

**USE OF E-RESOURCES AND SERVICES BY STUDENT AND FACULTY MEMBERS OF IBS BUSINESS SCHOOL, BANGALORE: A STUDY**

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**ABSTRACT**

*The study examines the use of Electronic Resources (ER) and services among the students and faculty members of IBS Business School, Bangalore. An attempt has been made in this study to identify the use & awareness of ER, preference of format, the purpose and frequency of using digital resources, problems faced by the users while using ER, infrastructure facility available and satisfaction level of users with some constructive suggestions and remedial measures for the ensuing bottle-neck.*

**Keywords:** Electronic Resources, Online Databases, IBS-Bangalore, Information retrieval, Information Services.

**INTRODUCTION**

In traditional libraries the Information resources utmost available in print form only and a clientele can access those by physically travelled to the library. Due to rapid advancement of Telecommunication and Computation technology, a modern library equipped with advanced IT infrastructure can provide the same to their users in a finger tip. Electronic resources like CD-ROM databases, Open sources materials, Online books, online research works, online databases, online journals, OPAC and internet etc. are slowly replacing the importance and usage of print media. The availability Electronic resources have exploded in popularity and use, they facilitate innovation in teaching, and they increase timelines in research as well as increase discovery and creation of new fields of inquiry.

Electronic resources play a prominent role in facilitating access to accurate, timely and relevant information to the users and they become part of the library resources. The main objectives of any library are to cope with the challenges of providing its use community with increased access to knowledge in any form at anytime & distance. Academic library must decide what focus they take in collecting materials since no single library can supply everything. When there are particular areas of specialization in academic libraries these are often referred to as niche collections.

## **IBS BUSINESS SCHOOL**

Since its inception in 1995, IBS Business School has been one of the best B-school in the country, providing excellent academic delivery and infrastructure to its students. They offer two-year full time management programs like MBA, PGPM and Executive MBA to prepare the students and equip them for successful careers. The course is designed to expose the students to concepts, policies and techniques for the effective and efficient management of global organizations. The IBS Bangalore campus is a leading name in management education in the south region. IBS has also been consistently ranked among the top B-schools in the country, in annual the B-school surveys conducted by Indian management magazine. IBSB develop ethically grounded managers who can add value not only to organizations but also to society. It provides a learning environment for holistic personality development which focuses on knowledge, skills, and attitude. Soft-skills labs, mentorship program, 14-week long summer internship program; a series of co-curricular and extracurricular activities, community engagements and certificate programs for value-added skills relevant for niche profiles in the industry, are some unique features. The confidence business has reposed in us; the heights our alumni have reached; the team of faculty we have built; the work of mouth from students who have had a great experience, which brings the new batch of students in every year, these are our testimonials. The IBS Bangalore campus is a leading name in management education in the south region. There are 130 students in the first year and 240 in the final year; total 370 students are perusing their management studies. Faculty strength is 33 including regular faculty and visiting faculty.

The N.J. Yasaswy Knowledge Resource Center has a collection of 30014 documents. It is kept open 10 hours a day. The library is fully supported by IT infrastructure. The library has been equipped with the latest software packages, CDs, Videos, Indian and International journals; magazines and research reports relating to management, science & technology, law and allied subjects. IBS subscribes to several academic online databases like EBSCO HOST, Econlit, Emerald Management Xtra, ProQuest, JSTOR, Science Director (Elsevier) and Cabell's directory; Industry databases like the World Development Indicators; CMIE databases (including Prowess, Alpha, CapEx, Business Beacon and Industry Analysis Survey) and Capitaline; and business and research oriented databases like Reuters, Business Insights and Market line. We subscribe to 2 International Journals and 31 National Journals. Access is also enabled to 5000+ Journals through the databases. We also subscribe to 23 Indian Business Magazines and 2 International Business Magazines. In addition there are separate libraries in Faculty of Science and Technology and Faculty of Law

## **NEED FOR THE STUDY**

Libraries and information centers are maintained for the users, to know about the effectiveness of the library and information services, an adequate knowledge about the user, their needs, and demands are need to accessed first. Due to rapid explosion of knowledge and different forms of availability of Information the library system should be analyzed, evaluated and modified to keep in pace with changing circumstances. The IBS business school campus is established library and information center is selected to know the resource and services available in the library to find out lacuna and suggest the remedies. They are well equipped with latest collection and information resources on business and management related subjects. Professionally qualified and experienced library professionals manage them. Ours is an age of published in various types of

sources. It is essential to acquire all these recorded information under the existing circumstance. It is very difficult to acquire all the information which is published and library services in most of the college is far from satisfactory.

### **OBJECTIVE OF THE STUDY**

The objective of this study is to explore E-resources users of IBS Business School, Bangalore. More precisely Such as;

1. To explore the use and purpose of electronic resources.
2. To know the different types of e-resources and services available in the IBS Library
3. To find out the awareness and use of library resources by the readers.
4. To find out the type of information sources used by the readers.
5. To ascertain users opinion regarding usefulness and adequacy of information sources and services.
6. To find out the major electronic resources accessed by the users
7. To determine the level of satisfaction among the users of e-resources
8. To identify the methods that the readers of the library adopt to locate the required information sources.
9. To identify the problems and constraints facing by the users while using Electronic resources.
10. To help the administrator of the library in preparing an enrichment program for better use of the library.
11. To know the prefer form of the electronic resources by the users.

### **REVIEW OF LITERATURE**

Due the advantages of e-journals and online electronic databases over print media, number of libraries is compelled to subscribe the same. It is the role of the librarians to find out the worth-ability of these resources and carefully select those which are useful to their academic pursuits.

In India very few attempts have been made so far to study extensively the state of the use of e-resources by the university libraries and their impact or influence on academic research. The Kurukshetra University has now expanded its library services by providing e-resources to meet the academic community's expectations. It is very relevant and essential to know how far research scholars are making use of e-resources and influence of e-resources on their research work.

Electronic resources and services have become the most popular tools for research and academic activities (Golwal et al., 2008). "There is an increasing preference for the electronic to the detriment of the printed format" (Borrego et al., 2007) and "e-resources are being well used compared with CD-ROM databases" (Swain and Panda, 2009). Electronic information sources provide faster and reliable information (Kumar and Sampath, 2008). The major barrier to use of e-journals is the lack of subscriptions in their field (Dilek-Kayaoglu, 2008; Madhusudhan, 2008; Mulla and Chandrashekhara, 2006); lack of user orientation/training (Singh et al., 2008; Kanniyappan et al., 2008); bandwidth and improvement of e-resources (Veenapani et al., 2008; Kaur and Verma, 2006).

Kim and Hahn (2008) developed a BSC-based (balanced scorecard-based) academic library performance indicator model and analyzed the differences among expert groups in determining the significance of each evaluation criteria of the indicator matrix and its relative weight on the model.

## DATA ANALYSIS AND INTERPRETATION

### Sample distribution of Respondents

The table no.1 depicts that majority of students are participated in this survey i.e. 147 (87.87%) and 20 (12.3%) faculty members. In comparison with the students the faculty members are less at IBSB, so the participated strength i.e. 20 (12.3%) enough the draw the results.

Members	Number	Percentage
Students	145	87.87
Faculty	20	12.13
Total	165	100

### Frequency of Visit to the Library

The table 2 highlights that 75.15% everyday visit library, 46.67% of users have stated that they visit the library once in two days and 42.42% of the users visit to the library once in a week.

**Table: 2 Frequency of visit to Library**

S.N	Frequency of Visit	Students	Faculty Members	Cumulative
1	Every day	112 (77.24%)	12 (60%)	124 (75.15%)
2	Once in two days	70 (48.28%)	7 (35%)	77 (46.67%)
5	Once in a week	64 (44.14%)	6 (30)	70 (42.42%)
6	Thrice in a week	9 (6.21%)	4 (20%)	13 (7.88%)
7	Rarely	2 (1.38%)	1 (5%)	3 (1.89%)

### Purpose of visiting the Library frequently

The table no.3 indicates that 63.03% of users visit library to borrow books and consult periodicals, 41.21% of users have stated that they visits library to brows news papers and online databases. 3.03% of the users visit to refer project reports.

**Table: 3 Purpose of visit to Library**

S.N	Purpose of Library Visit	Students	Faculty Members	Total
1	Access Online Databases and Reading news paper	59 (40.69%)	9 (45%)	68 (41.21%)
2	Borrow books and Consult Periodicals	92 (63.45%)	12 (60%)	104 (63.03%)
5	Consult Reference Documents	6 (4.14%)	3 (15%)	9 (5.45%)
6	Use Project Reports	4 (2.76%)	1 (5%)	5 (3.03%)

### Preference of types of e-resources

The details furnished in table 4 shows that the opinion expressed by a majority of students and faculty (88.48%) are the collection of printed books and 47.88% Electronic books were adequate to meet their information needs. Where as the periodical collection was partially adequate, hence the periodical collection calls the attention of authorities. Similarly the collection of Annual reports and study materials are also partially adequate to fulfill the needs of the users. The number of news papers and reference documents were reported to be adequate by a majority of respondents.

**Table: 4 Adequacy of library Collection**

S.N.	Type of Source	Students		Faculty members		Cumulative
		Print	Electronic	Print	Electronic	
1	Periodicals	8 (5.52%)	95 (65.52%)	9 (45)	10 (50%)	P-17 (10.30%) E-105 (63.64%)
2	Annual Reports	37 (25.52%)	77 (53.10%)	7 (35%)	6 (30%)	P-42 (25.45%) E-83 (50.30%)
3	Study Materials	20 (13.80%)	67(46.21%)	8 (40%)	12 (60%)	P-28 (16.97%) E-79 (47.88%)
4	Online Databases	97 (66.99%)	28 (19.31%)	4 (20%)	8 (40%)	P-103 (62.42%) E-32 (19.39%)
5	News papers	135 (93.10%)	29 (20%)	4 (20%)	3 (15%)	P-139 (84.24%) E-32 (19.40%)
6	Books	129 (88.97)	64 (44.14%)	17 (85%)	15(75%)	P-146 (88.48%) E-79 (47.88%)

### Methods used in locating the needed documents

The information needs may vary among users depending upon their nature of work. The study of users approach to locate needed documents information helps to improve the information services. Table 5 attempts to identify the methods used by the users in locating the needed documents. It shows that the students locate needed documents by seeking assistance from library staff (75.76%), by consulting Web-Opac (47.88%) and their own (11.52%). The above analysis reveals that the assistance of library staff and Web-Opac were the primary means to locate the needed documents. Though the respondents have other approaches such as help from friends, teachers were not found to be popular among them.

**Table: 5 Methods used in locating the information**

S.N	Methods	Students	Faculty members	Percentage
1	Assistance of Library Staff	125	12	75.76%
2	Consulting WEB-OPAC	69	10	47.88%
3	Guidance of Librarian	26	4	18.15%
4	Help of Friends	59	5	38.79%
5	Self	18	3	11.52%

### Awareness of Online Databases

The users were asked to indicate the online databases which they are using frequently to get required information. Table 6 shows that 80% of users were using EBSCO host database and 82.42% were prefer Emerald while 45.45% of users were using CMIE database to get the required information for their academic and research pursuits.

**Table: 6 Online Databases**

S.N	Data Bases	Students	Faculty members	Cumulative
1	EBSCO host	120	12	80%
2	Emerald	123	13	82.42%
3	Market Line	49	8	34.55%
4	Cabell's online	41	5	27.88%
5	WDI	55	7	40%
6	Reuters Business Insight	52	6	35.15%
7	CMIE	65	10	45.45%

### Approach of OPAC

The users were asked to indicate the preference to locate the documents which they are using frequently to get required information. Table 7 shows that 95.76% of users were searching through title wise and 87.88% were prefer author wise search and 83.63% of users were searching through subject wise while 60.61% of users were searching through Publisher to get the required document.

**Table: 7 Approach of OPAC**

S.N	Approach	Students	Faculty members	Cumulative
1	By subject	122	16	83.63%
2	By author	130	15	87.88%
3	Title	140	18	95.76%
4	Publisher	90	10	60.61%

### Working Hours of the Library

IBS Business School library is kept open for 12 hours per day that is from 8am to 8pm, but when we asked about the satisfaction on present working hour, 91.52% of respondents requested to extend the library timings as shown in table 8.

**Table 8: Working Hours of the Library**

Sl.No.	Working hour	Students	Faculty members	Percentage
1	Yes	133	18	91.52%
2	No	21	3	14.55%

### Problems in seeking information

**Table: 9 Problems Faced by the user**

S.N	Problems	Students	Faculty members	Cumulative
1	Material is not available	21	3	14.55%
2	Incomplete information/ materials	47	6	32.12%
3	Information scattered in too many sources	69	11	48.49%
4	Outdated Information	23	4	16.36%
5	Lack of knowledge in using the library	19	3	12.12%
6	Information is too vast	95	9	63.03%
7	Library staff is not co-operative	23	2	15.15%
8	Do not know how to use OPAC	32	5	22.42%

It is clear from the observed statistical details furnished in table 9 that the large number of respondents expressed that scattering of information in many sources (48.49%) and incomplete information/material (32.12%) were the major hindrance while seeking information. Significant percentage of respondents that is 22.42% stated that, they do not have the knowledge of using Web-Opac facility.

### Need of user Education Programs

Table 9 describes that the most of the respondents (93.94%) clearly stated to have proper user education program to know about the sources and services available.

**Table10: Need of user education programs**

Sl. No.	User Study i.e. User Education Program	Students	Faculty members	Percentage
1	Yes	137	18	93.94
2	No	5	1	3.64
3	Not Responded	3	1	2.42

### FINDINGS AND SUGGESTIONS

The study 'Use of E-Resources and Services by Student and faculty members of IBS Business School' has revealed that the majority i.e., 63.03% of users visit library to borrow books and Consult Periodicals and 75.89% to brows newspapers and online database. Regarding the adequacy of library collection, 88.48% of respondents feel that the text book collection is adequate and 47.88% of respondents feel that the Electronic collection is normal. Significant percentages of users were suggested for library to have reference sources. The majority 63.64% of users responded that the periodical are adequate. Further, it is interesting to note that most of the users prefer both printed as well as non-printed sources of information. Hence, it is suggested that the LIC should stock more text books, periodicals collection and reference collection. Besides, the library must build up E-resources to satisfy the information needs of the users under study.



The study clearly shows that 75.76% of respondents were locating their required information with the assistance of library staff and 47.88% by consulting Web-opac. The study further reveals that 80% of users prefer EBSCO host database and 82.42% depend on Emerald database for their required information. The study also indicates that the circulation service, reference service and general assistance service are satisfactory. But the online database search facility in library and reprographic services are not satisfactory. Regarding working hours of the library the 91.52% of the respondents were likes to extend the present library timings.

However, the majority that is 48.49% of the respondents finds the scattering of information in different sources and 32.12% of users indicated that information is too vast as the obstacle or difficulty in seeking their required information. Surprisingly 22.42% of respondents have stated that they do not know how to make use of Web-opac facility. Though the library provides orientation program periodically, it is interesting to note that 93.94% of the respondents are of the opinion that the library should conduct proper user programs and further help and assistance to improve the skills in searching the documents/information. Therefore, it is suggested that the LIC should conduct user education program, library orientation and information literacy programs more frequently. The users must be also provided with extensive and intensive SDI and CAS services both in anticipation and on demand to satisfy the information needs of IBS Business School library users.

## CONCLUSION

From the above findings and suggestions the conclusion is drawn. No educational system can work efficiently and effectively without proper library and library services. The main aim of the library is providing best services. The successful operation of any library depends to a large extent on the choice of library collections, its services and the user satisfaction. The choice of the collection should meet the needs and requirements of the end users. Consequently, librarians must be aware of how the users seek information.

To face the coming challenges of the 21<sup>st</sup> century, academic libraries will need to acquire more perspectives and new competences N.J.Yasaswy Knowledge Resource Center Bangalore Library strives to serve its readers in the best ways possible, however need to take the above suggestions seriously in view of the findings. Finally, it could be concluded that with whatever the negative aspects and draw backs, the study has revealed that all possible efforts have been taken by both management and librarian within constrain to provide good library service.

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