Use of E-Resources and Services by Users of Management College Libraries in Bangalore: A Study

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Abstract - Modern libraries are equipped with traditional resources like books magazines reports etc. with the advent of information technology they are also embellished with digital resources like e-journals, online publications and web resources. The e-resources though look popular when examined carefully, a number of challenges in using these resources are faced by their users. Present study focuses on the use of electronic resources by the users of Management College libraries in Bangalore. It examines the user's awareness of the different types of e-resources available in the management college libraries, purpose and frequency of using e-resources by the users, the factor affecting resource utilization, impact of e-resources and services on the academic work of the users, suggest the ways and means for the effective use of e-resources and services available in the libraries of management colleges.

Keywords: web resources, online publications, Electronic resources, Management colleges

1. INTRODUCTION:

The Information and Communication Technology revolution and the advent of the Internet had drastic and far-reaching impacts on the knowledge and information sector and added a new dimension to information retrieval platforms. It has created an environment where rapid continuous changes have become the norms. Developments in ICT have a profound impact on every sphere and academic activities. Academic libraries are not an exception for this. It has reduced the library stature from custodian of our literature heritage to being a competitor among many others in the information society. Changes have been noticed in the academic libraries in professionals, collection and policies. Changes have seen in information seeking behavior of users. Their preferences have been changed. User satisfaction level has been increasing. Now libraries have been able to provide fast and seamless access of information to its users. In the modern society most of the library resources are being made available in electronic formats such as e-journals, e-books, e-databases, etc. Libraries are moving from print to e-resources either subscribing individually or through consortia. But selection of e-resources is one of the most difficult jobs faced by LIS professionals because there are too many products available in the market, making the task of a selector extremely difficult.

2. REVIEW LITERATURE:
Satsangi (1999) delineates the mushrooming of management institutes in India which has confused the students as to what is best for them and secondly, supply of MBA's has

outstripped the demand. This has brought about some dilution and devaluation in the value of the MBA trademark. In this paper, author makes an effort to foresee what lies ahead, and what needs to be done to improve the status of management education.

Mishra (2000) increasing the number of students are getting enrolled in management institutes. This surge in enrolment has led to a rapid increase in the number of private institutes offering management courses.

Vijayakumar (2000) supplements this view, who says that sudden spurt in number of management colleges, has also seen a steep deterioration in the quality of management education being imparted. He attributes this to poor quality student intake, absence of component faculty and poor infrastructure.

Mishra (2002) states that the developments and growth in the business scenario have created a fuelling demand for technically qualified managers. The proliferation of management institutes and the growing number of aspirants for the management courses corroborate this fact. This fact also emphasizes how important is management education for the growth of any nation. Volatile nature of business operations is turning the decision making in a business at any level a real complex issue. In such a scenario, Gupta and Mishra (2002) suggest that a proper academic industry interaction can only save the situation for both. By helping business and management students to get some training at the floor and teaching them some application based management concepts can definitely prepare the students for the adept handling of situations when he/she is actually on the job.

Gupta (2003) suggests that a different set of emerging trends has come up on the management education scenario. They are number game, restructuring competition, on the job training, reorientation, interpersonal skill and role of the trainer, part time programs, visiting faculty, teaching techniques etc. The world of business is changing very fast. The last few decades have witnessed a remarkable change in the manner business is run in India. From a predominance of family owned and run businesses to the professionally managed business houses, we are fording a steady shift in the methods. The growth of technology in general and information technology in particular has revolution the way business is done. More and more professionals are being hired and on salaries unimaginable a few years ago to run business on the basis of logic and systems rather than gut feeling ignore.

3. OBJECTIVES OF THE STUDY:

The research study will be conducted based on the objectives mentioned as under.
1. To identify the different types of e-resources and services available in the management college libraries in Bangalore.
2. To identify the awareness and use of different types of e resources among the users.
3. To identify the purpose and frequency of using the e-resources by the users.
4. To know the frequently used databases for the purpose of literature searching by the users.
5. To identify the major problems faced by the users while accessing e-resources.

4. STATEMENT OF THE PROBLEM:

Use of E-Resources and Services by Users of Management college libraries in Bangalore: A Study

5. SCOPE AND LIMITATIONS:

The proposed study will cover about ten management College libraries in Bangalore. The major respondents are faculty, Research scholars & Students of there college.

6. METHODOLOGY:

The data for the study was collected through a questionnaire. The questionnaire was administrated on 200 participants of the management institute. 148 questionnaires were received. The response obtained were analysed using MS-Excel and the results are presented in tabular form for easy understanding.

7. DATA ANALYSIS AND INTERPRETATION

The total of 200 questionnaires was randomly administrated among the users community, i.e. 40 for faculty members, 60 for Research scholars and 82 for students. Out of 200 questionnaires 148 filled questionnaires were received

Table 1: Size of Sample

Categories of the Respondents	Total Number of Questionnairs Distribute	Total Number of Response	Percentage
Faculty Members	40	28	19 %
Research Scholars	60	38	26%
Student	100	82	55%
Total	200	148	100%

The above table reveals that among the selected respondents interviewed the response from the students is high while the next set of respondents are from research scholars and followed by faculty members of management colleges of Bangalore.

Table 2: Gender Wise distribution of respondents

Sex	Faculty Members	Research Scholars	Students	Total	Total Percentage
Male	18(64%)	26(68%)	54(66%)	98	66%
Female	10(36%)	12(32%)	28(34%)	50	34%
Total	28(100%)	38(100%)	82(100%)	148	100%

The above table reveals the gender wise distribution of respondents. The above table reveals that 65% of the respondents are male while 34% of the respondents are women.

Table 3: Frequency of Visit to the Library

Frequency of Visit to the Library	Faculty Members	Research Scholars	Students	Total	Total Percentage
Daily	0	0	16(20%)	16	11%
2-3 times a week	10 (36%)	12(32%)	34(40%)	56	37%
Once a week	8(29%)	4(11%)	12(15%)	24	17%
2-3 times a month	4(14%)	8(21%)	4(5%)	16	11%
Once a month	0	4(11%)	8(10%)	12	8%
Occasionally	6 (21%)	10(25%)	8(10%)	24	16%
Never	0	0	0	0	00
Total	28(100%)	38(100%)	82(100%)	148	100%

The above table reveals the frequency of visit of the respondents to the library. The majority i.e. 37% of the respondents visit the library 2-3 times in a week while 8% of the respondents visit library once in a month.

Table 4: Purpose of Visit to the Library

Purpose of Visit to the Library	Faculty Members	Research Scholars	Students	Total
To borrow & return the books	24(86%)	32(84%	74 (90%)	130(88%)
For research work/project	8(22%)	36(95%)	74(90%)	118(80%)
To study	4(14%)	22(88%)	66(80%)	92(62%)
To consult print resources	18(64%)	30(79%)	72 (88%)	120(81%)
To access e-resources	8(29%)	16(42%)	46(56%)	70(47%)
Any other	6(21%)	4(11%)	16(20%)	26 (20%)

The above table reveals the purpose to visit of the respondents to the library. It can be observed that 86% of the faculty actual respondents visit the library to borrow books, 95% of the research scholars visit library for research or project work 88% of the students visit library to consult print resources.

Table 5: Awareness about E-resources Services

Awareness about e-resources Services and Facilities	Faculty Members	Research Scholars	Students	Total	Total Percentage
Yes	28(100%)	38(100%)	78(95%)	144	97%
No	0	0	4(5%)	4	3%
Total	28(100%)	38(100%)	82(100%)	148	100%

The above table reveals that 100% of the faculty members and Research scholars are aware of the E-resources Services, while only 95% of students are aware of the E-resources Services.

Table 6: Source of Awareness about E-resources Services

Source of Awareness about E-resources Services and Facilities	Faculty Members	Research Scholars	Students
Library orientation programmes	12(43%)	18(47%)	44(54%)
Library staff	6(21%)	8(21%)	34(41%)
Friends/colleagues	16(57%)	22(58%)	68(83%)
Teachers/research supervisors	6(21%)	30(79%)	36(44%)
Institution website	14(50%)	32(92%)	72(88%)
Printed sources	4(14%)	10(26%)	28(34%)
E-mail notification from Library	18(64%)	34(89%)	52(63%)
Self Awareness	8(29%)	16(42%)	26(32%)
Any other	0	0	0

The above table reveals the Source of Awareness about E-resources Services. 64% of the faculty members and 89% of the research scholars know about the E-resources through E-mail notification from Library. 83% of the students know about the E- resources through Friends/colleagues.

Table 7: Method Used to Access E-resources

Method Used to Access E-resources	Faculty Members	Research Scholars	Students
Trial and error	8(29%)	16(42%)	12(15%)
Guidance by friends/colleagues	6(21%)	28(74%)	44(54%)
Guidance by library staff	4(14%)	12(32%)	28(34%)
Guidance by teachers/supervisors	6(21%)	32(84%)	72(88%)
Course offered by the institution	10(36%)	12(32%)	34(89%)
Library brochures/pamphlets	4(14%)	2(5%)	12(32%)
Any other	0	0	0

The above table reveals the method used to access E- resources. 36% of the faculty members use E-resources through Course offered by the institution, 74% of the Research Scholars know about E- resources through Guidance by friends/colleagues and 88% of the students know about E resources through Guidance by teachers/supervisors.

Table 8: Method Used to Locate E-resources

Method Used to Locate E-resources	Faculty Members	Research Scholars	Students
Through institution website	24(86%)	32(84%)	72(88%)
Through publisher's website	14(50%)	18(47%)	32(39%)
Through search engines	4(14%)	6(16%)	38(46%)

The above table reveals the method used to locate E- resources. 86% of the faculty members used institution website to locate E- resources. 84% and 88% of the research scholars and 88% of the students use institution website to locate E- resources. Hence, institution website is the most popular method to access E- resources.

Table 9: Commonly Used Search Techniques to Retrieve Information

Commonly Used Search Techniques to Retrieve Information	Faculty Members	Research Scholars	Students
Simple search	16(57%)	32(84%)	54(66%)
Phrase search	24(86%)	26(68%)	32(39%)
Field search	28(100%)	30(79%)	68(83%)
Boolean search	6(21%)	16(42%)	6(7%)
Any other	8(29%)	12(32%)	4(5%)

The above table and graph reveals the Commonly Used Search Techniques to Retrieve Information. It can be observed that 100% of the faculty members use field search while on 21% of the faculty members use Boolean search. 84% of the Research Scholars use simple research while 83% of the students use field search. In the above table it can be observed that all the respondents use all the methods to retrieve information.

Table 10: Method Used for Reading Full Text Articles

Method Used for Reading Full Text Articles	Faculty Members	Research Scholars	Students
Read online	18(64%)	28(74%)	72(88%)
Take print out	22(79%)	18(47%)	56(68%)
Save in storage devices for further reference	16(57%)	24(63%)	78(95%)

The above table reveals the Method Used for Reading Full Text Articles. It can be observed that 79% of the faculty members take print outs for reading, 28% of the research scholars read online and 88% of the students also read online.

Table 11: Purpose of Using E-resources

Purpose of Using E-resources	Faculty Members	Research Scholars	Students
For studying course work	8 (29%)	28(74%)	72(88%)
For research work/project	20(71%)	38(100%)	78(95%)
For teaching purposes	24(86%)	0	0
To update the subject knowledge	16(58%)	22(58%)	64(78%)
For writing articles/research papers	28(100%)	36(95%)	76(93%)
Any other	0	0	0

The above table reveals the purpose of using e-resources by the respondents. It can be observed that 100% of the respondents use E resources for writing articles/research papers, 100% of the research scholars use E resources for research work/project and 95% of the students use E- resources for research work/project.

9. FINDINGS OF THE STUDY:

1. Among the members interviewed the response from the students is high while the next set of respondents are from research scholars and faculty members of management colleges of Bangalore.
2. The gender wise distribution of respondents. The above table reveals that 65% of the respondents are male while 34% of the respondents are women.
3. The majority i.e. 37% of the respondents visit the library 2-3 times in a week while 8% of the respondents visit library once in a month.
4. It can be observed that 86% of the faculty respondents visit the library to borrow books, 95% of the research scholars visit library for research or project work 88% of the students visit library to consult print resources.
5. 100% of the faculty members and Research scholars are aware of the E-resources Services and Facilities, while only 95% of students are aware of the E-resources Services and Facilities.
6. 64% of the faculty members and 89% of the research scholars know about the E-resources through E-mail notification from Library. 83% of the students know about the E- resources through Friends/colleagues.
7. 36% of the faculty members use E-resources through Course offered by the institution, 74% of the Research Scholars know about E- resources through Guidance by friends/colleagues and 88% of the students know about E resources through Guidance by teachers/supervisors.
8. 86% of the faculty members used institution website to locate E- resources. 84% and 88% of the research scholars and 88% of the students use institution website to locate E- resources. Hence, institution website is the most popular method to access E-resources.
9. 100% of the faculty members use field search while on 21% of the faculty members use Boolean search. 84% of the Research Scholars use simple research while 83% of the students use field search. It can be observed that all the respondents use all the methods to retrieve information.
10. It can be observed that 79% of the faculty members take print outs for reading, 28% of the research scholars read online and 88% of the students also read online.

11. It can be observed that 100% of the respondents use E resources for writing articles/research papers, 100% of the research scholars use E resources for research work/project and 95% of the students use E- resources for research work/project.

10. CONCLUSION

The present survey clearly focus that electronic sources of information are highly useful for the research, teaching and learning processes. E resources are useful to the faculty, research scholars and students. In order to make it successful and best use of the available e-resources, authorities of the Institution should focus on creating awareness on the use of E- resources.

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