User Satisfaction of Electronic Resources and Services in Dr. V. K. R.V. Rao Indian Social Science Digital Library

Dr. Raghunandana M

Associate Professor, Department of Library and Information Science,
Bangalore University,Bangalore, India

ABSTRACT

Electronic information resources and services, in reality have become the backbone of many academic organizations. Libraries are the lighthouses of information Dissemination, an important component of any educational institution and hub of learning activities. Where students, researchers, teachers and also administrators can explore the vast amount of information resources. The present age is regarded as the 'Age of information' and information has become the commodity in today's context of information explosion where we are living in the information society. Electronic Information Resources and services has been begun to a great impact on libraries activates. These have started to change the functioning of libraries, especially in higher education institutions across the world. This research reveals that the use of e-resources is very common among the user community i.e. Teachers, research scholars and faculty of research institutions and majority of these users are dependent on e-resources to get the required and relevant information.

KEYWORDS: Electronic Information, E-Resources, library, User community.

INTRODUCTION

The electronic information sources have become an integral part of the library services and they have a crucial role to play in the higher education.

An e-library is the electronic information, library organizers usage of the catalog, tag and search books and journals. It maintains a database as the collection of e-materials and provides services in digital form. The term electronic resource is an umbrella term that encompasses such expressions like digital resources and digital collection. Information Technology is also fulfills the 4th law of Dr. S. R. Ranganathan "Save the time of Reader". E-resources are resources in which information is stored electronically and are accessible through electronic systems and networks. E-resource" is a broad term that includes a variety of publishing models, including OPACs, CD-ROMs, online databases, E-journals, E-books, internet resources, Electronic Exhibitions, E-Subject Guide, E-newsletters, E-White papers, E-conferences proceedings, print-on-demand (POD), E-mail publishing, wireless publishing,

electronic link and web publishing, etc. In this context, the term primarily denotes "any electronic product that delivers collection of data be it in text, numerical, graphical, or time based, as a commercially available resource". Some of the publishers like IEEE, ASME, ASCE, Elsevier, Emerald, Gale Cengage, McGraw Hill, Springer, Taylor & Francis, Wiley and other world renowned publishers are famous for journals and book publishing work. They have lot of expertise in this field. Due to the applications of ICT, users' interest and to provide the access to books, current and previous issues of journal issues publishers have begun expanding their business market for e-resources and can serve better and faster compared to the print mode. Internet or World Wide Web has become an important mode of delivery of needed information which serves as an information channel.

IFLA (2012) defines electronic resources as "to those materials that require computer access whether through a personal computer, main frame, or handheld mobile device. They may either be accessed remotely via the internet or locally". Some of the most frequently encountered types are: E-journals, E-books, Full-text (aggregated) databases, Indexing and abstracting databases, reference databases (bibliographies, dictionaries, directories, encyclopedias, etc.), Numeric and statistical databases-images, E-audio/visual resources.

Importance of Electronic Resources

The E-resources plays a vital role in the all over world, every user must knew the importance of e-resources, it is accepted by all kind of people because of its accessibility, affordability, usability and readability.

- The information preserves at standard interval and can be reserved always up-to-date in electronic media.
- Saves massive time by providing easy and immediate access without slaying time for processing, printing, binding and delivery.
- It also saves the space of the library.
- It gives awareness to the user community such as PG students, research scholars, faculty, staff etc.
- The user can get all the data in digitalized format, so there is no need for printing and binding.
- It is cost effective.
- Multiple users can access the same content concurrently.
- Library can give access to users in Remote mode also.

Uses of Electronic Resources

1. Greater and quicker access for students to materials to support their learning and also ease of use and improved communication with students.
2. The Allows 24/7 access to resources, not limited to when the physical library space is open and it can be easily customized to meet differing needs of users.
3. The routine administration of courses (advertising a class, providing copies of the syllabus, assigning discussion sections, and getting out course news) can be more efficiently handled with a course home page, electronic discussion groups, and e-mail lists.
4. Web and CD-ROMs provide a wider variety of secondary and primary sources (including visual and audio sources) than has previously been available.
5. Electronic discussion tools such as e-mail, conferencing software, and on-line chat services can seed discussion questions before the class meets, draw out your shy students, and follow up on discussions or questions on the reading between classes.

About V.K.R.V. Rao Library

Dr.V.K.R.V. Rao Library is one of India's premier research libraries in social sciences. It has more than 1.34 lakh collections of books, reports and other documents and about 300 research journals are being subscribed and about 80 journals are available for online access. The library subscribes to more than 300 professional foreign and Indian journals. UNDP, World Bank, UN and a number of other international organizations have recognized it as a Depository Library. The housekeeping operations and catalogue is computerized using Libsys integrated library Software and the database can be accessed online. One can access a large number of rare documents and have connection with similar libraries across the world.

The collection is particularly rich in the areas of economics, planning and development, political science, sociology, rural and urban studies, gender studies, education and environmental sciences. The Library has collection of Census of India publications, reports of various committees and commissions appointed by the Central and State Governments, National Sample Survey reports, annual reports of various ministries and departments of the Government of India, and select publications of international organizations. The library has an exhaustive collection of press clippings of important editorials, signed articles, and news items published in national dailies. The World Bank and a number of other international organizations have recognized it as a Depository Library. Library is fully automated using integrated library software and it subscribes to online databases viz., JSTOR, EconLit Fulltext, Prowess. (CMIE), Indiastat.com, ISID, EPWRF ITS, etc.

OBJECTIVES OF THE STUDY

1. To know the use pattern in utilizing the E- Resources in library.
2. To understand the preferences of e-resources by users of library.
3. Identify the problems faced by the students, teachers and faculty members while accessing and using e-resources and services.
4. To study the preferred format for using e-resources and services.
5. Determine the level of satisfaction among the users of electronic sources and services.

Scope of study

The study offers a way to identify the user pattern of Electronic information resources and services along with its preferences, performances, user's satisfaction and challenges which come during the use of Electronic information resources and services.

Electronic Information services : Table

Sl. No.	E-Information services	Abbreviations
1	Current Awareness Service	CAS
2	Selective dissemination of Information	SDI
3	E-Document Delivery Services	EDDS
4	Online Public Access Catalogue	OPAC
5	Current Awareness Service	CAS
6	Mobile Libraries	M-Libraries

Table 1 - Descriptive statistics based on gender

Gender	Categories of the Respondents			Total
	Research Scholars	Teachers	Faculty Members	
Male	*16*	11	*21*	48 (68.57%)
Female	*10*	04	*8*	22(39.42%)
Total	33	15	29	77 (100%)

The Table 3 indicates that responded to questionnaire from male respondents are high in Faculty Members 29 (27.88%) secondly Research scholars (18.26%) and low in teachers 15 (14.42%) whereas responded to questionnaire from female respondents are high in faculty members 18 (17.30%) and Research scholars 14 (13.46%) and low in teachers 09(108.65%)

Table 2 - Descriptive statistics based on age

Age (in years)	Frequency	Percentage
Up to 30	54	*51.92 %*
31 to 40	33	*31.73 %*
41 to 50	12	*11.53 %*
Above 50	*5*	*4.80 %*

As shown in the Table 4 majority of respondents was in below 30 years' age group and amounted for 51.92 %. Between 31 to 41 age group was 31.73 % and 421 to50 age group was 11.53 % and 50 and above 4.80 % of them.

Table 3 - Descriptive statistics based on education level

Education level	Frequency	Percentage
Graduation	41	39.42 %
Post-graduation	36	34.61%
PhD	27	25.96%
Total	**104**	**100**

From above Table 5, it was concluded that out of 104 respondents, 39.42 % graduation level and 34.61% respondents were representing post-graduation level and 25.96 % respondents was representing PhD scholars respectively. The data have been presented in graphical form in figure3.

 Table 4 - Descriptive statistics on most preferred formats for reading full text Articles

Sl. No.	Formats	No. of Respondents	Percentage
1	PDF	63	60.57 %

2	PPT	13	12.05 %
3	HTML	06	5.76 %
4	Hard copy	22	21.15 %
Total		**104**	**100 %**

From Table.4 it is concluded that maximum number of 63 respondents (60.57 %) preferred PDF format for reading full-text articles followed by Hard copy 22 respondents (21.15%), PPT 13(12.05 %) respondents and HTML 06(05.76 %) respondents preferred for reading full –text articles.

Table 5 - Types of E- Resources Used by users of Dr. V.K.R.V Rao Library

Sl.No.	Statement	Total no. of respondents	Most frequently	More frequently	Less frequently
A. Use of online E-resources					
1	E-journals	104	82 (78.84 %)	-	22 (21.15 %)
2	E-books	104	45 (43.26%)	19 (18.26%)	26 (25 %)
3	E-newspapers	104	41 (39.42 %)	63 (60.57 %)	-
4	E-reprints	104	-	71 (68.26 %)	33 (31.73 %)
5	ETD's	104	-	59 (56.73 %)	45 (43.26 %)
6	E-patents	104	-	-	104
7	E-magazines	104	27 (25.96 %)	12 (11.53 %)	67 (64.42 %)
8	Websites	104	87 (83.65%)	17 (16.34%)	-
B. Use of offline E-resources					
1	CD/DVD	104	12 (11.53 %)	63 (60.57 %)	29 (27.88%)

2	Pen Drive	104	96 (90.30%)	08 (07.69%)	-
3	Offline portable Computer database	104	-	43 (41.34%)	61 (58.65%)
4	Offline reference managers	104	28 (26.92%)	-	76 (73.07%)
5	Presentation software	104	76 (73.07%)	28 (26.92%)	-

Respondents were asked to the frequently use of different types of e- resources. Majority of respondents moderately used e- journals and it was 82 (78.84 %) of them and then 22 (21.15 %) Less frequently used e- journals. According to the table 8, majority 45(43.26%) of respondents used e- books and 26 (25 %) Less frequently used e resources. 63 (60.57 %) of respondents More Frequently used E-newspapers for gaining daily information and 41(39.42 %) Most Frequently used E-newspapers. 71(68.26 %) of respondents More Frequently used E reprints . 59 (56.73 %) of respondents More Frequently used ETD,s present days there no use of E-patents in library. 67 (64.42 %) of respondents Less Frequently used E- magazines and   87 (83.65%) of respondents Most frequently used Websites for searching and collect relevant information. Use of offline E-resources most important devices in academic actives in research libraries. 63 (60.57 %) of respondents More frequently used CD/DVD for save data and sharing information. 96 (90.30%) of respondents should be Most frequently used pen drive and Databases is used for store special information used to manage the data in any library therefore 61 (58.65%) of respondents Less Frequently used Offline portable Computer database and 28 (26.92%) of respondents Most frequently used Offline reference managers, 76 (73.07%) of respondents Most frequently used Presentation software's for propose of teaching, guidelines, projects, research assignment works, and statistical report Presentation.

Table 6 - Problems in Accessing Electronic Resources

Electronic resources have become common sources among the research institutes. Majority of users stated that they have problems to access the electronic resources. The users of Library were asked about the specific problems they faced in accessing the electronic resources. In this regard, data have been presented in Table 6

Problems in Accessing Electronic Resources	No. of Responses	Percentage of Respondents
Lack of Infrastructure	23	22.11 %
Slow Downloading	26	25.01 %
Insufficient E-Resources in Their Subject Area	17	16.34 %
Lack of Knowledge & Training	32	30.76 %
Any Others	6	05.07 %
Total	**104**	**100 %**

The table 6 shows the distribution of users according to the problems faced by them in accessing the electronic resources. Out of 104 respondents, 23 (22.11 %) respondents said it was lack of infrastructure, 26 (25.01 %) respondents attributed it to slow downloading, 17 (16.34 %) respondents attributed it to insufficient e-resources in their subject area, 32 (30.76%) respondents said to lack of knowledge and training and 06 (05.07 %) respondents said to other problem.

Table 7 - Frequency of Satisfaction towards utilization of Web–based Electronic services.

Web–based Electronic services	Most Frequently (%)	Frequently (%)	Less Frequently (%)	Uncertain (%)	Do not use (%)
Current journals holdings	37(37.57 %)	42 (40.38 %)	08 (7.69 %)	14(13.46 %)	03 (2.8 %)
News clipping Service	34(32.69 %)	28(26.92%)	17(16.34%)	19(18.26%)	06(5.76 %)
Institutional repository	49(47.11%)	29(27.88%)	09(08.65%)	13(12.5%)	04(03.8 %)
Gateway to access e-journals	54(51.92%)	23(22.11%)	04(03.8%)	19(18.26%)	04(03.8 %)
OPAC Services	16(15.38%)	12(11.53%)	07(06.73%)	26(25%)	43(41.34%)
Table of Content of journals	13(12.5%)	26(25%)	16(15.38%)	30(28.84%)	19(18.26%)
Bibliographic services	24(23.07%)	31(20.80%)	12(11.53%)	26(25%)	11(10.57%)
CAS & SDA Services	32(30.76%)	23(22.11%)	07(06.73%)	29(27.88%)	13(12.5 %)

The V.K.R.V.Rao library, provide various type of web based information services (Electronic services) to its users. The table-7 reveals that 40.38 % and 37.57 % of respondents use Current journals of holdings frequently and most frequently respectively. Towards the Newspaper clipping service and Gateway to access e-journals, majority 32.69% and each 51.92% of respondent respectively use most frequently and 41.34 % respondents do not use OPACs service provided by the library and 12.5% and 23.07% of respondent respectively use most frequently the Table of Content of journals and Bibliographic services. 30.76% indicates that most of the frequently using CAS & SDA Services in Library.

FINDINGS AND CONCLUSION

- The study showed that 63 (60.57%) "PDF" was the most preferred format used by the users.
- The study clearly indicated that maximum users are "linking through Search Engines"36 (34.61 %) for accessing electronic resources.

- The study revealed that majority of respondents 39 (37.05%) using electronic resources for more useful.

- The majority of scientists are of the opinion that availability of electronic resources in the institute/library is "excellent" 69 (66.34%).

- The study indicated that majority of the users 32 (30.76 %) have faced the problem in accessing the electronic resources due to "lack of knowledge and training".

- The study indicated that majority of users satisfaction towards Institutional repository 54(51.92%) for utilization of Electronic information services.

CONCLUSION

Electronic resources are vital for the academic development and are utilized widely for research purposes. The cutting edge libraries have moved their job from the caretaker of data assets to the specialist organization of computerized data assets. Reliance on utilization of PCs, expanded dependence on PC organizations, fast development of the web and blast of data has constrained libraries to take on new techniques for the content management, recovery and spread of data. Only few institutions are having the required e- resources as per the running courses, but practical use of available e-resources is not up-to the worth in comparison to investments made in acquiring these resources by the authorities of these institutions. Except this, infrastructure for the proper access of these resources is also not provided to these libraries. From the above study, it is found that use of electronic Resources and services has been increasing and majority of users of digital library using the electronic resources and services for research work, teaching, training programs and the better administrative work.

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