

Collection, Services, and Infrastructure available for access E-Resources in the Panjab University Library, Chandigarh: A Study

Dr. Vishwas Jeet Rajbanshi

Librarian

Directorate of Education

Delhi

email:-info@vishwasjeetrajbanshi.com

***Abstract** - Nowadays availability and access of e-resources are very common in the academic libraries in India. E-resources are essentials part of the academic community for their works. The matter of fact is that proper and maximum utilisation of e-resources by the users is the need of the hour. The paper examines the satisfaction of e-resources related to the collection, services, and infrastructure available in the library of Panjab University, Chandigarh. The study also highlights the availability of computers and internet connection for accessing e-resources.*

Keywords: User studies, Electronic resources, Collection development, Library services, Pajab University Library.

Introduction

An e-resource is a material which includes a collection of data, full text, images, multimedia products, numerical, graphic etc. which is accessed through the computer. According to Gradman glossary, "A publication in digital format which must be stored and read on a computer device. There are two types: Direct access: these are physical objects such as CD-ROMs, diskettes, computer tapes, and computer cards, containing text, images, software, etc". There are various types of e-resources like Electronic-books, Electronic-journals, Databases, CDs/DVDs, Electronic-conference proceedings, Electronic-Manuscripts, Electronic-Theses, Electronic-Newspaper, Websites, Subject Gateways, etc. The e-resources have various advantages such as multi-access users, speed, content (videos, sounds, images, infographics, files etc.), saving space, saving money and time and many others.

Panjab University, Chandigarh

Panjab University, Chandigarh was inaugurated in 1882 at Lahore and it is viewed as the oldest university in India. It has picked up greatness in educating and research and development in the field of science and innovation, humanities, sociologies, performing arts and sports. It has seventy-three teaching and research departments. It is positioned number one University in India and ranked 363 as "Best Global Universities Rankings 2016 by the US News-Global Report and Thomson Reuters ("Profile of Panjab University - Panjab University", Chandigarh, India," , 2020).

A. C. Joshi Library

The Central Library of the university is named after the famous Vice-Chancellor of the Panjab University, Chandigarh. The inauguration stone was laid by Dr. S. Radhakrishnan and the new premises of library building was introduced in 1963 by Pt. Jawaharlal Nehru, the then Prime Minister of India. The library is air-conditioned and has 6.4 lakh publications with a capacity of more than 500 readers. Computers and Online Public Access Catalogue

facilities are also provided by the library to the users “A.C. Joshi Library Panjab University, Chandigarh India,” 2020)

Literature Review

Mohindra & Kumar (2015) conducted a study to evaluate the user satisfaction of service quality (LSQ) in A. C. Joshi Library, Panjab University, Chandigarh. The study shows that the library environment and its services had an impact on the user’s satisfaction by 26.2% on the regression analysis. It also found that users are satisfied with the environment, collections, staff, and services of the library. **Chohda (2015)** conducted a study on the use of e-resources in Panjab University Library, Chandigarh. The study revealed that 80.00% of respondents are aware of Online public access catalogue, e-resources, etc. It is also found that 73.33% of respondents are satisfied with e-resources. She suggested that the Library should provide user training such as controlled vocabulary. **Kumar (2012)** conducted a study on the use of INDEST-Aicte Consortium by the users of Panjab University, Chandigarh. The study found that the majority of the users were aware of the INDEST-AICTE Consortium and 76.66% users preferred e-journals. The study further shows that 20.00% were not satisfied with the consortium. **Sood, Khanna & Tewari (2019)** conducted a study on the Changing trends of Collection development for the 21st century at Panjab University Library, Chandigarh: a move towards e-resources. The paper highlights the collection development of books and periodicals. It also points out that the library is creating a significant budget for procuring e-resources.

The objective of the Study

- To discover the collection, services and infrastructure available for access e-resources by the Research Scholars of Panjab University, Chandigarh.

Methodology

The survey method has been used for the study. The scholar personally visited the Panjab University, Chandigarh for the collection of the data. The data is presented in the tables analyzed by a simple method of calculation.

Data Analysis And Interpretation

Table No.1:- The frequency of scholars visits the library

Frequency of visit	Research Scholar	Percentage
Daily	92	35.11
Weekly	94	35.88
Fortnightly	12	4.58
Monthly	24	9.16
Rarely	40	15.27
Total	262	100

The above data shows that the majority of 35.88% of scholars visit the library weekly followed by 35.11% visit daily, 15.27% visit rarely, 9.16% visit monthly, and 4.58% visit fortnightly.

Table No.2:-Purpose of visiting the library

Purpose	Research Scholar	Percentage
Issue and return of books	144	41.62
Searching online information	104	30.06
Print resources (Journals//Newspaper/Reference etc.)	72	20.81
Any other	26	7.51
Total	346	100

The above data demonstrates the purpose of visiting the library, it shows that 41.62% of the scholars visit the library for the issue and return of books which is the highest, followed by 30.06% for searching online information, 20.81% for consulting print resources, and 7.51% for any other purpose.

Table No.3:-Adequacy of e-resource collection in the Library

Adequacy of e-resource	Research Scholar	Percentage
Yes	194	74.05
No	68	25.95
Total	262	100

(Multiple Choice)

The above data demonstrate the adequacy of e-resources collection in the library. It shows that 74.05% of scholars answered in affirmative and responded to 'YES', whereas other 25.95% scholars said 'No'.

Table No.4:-Adequacy of e-journal collection in the Library

Adequacy of e-journal	Research Scholar	Percentage
Very adequate	80	30.53
Adequate	158	60.31
Inadequate	24	9.16
Very inadequate	0	0
Don't know	0	0
Total	262	100

The above data shows that 60.31% of the scholars found that the library has an adequate collection of an e-journal, followed by 30.53% found it very adequate, 9.16% found it inadequate, no one found it very inadequate and don't know respectively.

Table No.5:- Adequacy of the e-database collection in the library

Adequacy of e-database	Research Scholar	Percentage
Very adequate	40	15.27
Adequate	154	58.78
Inadequate	56	21.37
Very inadequate	0	0
Don't know	12	4.58
Total	262	100

The above data shows that 58.78% of scholars found that the library has an adequate collection of e-database, followed by 21.37% found it inadequate, 15.27% found it very adequate, 4.58% said they don't know and no one found it very inadequate.

Table No.6:-Adequacy of e-book collection in the Library

Adequacy of e-book	Research Scholar	Percentage
Very adequate	38	14.5
Adequate	134	51.15
Inadequate	82	31.3
Very inadequate	6	2.29
Don't know	2	0.76
Total	262	100

The above data reveals that 51.15% of the scholars found that the library has adequate access to the e-book, followed by 31.30% found it inadequate, 14.50% found it very adequate, 2.29% found it very inadequate and 0.76% found that they don't know.

Table No.7:-Adequacy of e-scholarly internet source collection in the Library

Adequacy of e-scholarly internet source	Research Scholar	Percentage
Very adequate	50	19.08
Adequate	152	58.02
Inadequate	56	21.37
Very inadequate	0	0
Don't know	4	1.53
Total	262	100

The above data reveals that 58.02% of the scholars agree that the library has adequate e-scholarly internet source followed by 21.37% found it inadequate, 19.08% found it very adequate, 1.53% responded that they don't know and no one found it very inadequate.

Table No.8:- Adequacy of e-reference source collection in the library

Adequacy of e-reference source	Research Scholar	Percentage
Very adequate	44	16.79
Adequate	134	51.15
Inadequate	70	26.72
Very inadequate	6	2.29
Don't know	8	3.05
Total	262	100

The above data shows that 51.15% of the scholars agree that the library has an adequate collection of e-reference source followed by 26.72% found it inadequate, 16.79% found it very adequate, 3.05% responded that they don't know and 2.29% found it very inadequate.

Table No.9:-Adequacy of an e-theses collection in the library

Adequacy of e-reference source	Research Scholar	Percentage
Very adequate	44	16.79
Adequate	134	51.15
Inadequate	70	26.72
Very inadequate	6	2.29
Don't know	8	3.05
Total	262	100
Adequacy of e-theses	Research Scholar	Percentage
Very adequate	34	12.98
Adequate	112	42.75
Inadequate	100	38.17
Very inadequate	12	4.58
Don't know	4	1.53
Total	262	100

The above data shows that 42.75% of the scholars agree that the library has an adequate collection of e-theses, followed by 38.17% found it inadequate, 12.98% found it very adequate, 4.58% found it very inadequate and 1.53% said they don't know.

Table No.10:-Services related to e-resource provided by the library

Services	Research Scholar	Percentage
Electronic document supply	108	36
Current Awareness	72	24
Selective Dissemination of Information.	12	4
Any others Services (OPAC/Overdue/Ask Librarian/Reprographic)	108	36
Total	300	100

(Multiple Choice)

The above data demonstrates the services related to e-resource provided by the library, it shows that the majority of 36.00% scholars use electronic document supply and any other service respectively followed by 24.00% use current awareness and 4.00% use selective dissemination of information.

Table No.11:-Computers for accessing e-resources in the library

Computers	Research Scholar	Percentage
Yes	224	85.5
No	38	14.5
Total	262	100

The above data shows that a majority of 85.50% scholars admitted that they have computers for accessing e-resources and 14.50% scholars admitted that they don't have computers.

Table No.12:- Internet connection available for accessing e-resources

Internet connection	Research Scholar	Percentage
Wi-Fi	250	94.33
Leased line	15	5.66
Li-Fi	0	0
Total	265	100

(Multiple choice)

The above data shows that the highest percentage of the scholars 94.33% have a Wi-Fi connection and 5.66% have informed about leased line connection for accessing e-resources on the campus. However, it is interesting to note that none of the scholars talked about Li-Fi connection.

Major Findings

1. The majority of scholars visit the library weekly and daily.
2. Most of the scholars visit the library for the issue and return of books and very few for any other purpose.
3. The scholars are satisfied with the adequacy of e-resource collection in the library.
4. The scholars found that the library has an adequate collection of an e-journal, e-database, e-book, e-scholarly internet source, e-reference source and e-theses.
5. Maximum scholars use any other service compared to electronic document supply, current awareness service and selective dissemination of information.
6. The majority of scholars admitted that they have computers for accessing e-resources.
7. The study shows that the highest percentage of the scholars have a Wi-Fi connection for accessing e-resources on the campus.

Suggestions

1. The library should increase the collection of e-resources so that the users can get maximum benefits out of it.
2. The collection adequacy of e-database, e-book, e-scholarly internet resource, e-reference source and e-theses should be developed by the library.
3. The library should give more focus on service-related to electronic document supply, current awareness and selective dissemination of information to the users.

Conclusion

The e-resources have made a huge impact on the scholars due to its various advantages. Most of the academic libraries are providing access to e-resources through online public access catalogue to the users in the library and through a remote location. The study shows that A. C. Joshi library of Panjab University, Chandigarh has successfully catered the needs of e-resources to the scholars. It is also recommended that the library should strengthen their collection, services and infrastructure so that the maximum number of scholars can access e-resources.

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