

USERS ATTITUDE TOWARDS ELECTRONIC RESOURCES AND SERVICES: A SURVEY OF JIWAJI UNIVERSITY CENTRAL LIBRARY, GWALIOR, INDIA

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ABSTRACT

Present study describes the users' attitude towards use of the electronic resources and services by the users of Jiwaji University Central Library, Gwalior, India. Advantages of electronic resources, UGC-Infonet programme and E-Resources available at Jiwaji University are discussed. The questionnaire method is used to solicit the opinions of different user groups. Examines the main purpose of the users to visit the library, their awareness about IT based services, identify the most impressive services, detect the problems encountered by the users and also to find out the satisfaction of the users about the various types of services provided by the central library. Finally highlights the suggestions given by the users for improvement and better utilization of the library services.

Keywords: E-resources, Information services, Information Resources, University Library, and Users Opinion.

1. INTRODUCTION

Jiwaji University (JU) was established as a teaching and affiliating University on 23rd May 1964, under the provision of M.P. Government Ordinance no. 15 of 1963. Dr. Sarwapalli Radhakrishnan, the then President of India, laid the foundation stone of the University Campus on 11th December 1964.

Right from its inception, Jiwaji University started with a status of a residential and an affiliating University. The territorial jurisdiction of the affiliation extends to six districts of Gwalior and Chambal Division, viz., Gwalior, Morena, Bhind, Guna, Shivpuri and Datia. To begin with, the University had a total of 29 affiliated colleges. Those have steadily increased to more than 100

colleges. Till date 26 Government and 7 non-Government colleges impart teaching up to postgraduate level. Some of the colleges have also developed into the recognized research centers.

The University central Library has a collection of over 1,40,000 books and about 8000 bound volumes of research journals. It also contains a section of unpublished theses. Presently more than 300 Indian and Foreign journals are being subscribed. The Library also contains Internet access, microfilm reader, 16-mm projector, and a number of films on various subjects. Besides Central library, each School of Studies has a library, well equipped with books and journals, useful for advanced studies.

This is the first University in the state to implement the self supporting programmes. This activity started far back as 1987 by introducing the PG Diploma in Computer Applications. Subsequently, the university started job oriented courses in Computer science, Chemicals, sales and marketing management, Instrumentation and commercial methods of Industrial analysis, Environmental Chemistry, Microbiology, Molecular Biology and Immunology. Master in Computer Application, Bachelor and Master in Physical Education, Refrigeration Technology etc. are being started very shortly.

2. ADVANTAGES OF E-RESOURCES

Internet has brought about a new breed of electronic publishers who are technologically confident and who intend to disseminate nascent intellectual thoughts, new discoveries and inventions in a faster and better way; thus giving rise to the domain of e-publishing and e-journals. E-resources have therefore the following benefits compared to their traditional counter parts:

- Electronic resources do not require time consuming and costly printing and mailing process; therefore electronic journals take less time for publishing and distributing.
- Electronic resources provide automatic link, using hypertext to related documents/information.
- Electronic resources can be accessed by several users simultaneously and provide searching facilities.
- Electronic resources can provide access to articles in multiples formats and languages.
- Articles published in electronic formats can be updated and corrected even after publishing.

3. UGC-INFONET AND E-RESOURCES

University Grants Commission (UGC) has initiated a programme called the UGC-Infonet to provide online access to electronic journals and databases in all disciplines to the universities in India. All universities which come under the purview of UGC will be beneficiary members of the programme. The scheme would be gradually extended to colleges as well. The programme is being executed by Information and Library Network (INFLIBNET) Centre, Ahmedabad, an autonomous institution under the UGC. The UGC-Infonet Digital Library Consortium, one of the important activities of the INFLIBNET Centre provides current as well as archival access to more than 8000 core and peer-reviewed journals and three bibliographic databases from 23 publishers and aggregators in different disciplines. The programme has been made possible due

to the close and understanding cooperation between the UGC, ERNET, INFLIBNET, and national and international publishers. A bouquet of e-journals was presented to the nation by His Excellency the President of India Dr. A P J Abdul Kalam on 28th December 2003 during the concluding day of UGC's Golden Jubilee Celebrations.

4. WEB BASED E-JOURNALS AT JU

The library has started subscribing to the web based full-text electronic journals with availability of high speed Internet connectivity at Jiwaji University campus. The University under the UGC InfoNET programme is providing access to over 8148 research journals in electronic form. The important electronic collections accessible from the university campus are as follows:

S. No	Name of E-Resource	Web Address	No. of Jrnls
1.	American Chemical Society	http://www.pubs.acs.org/	37
2.	American Institute of Physics	http://journals.aip.org/	18
3.	American Physical Society	http://publish.aps.org/browse.php	10
4.	Annual Reviews	http://arjournals.annualreviews.org/	33
5.	Cambridge University Press	http://journals.cambridge.org/	224
6.	Economic & Political Weekly	http://www.epw.in	1
7.	Emerald	http://www.emeraldinsight.com	29
8.	Institute of Physics	http://www.iop.org/EJ/	46
9.	JSTOR	http://www.jstor.org/	2073
10.	Nature	http://www.nature.com/nature/	1
11.	Open Journal System@INFLIBNET	http://www.inflibnet.ac.in/ojs/	10
12.	Oxford University Press	http://www.oxfordjournals.org	206
13.	Portland Press	http://www.portlandpress.com/pp/journals/default.htm	9
14.	Project Euclid	http://projecteuclid.org/	35
15.	Project Muse	http://muse.jhu.edu/	493
16.	Royal Society of Chemistry	http://www.rsc.org/Publishing/Journals/	29
17.	ScienceDirect	http://www.sciencedirect.com/	1036
18.	SIAM	http://epubs.siam.org/	14
19.	Springer Link	http://www.springerlink.com/	1763
20.	Taylor and Francis	http://www.informaworld.com/	1173
21.	Wiley Blackwell Publishing	http://www3.interscience.wiley.com/	908
22.	JCCC	www.jccc-ugcinfonet.in	-
23.	Web of Science	http://isiknowledge.com/	-
Total			8148

5. OBJECTIVES OF THE STUDY

The present study has been conducted keeping the below given main objectives in mind:

- To study the true complexion of the existing situation, resources, facilities and electronic services of JU central library.
- To study the use of different types of electronic resource and services by the users.
- To identify the purpose and utilization of the electronic services by the library users including students, research scholars, teachers and other staff members.

- To suggest appropriate recommendations to improve the electronic services and activities for the betterment of the users.

6. METHODOLOGY

The methodology adopted for the present study is questionnaire method. The questionnaire was distributed among 200 users of the library, out of which 162 were received after duly completing the questionnaire. The analysis is based on the responses received from the above user group.

7. ANALYSIS OF DATA

7.1 Users Awareness about IT Enabled Services

Table 1 depicts that 54 (33.3%) of the users are aware of the Bibliographical Services, 47 (29%) are aware of CD-ROM, 114 (70.3%) of e-journals, 102 (62.9%) of internet services and 83 (51.2%) of them know about OPAC services provided in the library. Whereas 60 (37%) and 77(47.5%) of users are not aware with OPAC and CD-ROM services respectively.

It's further observed from the table that majority of the users are aware of E-journals and internet services.

Table 1: Users Awareness about IT Enabled Services

Services	Aware	Not aware	No response
Bibliographical Services	54(33.3%)	35(21.6%)	73(45%)
CD-ROM service	47(29%)	77(47.5%)	38(23.4%)
E-Journals	114(70.3%)	32(19.7%)	16(9.8%)
Internet service	102(62.9%)	39(24 %)	21(12.9 %)
OPAC	83(51.2%)	60(37%)	19(11.7%)

7.2 Main purpose of visiting library

Table 2 and figure 1 shows that 58 (35.8%) users visit the library for reading periodicals, similarly 56 (34.5%) users visit the library for the purpose of Internet browsing, 21 (12.9%) to consult reference documents, 17 (10.4%) to read newspapers and 10 (6.1%) visit for issue books from library.

It is evident from the above table that users mainly visit the library to read periodicals and internet browsing.

Table 2: Main purpose of visit to the library

Activities	No. of respondents	Percentage
Issue books	10	6.1%
Consult reference document	21	12.9%
Internet browsing	56	34.5%
Read newspapers	17	10.4%
Read periodicals	58	35.8%
Total	162	100%

7.3 Most impressive services/facilities in the library

Table 3 and figure 2 depicts the details of the most impressed services/facilities provided by in the central library of Jiwaji University. Its shows that 59 (36.4%) of the users are impressed by the collection of resources in the library, 52 (32%) of them by the arrangement of information in helpful sequence, 40 (24.6%) by the OPAC system while reprographic service has impressed 9 (5.5%) of the surveyed users. Only 2 (1.2%) users did not respond to this query.

Table 3: Most impressive services/facilities in the library

Services/facilities	No. of respondents	Percentage
Arrangement of information	52	32%
Library resources	59	36.4%
OPAC	40	24.6%
Reprographic	9	5.5%
No response	2	1.2%
Total	162	100%

7.4 Problems encountered by the users

Table 4 makes it apparent that, majority i.e. 46 (28.3%) of the users have faced the problem of terminals, 42 (25.9%) and 38 (23.4%) respondents have observed lack of guidance and slow down loading respectively. Similarly, 20 (12.3%) and 16 (9.8%) respondents face the problem of printing and lack of staff support.

Hence this table analysis concludes that most of the users feel that numbers of terminals in library are less.

Table 4: Problems encountered by the users

Problems	No. of respondents	Percentage
Lack of guidance	42	25.9%
Lack of staff	16	9.8%
Less number of terminals	46	28.3%
Printing	20	12.3%
Slow down loading	38	23.4%
Total	162	100%

7.5 Users rating the utilization of document/information services

Table 5 reveals that 56 (34.5%) of the users utilize periodicals/magazines service, 48 (29.6%) and 28 (17.2%) respondents use reference service and text books respectively. Whereas, 24 (14.8%) are using inter library loan information service and 6 (3.7%) of the users did not give any response to this query. It is clear from this table that the periodical/magazines service is most utilized by the users.

Table 5: Users rating the utilization of document/information services

Services	No. of respondents	Percentage
Inter Library Loan	24	14.8%
Periodicals/Magazines	56	34.5%
Reference Books	48	29.6%
Text Books	28	17.2%
No Response	6	3.7%
Total	162	100%

7.6 Utilization of electronic information services by users

The analysis of users response to utilization of electronic information service is given in this table. The collected data reveals that 67 (41.3%) of them are utilizing e-journals, while 42 (25.9%) are using OPAC service. The data also indicates that 33 (20.3%) are using Xerox service and 12 (7.4%) of users expressed that they use CD-ROM service. Only 8 (4.9%) of the users are utilizing audio-visual material.

Table 6: Utilization of electronic information services by users

Electronic services	No. of respondents	Percentage
Audio-visual material	8	4.9%
CD-ROM	12	7.4%
Electronic journals	67	41.3%
OPAC	42	25.9%
Xerox	33	20.3%
Total	162	100%

7.7 Literature search in library

Table 7 and figure 4 shows the status of literature search in the library 74 (45.6%) users search for current information, while 52 (32%) search subject content according to syllabus and 18 (11.1%) of searched retrospective information. While 10 (6.1%) say that they are searching CD-ROM based literature and 8 (4.9%) of them gave no response.

Table 7: Literature search in library

Types of literature	No. of respondents	Percentage
According to syllabus	52	32%
CD-ROM based	10	6.1%
Current	74	45.6%
Retrospective	18	11.1%
No response	8	4.9%
Total	162	100%

7.8 Users satisfaction about the various types of services

Table 8 highlights the users satisfaction level regarding various types of services provided by the library. It shows that 131 (80.8%) of the surveyed users are satisfied with the photocopying while 24 (14.8%) are not satisfied and 7 (4.3%) have not given any response to this query. Similarly,

112 (69.1%) are satisfied with available periodicals but 40 (24.6%) are not and 10 (6.1%) have not given any response to this question. Majority of the users i.e. 109 (67.2%) and 78 (48.1%) are satisfied with internet facility and book collection. However 42 (25.9%) and 49 (30.2%) of the users are dissatisfied. Similarly 66 (40.7%) and 52 (32%) of the users are satisfied with reference and OPAC service. Whereas 43 (26.5%) and 72 (44.4%) of the users did not respond. It's further observed that the majority of the users are not satisfied with OPAC, reference service and book collection services provided by the library.

Table 8: Users satisfaction about the various types of services

Library services	Satisfied	Dissatisfied	No response
Books collection	78(48.1%)	49(30.2%)	35(21.6%)
Periodicals	112(69.1%)	40(24.6%)	10(6.1%)
Reference service	66(40.7%)	53(32.7%)	43(26.5%)
Photocopying	131(80.8%)	24(14.8%)	7(4.3%)
Internet	109(67.2%)	42(25.9%)	11(6.7%)
OPAC	52(32%)	38(23.4%)	72(44.4%)

8. CONCLUSION

With globalization of education and competitive research the demand for the journals has increased over the years. Due to insufficient funds, libraries have been forced to discontinue the scholarly journals, which have great impact to the users. In this order, UGC has initiated the UGC-Infonet programme and has provided more than 8000 electronic journals. It has been found in the present study that the users at JU are insufficiently aware of these e-resources and also that they encounter certain problems while accessing them. Thus an effort has been made to provide suggestions and recommendations for the improvement of the system so that the significance of Infonet may be accountable.

9. SUGGESTIONS

A few important suggestion have made which, it is hoped that, will help the effective use of the Library services.

1. Research scholars have suggested to keep the OPAC up-to-date by adding the new entries quickly and replacing the too old entries by new ones.
2. A majority of the users are ignorant about the electronic information services available in Jiwaji University Central Library. They generally do not know what they could expect from the library other than getting books and reading periodicals. Therefore the library should take initiative for organizing users education programme and provide short-term training on basic IT skills.
3. There is need to train users to acquire basic skills in searching, users have suggested to give assistance in the use of online resources by the library staff and also suggested for user-orientation programme.
4. Some other respondents suggested to arrange the e-resources systematically.
5. Some respondents suggested to circulate the list of newly arrived books and other reading materials
6. Research scholars have requested to locate the OPAC near the book stocks there by the research scholars can use it conveniently without wasting much time.

7. Some respondents have suggested the library staff regarding the distribution of up-to-date library guides explaining about how to access electronic resources including library services, etc.
8. Considering users demand the extension of working hours of the library on Sundays and other holidays is recommended.
9. Through the interaction with the research scholars and questionnaire, it has come to notice that certain area of Library collection, services and facilities are not strong enough to support their research needs. Therefore the library should conduct user's survey for assessing the information needs of users.

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