ICT based Library and Information Services: A case study of Temperate College of Fisheries (J&K)

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Abstract - *The aim of the survey was to assess the purpose of use of ICT based resources and services and its impact on the users. The study was performed via a questionnaire survey of the library users .The paper determine satisfaction level of library user in using online services, favourite searching engine and problems faced by user in using ICT facilities. Users proposed a variety of measures of formal orientation and training in ICT based resources and services to be more effective users.*

Keywords. Search Strategies, Search Engine, ICT, Fisheries library, SKUAST-K

Introduction

Discipline deals with the processes of storing and transferring information. it attempts to bring to together concepts and methods from various disciplines such as library science, computer science and engineering and other technologies in order to develop techniques and devices to aid in the handling that is in the collection, organisation, storage, retrieval, interpretation and use of information. Information processing, acquisition, recording, organisation, retrieval, display and dissemination of information all these term refers usually to computer based operation. Further the origin of internet and the development of WWW revolutionized the information communication. Recognising the advantages of information technology application in academic and research activities, govt are encouraging universities, college libraries in providing information technology based library services to user community.

ICT has been a means to bring quality services. Systematic planning of its introduction and application will assure that the technology based information services are sustainable, and enhances the ability of library. In the present scenario, the library and information centers at global level are able to provide access to;

- Online databases across the country and worldwide
- Comprehensive statistical databases and content page services
- Full text information sources with key word searching

Special library is a library attached to particular discipline of knowledge. it exists to cater to the needs and requirements of students and teachers and to support the teaching and research programmers of the university. Now the Internet has transformed the ways and means of information service. Breaking the distance barrier, internet has emerged as a boon to the information seekers as well as libraries. It has become popular, easy to use and inexpensive teaching and research tool. Internet, in fact is changing the way the librarian view information

sources. Professional associations, research organizations publisher is treated as the speedy, accurate and effective way of communication among academic, research, executives and business communities. Hence, internet for information service/ current awareness service in the library is gaining momentum and becoming popular too. It is also true that internet has become a part of library environment

Review of Literature

Ghosh and Ghosh (2009) conducted a study to examine the progress India has made in it move towards a knowledge-based economy. The Indian Government has demonstrated its commitment to the development of fundamental pillars of knowledge sharing infrastructure, knowledge workers and a knowledge innovation system. Libraries are identified as key players in building an inclusive knowledge economy (KE) for a country. The important findings of the study were: the practice-based examples of how information and communication technology (ICT) projects are influencing contemporary Indian society and an account of government policies in regard to ICT implementation and development towards a KE are presented. The impediments in the process of KE in India are identified and recommendations are made.

Antherjanam & Sheeja (2008) carried out a study to find out the impact of ICT on LIS and its major shifts and practices in university library of CUSAT. The major findings of the study were:(a) Users are making very good use of the available ICT facilities.(b) With the help of telephone, e-mail, Fax etc. reference queries are answered faster than before.(c) SDI, CAS etc., are also done faster than before.(d) Issue & return of books, renewals are done faster than before.(e) Book selection, price checking are also done very efficiently using ICT.(f) About 90% of the users of the library search OPAC for getting information about the where about of books.

Objectives of Study

- To study the present ICT products and services provided by Fisheries libraries in SKUAST-K(J&K UT)
- To find out the different purposes of using ICT product and services.
- To assess to what extent users are utilized ICT based library services and facilities.
- To know the favourite search engines used by users.
- To identify the type of problems faced by users when using ICT product and services in libraries under study.
- To find out the user satisfaction with the ICT based products and services provided by the libraries under study.
- To suggest measures for improvement of existing resources and services and
- implementation of ICT

Research Methodology

In the present study the questionnaire was selected as the source for collecting the comprehensive & relevant dates. A list of questions was formulated keeping in view the objective of the study & personally distributed to the faculty members and students of temperate fisheries college of J&K. Total 98 questionnaire were distributed out of 80 were received back with response. (present the tables according to 80 responses)

Limitation & Scope

The scope of the present study is confined to students and faculty members. The study population limited to 98 researcher of fisheries science faculty .Which consist of the faculty members and students working in the faculty of temperate college of Fisheries, SKUAST-Kashmir

Table-1: Distribution of questionnaire

Particulars	Faculty Members	Students
Number of Questionnaire Distributed	30	68
Number of Questionnaire Received	22 (27.5%)	58(67.5%)

Table-1: shows the distribution of questionnaire, majority of 62 the respondent were students and 22 were faculty members, and response rate was 89.80%

Table-2: Gender-wise distribution

Gender	Faculty	Students	Total	%
Male	14	43	57	71.25
Female	8	15	23	28.75
Total	22	58	80	100

Table-2 shows the gender-wise distribution of respondents, majority of 71.25% of them are male and 28.75% of them are female respondents. Among male respondents 43 of students and 14 were faculty members, and 15 were female from students and 8 were female faculty members.

Table -3: Primary way to learn about ICT

Learning by	Faculty	Students	Total	%
Teacher/supervisor	6	12	18	22.50
Colleagues/classmates	7	13	20	25.00
Friends/abroad	4	21	25	31.25
Library homepages	2	4	6	7.50
Library Training	3	8	11	13.75
Total	22	58	80	100

Table-3 depicts the primary way to learn about ICT, majority of 31.25% of them expressed their opinion that they learned through friends/abroad, 25% of them colleagues/classmates, 22.50% of them teachers/supervisor, 13.75% of them through library training, 7.50% of the respondents expressed their opinion that they learned through library homepage.

Tables-4: Purpose of ICT products (multiple responses)

Purpose	Faculty	Students	Total	%
e-mail & document exchange	20	54	74	11.51
Electronic Journals	16	37	53	8.24
For career development	14	48	62	9.64
Electronic Books	12	41	53	8.24
Collect data through internet	21	55	76	11.82
Presentation of documents	20	46	66	10.26

Manuscripts proposal & paper	18	32	50	7.78
To update knowledge	20	52	72	11.20
Search webpage/OPAC	21	55	76	11.82
Discussion forum	17	44	61	9.49
Total	179	464	643	100

The above figure show that maximum faculty are using ICT for purpose of searching electronic books while maximum students using ICT for purpose of presentation of document. The other aspect of using of ICT by Faculty members are for searching of e-journals, while student use of ICT for OPAC .The less use of ICT is for collecting date by students and searching of webpage by faculty members.

Table 5: Use of ICT products (multiple responses)

ICT Products	Faculty	Students	Total	%
Computers	21	56	77	13.80
Labtops	14	27	41	7.35
Internet	20	57	77	13.80
MS word	19	5	24	4.30
Power point	19	46	65	11.65
Printer	22	57	79	14.16
Scanner	17	49	66	11.83
DVS/CD/Flash memory	11	38	49	8.78
Total	165	393	558	100

The above table focused about the faculty and student that where they use the ICT product in that case students as well as faculties give same kind of feedback. 18.57% student and18.79% faculties said it is maximum use in their laptop, after that they said it can be also used in internet (16.67% students, 18.18% faculties), computer (115.97% students, 13.94% faculties), scanner (15.71%students, 5.45% faculties), PowerPoint (15.71% students, 5.45% faculties), Printer (2.38% students, 3.64%faculties) and so on.

Table 6: Using of Internet

Particulars	Faculty members	Students	total	%
Library	8	29	37	46.3
Computer centre	6	10	16	20
Department	6	9	15	18.8
Cyber cafe	1	9	10	12.5
Hostel	1	1	2	2.5
Total	22	58	80	100

It is clear in above table-6 that many 46.3% of students & faculty think that the usage of internet web is more at Library, 20% then in computer centre, if we see in department there is only 18.8% contradict between student and faculties about the use of internet in departments, 12.5% of them using cyber cafe, and finally 2.5% of them using in Hostels.

Table 7: How to know about ICT based library

Particulars	Faculty members	Students	total	%
CD Rom searching	26	64	90	22.73
Online searching	35	75	110	27.78
Online networking	24	45	69	17.42
New clipping	17	07	24	6.06
Online reservation	15	40	55	13.89
Database searching	09	39	48	12.12
Total	126	270	396	100

The data collected in Table 7 show that maximum 27.78% of them familiar with online searching, 22.73% of them CD Rom searching, 17.42% of them know online networking, 13.89% of them know online reservation, 12.12% of them know database searching, and only 6.06% of them know about news clipping in the library.

Table 8:-searching point for searching ICT

Particulars	Faculty members	Students	total	%
General purpose searching engine	32	67	99	42.13
Multi Journal search web sites	30	32	62	26.38
Specific Journal websites	24	12	36	15.32
Library e-journal websites	21	27	48	20.43
Total	97	138	235	100

The table-8 shows the searching point for searching ICT, the majority 42.13% of the respondents general purpose searching engine, 26.38% of them multi journal searching web sites, 20.43% of the library e-journal websites and few 15.23% of them specific journal websites.

Table 9: Your favourite search engine

Particulars	Faculty members	Students	total	%
Google	32	78	110	30.99
MNS	10	31	41	11.55
Yahoo	25	54	79	22.25
Alta vista	2	10	12	3.38
Rediff	13	34	47	13.24
hotspot	21	45	66	18.59
Total	103	252	355	100

The figure show (32 faculities,78 students) are give maximum weighted to the Google search engine the Yahoo(25 faculities,54 students)then (21 faculites,34 students) to hotspot then(13 faculities,34 students),to Rediff then (10 faculities,31 students)MNS and less number of faculties and students to Alta vista searching engine.

Table 10: Expertise in using search engine

Opinion	Faculty members	Students	total	%
Excellent	6	30	36	45
Good	8	14	22	27.5
Fair	6	8	14	17.5
Average	2	6	8	10
Poor	0	0	0	0
Total	22	58	80	100

Table-10 shows the expertise in using search engine, the majority 45% of the respondents expressed their opinion that excellent, 27.5% of them said good, 17.5% of them said fair, 10% of them said average and nobody said poor expertise in using search engine.

Table 11. Problem faced by ICT

Particulars	Faculty Members	Students	Total	%
Limited no of computer	2	3	5	4.55
Lack of software	9	17	26	23.64
Lack of awareness	1	26	27	24.55
Lack of time	20	30	50	45.45
Lack of technical knowledge	-	2	2	1.82
Total	32	78	110	100

Table-11 show that there is different opinions about the problem of ICT as 20 faculties and 30 students generated as lack of time ,while as (9 facuities17 students) lack of software,(1 faculty ,26 students) lack of awareness and (2facuities,3students) limited no of computers available in library

Table 12: Infrastructure problem in using ICT

Particulars	Faculty Members	Students	Total	%
Low Internet connectivity	30	67	97	46.86
Problem in networking	27	64	91	43.96
Compatibility of system	2	10	12	5.80
Insufficiency of workstation	2	5	7	3.38
Total	61	146	207	100

Above table discusses the problems in infrastructure(30 faculties ,67students)mentioned low internet connectivity,(27 faculities,64 students)faces the problem in networking, while as(2 faculities,10 students) mentioned compatibility of system, finally insufficiency of workstation.

Table 13: Impact of ICTs on research works

Particulars	Faculty Members	Students	Total	%
Expedite Research Process	12	25	37	12.25
Improve professional competence	32	32	64	21.19
Access to current information	30	69	99	32.78
Access to wider Range	32	70	102	33.77
Total	106	196	302	100

Table-13 shows the impact of ICTs on research works, majority 33.77% of the respondents expressed their opinion about access to wider range, 32.78% of them said access to current information, 21.19% of them said improve professional competence, and 12.25% of them said expedite research process.

Table 14: Services offered by library

Services	Yes	No
Reprography	61.25	38.75
Microfilm service	25	75
Information service	83.75	16.25
Inter Library loan service	76.25	23.75
Translation service	20	80
CAS	86.25	13.75
SDI	90	10
Bibliographic service	96.25	3.75
CD/DVD ROM	61.25	38.75
Online services Online Journal/databases	92.5	7.5

Table-14 shows the services offered by library to the users, majority 96.25% of them said library is offering bibliographic service, 92.5% of them said online services online journal databases, 90% of them said SDI, 86.25% of them said CAS the overall respondents said all above mentioned services are offered by the library.

Finding:

- There is considerable importance of ICT on teachers and teaching. Good training program result in positive attitude towards ICT in teacher. Using of laptop increase positive attitude towards their work.
- In current study it was found that maximum number of users used ICT in library, it is because library reach out globally providing their service 24x7 in very cost effective manner.
- We collected data from table it is clearly mentioned that user came to know about ICT through online search
- Maximum user shown their respond in searching engine to Google, Yahoo and rediff.

Suggestion

- The study show that internet surfing is most impt for user in computer centre, so that the lab should be well equipped with enough no of computer.
- Time duration of using ICT activities should increased.

- Staff should be more responsive and helpful.
- Proper ICT training should be give to the library professional to improve ICT skill among professionals.
- More online Journal should be incorporated. Orientation should be given to user about use of ICT products.
- The content , Journals & research paper should be specific as per the topic.
- The libraries should be allocated sufficient finance in order to introduce new services and also to improve the existing services.

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