

Utilization of ICT Services by Research Scholars of Sri Venkateswara University Library: A Study

Dr. B.Veena Kumari

Academic Consultant
Dept. of Library and Information Science
S.V.University
Tirupati
veenakb12@yahoo.com

M.Swarnalatha

Research Scholar
Dept. of Library and Information Science
S.V.University
Tirupati
mswarna13@gmail.com

Prof.I.Chandraiah

Dept.of Library and Information Science
S.V.University
Tirupati
chandraisvu@gmail.com

***Abstract** - The present study examines the ICT facilities and services used by research scholars of S.V.University Library, Tirupati and the accessibility and Problems of internet services, Levels of user satisfaction, Purpose of utilization, Productivity and Performance.*

Key words: Information and Communication Technology, Internet, Facilities, digital resources.

Introduction

Information and Communication Technology(ICT) facilities and services play a very important role in library services. ICT has given new formats of recording and presenting information and new tools and techniques of handling information.

“The changing scenario in the field of Library and Information Science demands education, training and exposure befitting the national and global market. The impact of the computers are felt greater in the field of library and information services than others, Rapid growth in latest technologies have changed the way of functioning of the libraries. Computer technology holds the promise of increased productivity; however this promise is not realised due to the limited abilities of those who make use of computers. Libraries build capacity and provide support and training for effective use of digital and other information resources”.¹

Definition

“Information and Communication Technology defined as a “diverse set of technological tools and resources used communicate and create disseminate, store and manage information”.²

Literature on ICT is blooming in all aspects of ICT as in line.

Kumar, Sampath B.T and Biradar, B.S (2010) observed that the use of ICTs in 31 college libraries in Karnataka, India by analyzing the ICT infrastructure, status of library automation, barriers to implementation of library automation and librarians' attitudes towards the use of ICT. The survey carried out using questionnaire, observation and informal interview with selected college librarians show that lack of budget, lack of manpower, lack of skilled staff and lack of training are the some constraints and preventing automating library activities. Even though library have shown a positive attitude towards the use of ICT applications and library automation, a majority expressed the need for appropriate training to make use of ICT tools.³

Naved, Ahmad and Nishat, Fatima (2009) carried out a study of the social sciences researchers' use of ICTs in the Aligarh Muslim University (AMU). A well structured questionnaire was used to collect the relevant data. The study shows that researchers use a variety of ICT products and services for their research work as these products prove very helpful in finding needed information quickly and easily and also help the researchers to access, manage, integrate, evaluate, create, and communicate information more easily. The study also identifies lack of training and technical knowledge to use ICTs as the major hindrances faced by the researchers in AMU. The paper recommends proper training and guidance for use of ICT-based technologies for the optimum utilisation of these services by the researchers.⁴

Objectives

- To know about the ICT facilities and services in S.V.University Library.
- To identify the types of ICT resources used by research scholars
- To know the purpose and frequency of use of ICT facilities
- To understand the level of satisfaction of users.
- To assess their reading patterns both print and electronic based materials.
- To identify the problems in using of ICT facilities.

Methodology

Questionnaire method has been adopted for collection of data from the research scholars by Sri Venkateswara University Library, Tirupati. 200 questionnaires were distributed randomly to select research scholars out of 127 responded positively. The data collected from the questionnaire formed the bases for the present study.

Analysis of data

After collecting the data from the research scholars, the data was analyzed accordingly to the objectives stated. The data was analyzed manually and necessary calculations were done with the help of using calculator for statistical aspects.

Availability of internet

Cent percentage of respondents replied that Sri Venkateswara library providing internet access facility.

Internet access facilities are one of the most important sources in the library. It's providing lot of information in different ways.

Table-1 Access ability to internet

Internet Access	No. of Respondents	percentage
Average	10	07.8
Medium	71	55.9
High	46	36.3
Total	127	100.00

It is evident from the above table that majority users (55.9%) felt that medium level internet access facility is available in the S.V. University Library followed by certain other users felt highly and remaining (7.8%) average.

It can be concluded that significant number of respondents mentioned that there is medium level of internet access facilities are available in S.V. University Library.

The distribution of users according to their responses with regard to the purpose of using library resources is presented in table-2

Table 2. Purpose of using the internet

Purpose	No.of Respondents	Percentage
For research work	111	87.4
Seminars/conferences	58	45.7
For E-mail	89	70.1
Searching jobs	41	32.2
Current up to date information	62	48.8

It can be observed from the above data that a good number of respondents mentioned that their first priority of using internet in research activities (87.4%) followed by E-mail (70.1%), current up to date information (48.8%), seminars and conferences (45.7%) and remaining (32.2%) searching jobs.

It can be concluded that most of the respondents mentioned that their first priority of using internet is research activities.

The distribution of users according to their frequency of browse shown in table-3.

Table-3 Frequency of using browsers

Browsers	No.of Respondents	Percentage
Mozilla Firefox	112	88.2
Google Chrome	125	98.4
Safari	10	7.9

A browser is a software application for accessing information on the World Wide Web. We access lot of information from the web. Table-3 shows that, majority of the respondents mentioned that they using Google Chrome for accessing information (98.4%) followed by Mozilla Firefox (88.2%) and reaming least number mentioned safari(7.9%).

In can be concluded that majority of the respondents mentioned that they are using Google Chrome.

A file format is a standard format that information is encoded for storage in a computer file. A question has been put the users on type of file format used, their responses are shown in table-4

Table-4: Type of file format used

File formats	No.of Respondents	Percentage
PDF	110	86.6
DOC and DOCx	95	74.8
HTML and HTM	25	19.7
XLSx	10	7.8
PPT	87	68.5
RTF	15	11.8

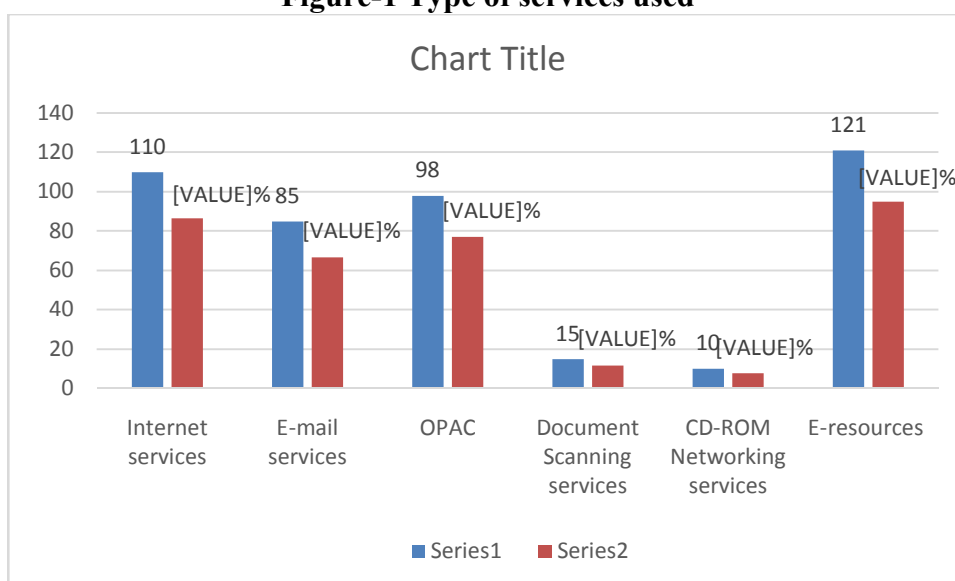
The data in the table-4 shows that majority (86.6%) users felt that PDF file format is appropriate to them followed by (74.8%) that DOC and DOCx is better. Among the remind 68.5% felt that PPT in a easy format and encoding.

It can be concluded that majority of the respondents mentioned that PDF file format is appropriate to them.

Type of services used

The data regarding the type of services used by respondents, their responses shown in figure-1

Figure-1 Type of services used



It is evident from the above figure that majority of the respondents (95.2%) are using e-resources for their research work, followed by 86.6% are using internet services, 77.2%

OPAC, 66.9% Email service, 11.8% document scanning service and remaining least percent 7.8% using CD-Rom networking service.

It can be concluded that most of the respondents are using E-resources.

Preference in accessing resources

A question has been put the users performance in accessing resources, their responses are shown in the table-5.

Table-5 Preference in accessing resources

Versions	No. of Respondents	Percentage
Electronic version	115	90.5
Print Version	80	62.9
Both print and electronic version	121	95.3

It is evident from the above table that majority of the respondents 95.3% are preferred to access both print and electronic version followed by 90.5% electronic version and remaining 62.9% print version only.

It can be concluded that most of the respondents are mention both print and electronic version.

Problems in using ICT facilities

Problems in using ICT facilities are furnished as their response shown in figure-2

Figure-2 Problems in using ICT facilities

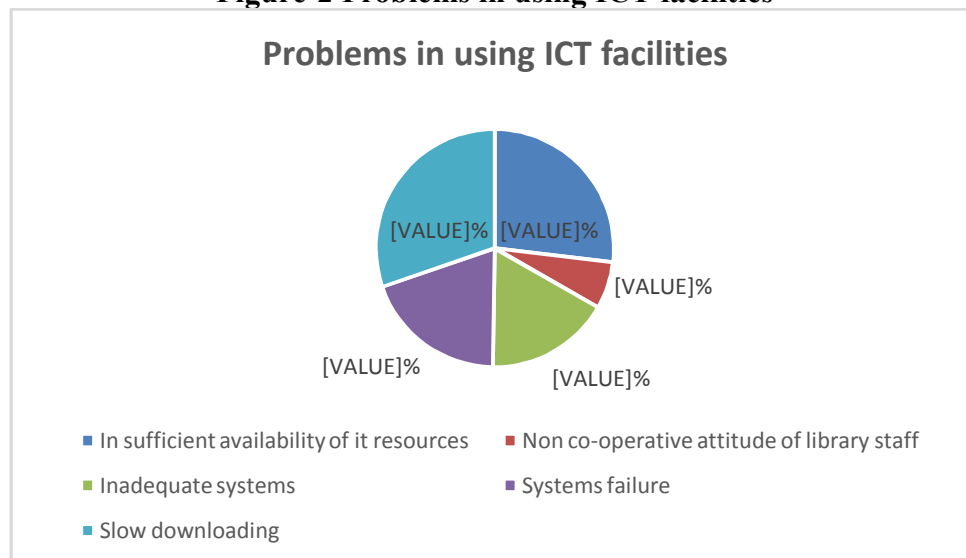


Figure-2shows that 77.2% of the respondents are opined that slow downloading for soft copies, followed by 68.5% of the respondents felt insufficient availability of e-resources, 49.6% are system failure, 43.3% says inadequate systems and reaming 16.5% mentioned that non co-operative attitude of library staff.

It can be concluded that most of the respondents are opined that slow in downloading for soft copies is a major problem.

Satisfaction of ICT services

The responses of scholars and their satisfaction with the ICT services available in the library shown in table-6

Table-6 Satisfaction of ICT services

Satisfaction level	No. of Respondents	percentage
Fully satisfied	32	25.2
Partially satiated	90	70.9
Not satisfied	05	3.9

Table-6 shows that most of the respondents 70.9% are partially satisfied with the ICT services followed by 25.2% are fully satisfied and least number of respondents 3.9% mentioned not satisfied.

It can be concluded that most of the respondents are partially satisfied with the ICT services available in S.V. University Library.

Findings

- Half of the respondents mentioned that there is medium level of internet access facilities are available in S.V.University Library.
- Majority of the respondents mentioned that their first priority of using internet is research activities.
- Majority of the respondents mentioned that PDF file format is appropriate to them.
- Majority of the respondents are using E-resources.
- Majority of the respondents are mention both print and electronic version.
- Most of the respondents are opined that slow in downloading for soft copies is a major problem.
- Most of the respondents are partially satisfied with the ICT services available in S.V. University Library.

Conclusion

Sri Venkateswara University Library initiated for internet facilities and services recently still it had a long journey to achieve excellence. Due to various problems like finance and skilled personnel in management of information technology based services strongly for success and progress. Hence, the survey on the basis of data available felt that S.V.University Library providing a medium range services with the facilities available. Still majority of users are satisfied with the ICT services in the library.

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