrace the latest advancement in ICT for the betterment of the users.

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