

Web Searching Behaviour of Dairy Science Fraternity of Ndri, Karnal: A Survey

Dr. Rajinder Kumar

Assistant Librarian, Central Library, Maharana Pratap Horticultural University, Karnal

raj.lisku@gmail.com

ABSTRACT

The present study focuses on the web searching behavior of the users NDRI Library, NDRI, Karnal. Users were randomly selected for the study to collect the data through a questionnaire. A total number of 75 users, i.e., faculty members and undergraduate students, were included in this study. The analysis shows that the maximum number of users visited the Library to fulfill their informational requirement and searched for their required information from the Central Library's home page. Most of the faculty members and undergraduate students were aware of the e-resources provided by the library, and they were using them for their academic purposes and almost all the users were fully satisfied with the present library web services.

KEYWORDS: E-resources, web, library, users, CeRA, dairy, NDRI

INTRODUCTION

The development of every individual critically depends on information. University libraries of any nation play an important role in the development of their nation. During the last few decades, due to technological development, libraries have introduced new services for their users (Satpathy, 2009). As a result of the pervasive impact of technology on library collections and services, modern libraries now include both printed and electronic information resources. The services of libraries are not limited to the four walls of the building as electronic resources can be stored, retrieved and provided as needed, but are instead incorporated into local, regional, national and international networks (Kaur and Verma, 2009). Most information sources, especially periodicals, are now available online through CD-ROMs and consortiums. Libraries are not exempt from its cascading effects as they are constantly adding more digital content to their holdings (Dhingra & Mahajan, 2007). At this time, electronic resources are the best-performing and fastest-growing trend in the digital collections of all libraries. Internet and consortium services made available through library networking have been a great advantage to the patrons. Research publications of scholars are made available to all libraries through the sharing of electronic resources. Research publications of scholars are made available to all libraries through the sharing of electronic resources. As a result, it is becoming necessary to resort to alternatives such as consortiums given the increasing cost of journals and budgets globally. The use of back issues of scholarly journals in electronic format is on the rise, increasingly indicating a shift in user preferences. Electronic resources are very helpful in scholarly communication and are becoming more and more

popular because of their advanced features, such as their ability to be used through remote access, used by multiple users simultaneously, provide timely access, and save physical space.

OBJECTIVES OF THE STUDY

The following objectives of the study are given as under:

- ✓ To find out how many users are aware of web e-resources provided by the NDRI Library, NDRI.
- ✓ To determine how frequently web e-resources are used by the users.
- ✓ To investigate the goal of using web resources.
- ✓ To determine how satisfied users are with using web resources.
- ✓ To determine the issues users encounter when accessing web e-resources
- ✓ To make recommendations for the best ways to enhance the services and facilities connected to the usage of web e-resources.

NDRI Library, NDRI, Karnal

One of the top institutions in the dairy business is the ICAR-National Dairy Research Institute (NDRI), located in Karnal, Haryana. Through its on-going research, NDRI has made a significant impact on the development of the dairy industry and milk production in India. In addition to providing a significant portion of the dairying labour needed by State Agricultural Universities (SAUs), NDRI also contributes significantly to improving the teaching abilities of SAU faculty members.

An outstanding collection of books on dairying and related topics is housed in the Institute's National Library on Dairying. To stay abreast of the most recent scientific and technological advancements, subscribes to Indian and foreign print publications on a daily basis. In addition, bound journals, newsletters, theses, CD-ROMs, and reprints are available in books and volumes. Additionally, the library offers Internet access, reference books, and photocopying, printing, and scanning services to the students, researchers, and scientists of NDRI and other affiliated SAUs and research institutions. The Library is housed in a double-story building with a covered area of 1914 square metres and reading rooms with a space of 850 square metres. The library facility can house 1.25 lakh books and can accommodate 200 users at once in four reading halls. The computer section of the library is well-equipped, cosy, air-conditioned, and capable of connecting to the internet for 40 people at once. Along with books in related fields, the Institute Library offers a remarkable collection on all topics relating to dairying and animal sciences. The library includes a collection of around 95,000 books. Online journals (e-journals) through CeRA, Krishikosh (digital repository), Worldcat/Agricat, e-books, Koha OPAC/WebOPAC, reprography/printing/scanning services, documentation, and bibliographic services were all provided by the library.

REVIEW OF LITERATURE

Almost all university users were aware of their e-resources, according to a study by Rani (2022) on the e-resources used by researchers and faculty members of various universities in Haryana, but some users across all universities encountered difficulties when searching for e-resources due to poor internet connectivity, a lack of library orientation programmes, a lack of ICT skills, and a lack of understanding of how to use OPAC/Web-OPAC services. According to a study by Abdulla, Madhu, and Nair (2022) on the attitudes of users towards e-resources at Kerala

University and observed that e-resources were more popular during the pandemic period and all users were satisfied with the e-resources subscribed by the library. A research by Kumara (2022) on the usage of online resources by economically backward students at Tumkur University, Karnataka found that 100% of users used Google search engines and PDF files, and that 55.7% of users preferred newspapers to other online resources. Bhattacharjee (2019) looked into how people used certain university libraries to access online resources. While 30.1% of internet users used "broad terms," over half (48.0%) searched for information using "specific terms." The majority of scientists at IARI, Delhi (56.27%) reportedly had trouble accessing electronic resources because they lacked the requisite knowledge and training, according to Singh and Prasad (2014). In the Indian state of Assam Bhattacharjee (2014) looked at how library users at Silchar Medical College utilised the web and found that the vast majority of them used it to update their knowledge, take notes in class, and do course-related research. At the Indian Institute of Management in Bangalore, Singh (2013) discovered that the majority of respondents (52.70%) had no difficulties using and accessing electronic resources., According to Kumar's (2015) analysis of the web browsing habits of agricultural students at the CCS Haryana Agricultural University, Hisar, Google was the most popular search engine and the internet was the most helpful tool for users to utilise while looking for information online.

STATEMENT OF THE PROBLEMS

Today, almost every university library provides access to both print and electronic resources for its users. While some patrons use the print resources because they are unaware that print resources are also available in their own libraries, others make use of the electronic resources that are available in these libraries. On rare occasions, they might not get help from librarians when using electronic resources. Additionally, it's possible that they didn't attend any training sessions or that the libraries didn't host any classes on how to use electronic resources. These problems might lead to a decrease or cessation of the use of electronic resources. Determining user awareness of and usage of electronic resources in horticulture is the aim of the current study.

RESEARCH METHODS

The research approach used for the study was survey research. Some questions based on the objectives while keeping in mind the goals of the study were included in the questionnaire used for the current study to collect the pertinent data. In addition, methods including observation and interviewing were employed to collect the study's primary data. The accurate data obtained directly from users or through email. Because the study was limited to undergraduate students and faculty, the proportionate random stratified sample technique was used to accurately represent all user categories.

SCOPE OF THE STUDY

The users' awareness of and use of the NDRI Library, NDRI, Karnal home page is a key area of the study. The administrative and ministerial employees were excluded from the study in order to obtain accurate data on library patrons' web browsing behaviours. The study includes the faculty members and undergraduate students.

DATA ANALYSIS

The acquired data were systematically assessed after going through a number of processes, including editing, classification, and coding, and were then interpreted based on the respondents' general data.

Table 1: Gender wise distribution

Gender	Frequency	Percentage
Male	52	54.7%
Female	43	45.2%

The information in table 1 displays the distribution by gender. 95 users were present; 54.7% of them fell into the male category, and 45.2% into the female category.

Table 2: Frequency of library visits

Response	Frequency	Percentage
Daily	37	38.9%
Twice or more in a week	21	22.1%
once a week	33	34.7%
Seldom	9	9.4%

The frequency of user visits to the library is shown in table 2's data. Out of 95 users, 37 (38.9%) visited the library daily, followed by 33 (34.7%) who visited once a week, 21 (22.1%) who visited twice or more in a week, and 9 (9.4%) who just seldom visited. All users used the university's IP-based internet connection to access the library's web-based subscription e-resources.

Table 3: Purpose of library visit

Response	Frequency	Percentage
To study	23	24.2%
To borrow books or return	25	26.3%
To access e-resources	26	27.3%
To make reference of journal	49	51.5%
To use computer	45	47.3%
To read newspaper/magazine	17	17.8%

The information in table 3 reveals the reason why users came to the library. The data reveals that out of 95 users, 49 (51.5%) users visited the library to make references from journals used for their research work, followed by 45 (47.3%) users visiting the library to use the computers for both academic and personal work, 26 (27.3%) users visiting the library to access e-resources for their research work, and 25 (26.3%) users visiting the library to borrow books, 23 (24.2%) users only came to the library for study or reading, whereas 17 (17.8%) users came to the library to read newspapers and general magazines to keep up with current events.

Table 4: Awareness of resources availability in the central library

Response	Frequency	Percentage
Yes	88	92.6%
No	7	7.3%

The information in table 4 illustrates what is known about the library's resource availability. Out of 95 users, 88 (92.6%) were aware of the resources that were available in the library, with 7 (7.3%) following. The information in the table demonstrates that the vast majority of users were aware of the materials that were available in the library.

Table 5: Preference of e-resources vs print resources

Response	Frequency	Percentage
Online	76	80%
Print	11	11.5%
Both	83	83.3%

The information in table 5 shows how users prefer to use digital resources over printed ones. Only 11 (11.5%) of the 95 users used print materials, whereas 83 (83.3%) used both online and offline sources. Of the 95 users, 76 (80%) used internet sources. Print materials can only be accessed inside the library's wall, which is one of the main reasons why they are used so little compared to online resources, which are freely available from anywhere via the internet.

Table 6: Frequency of use of e-resources

Response	Frequency	Percentage
CeRA	86	90.5%
E-books	52	54.7%
Krishikosh	29	30.5%
Indiastat.com	43	45.2%
Subscribed e-journals	23	24.2%

Table 6's data reveals how frequently the library uses the electronic materials to which it has subscribed. Out of 95 users, 86 (90.5%) used CeRA to search for their research articles or papers, followed by 52 (54.7%) who used e-books borrowed from the library or freely available online, 43 (45.2%) who used Indiastat.com to gather statistical data, 29 (30.5%) who used KrishiKosh to search for theses, research reports, annual reports, etc., and 23 (24.2%) who used libraries' physical books.

Table 7: Seeking help in use of e-resources

Response	Frequency	Percentage
Self-efforts	23	24.2%
Library staff assistance	29	30.5%
Friends, colleague	55	57.8%
Orientation/training program	23	24.2%

Web Searching Behaviour of Dairy Science Fraternity of Ndri, Karnal: A Survey

The data in table 7 describes how the users seeking help of using e-resources. Out of 95 users, 55 (57.8%) users were took the help from their friends and colleagues to how to use e-resources subscribed by the library, followed by 29 (30.5%) users took the help from the library staff, 23 (24.2%) users were took the help from by attending orientation/training programs and self-efforts, respectively.

Table 8: Location of searching of web

Response	Frequency	Percentage
Computer center	29	30.5%
Central library	76	80%
Internet café	21	22.1%
Personal laptop	56	58.9%

The information in table 8 shows where people seek for online resources. Out of 76 (80%) users, 56 (58.9%) users were using their personal laptop to access the internet through the institute connection, 29 (30.5%) users were using the institute computer centre, and 21 (22.1%) users were using the internet café. The remaining users were using the institute's Library's electronic resources.

Table 9: Purpose of use of web

Response	Frequency	Percentage
For knowledge updating	58	61%
For research work	47	49.4%
For home work assigned by the teachers	32	33.6%
Any other	21	22.1%

The information in table 9 reveals the reason why e-resources are used. Out of 95 individuals, 47 (49.4%) were using e-resources for research, followed by 58 (61%) who were updating their knowledge. 21 (22.1%) users were using e-resources for any other purpose, while 32 (33.6%) users were using them to finish the homework that their teachers had set.

Table 10: Search pattern of

Search Pattern	HAU	Percentage
Publisher's website	49	51.7%
Search Engines	88	92.2%
Consortium	74	77.8%

The information in table 10 shows the users' search behaviour when utilising online resources. Out of 95 users, 88 (92.2%) searched for their electronic resources using search engines like Google, Yahoo, etc., followed by 74 (77.8%) users who used the consortium and 49 (51.7%), who used the website of the direct publishers.

Table 11: Satisfaction level

Response	Frequency	Percentage
Satisfied	92	98.8%
Partially satisfied	2	2.1%
Dissatisfied	3	3.1%
Very dissatisfied	5	5.2%

The information in table 11 illustrates how satisfied users were with using e-resources. 95 users used the library's current e-resource services, and 92 (98.8%) of them were satisfied with them. The remaining 5 (5.2%) users were very dissatisfied with the services, 3 (3.1%) users were dissatisfied, and 2 (2.1%) users were only partially satisfied.

Table 12: Problems faced while using web

Response	Frequency	Percentage
Limited number of terminals	22	23.1%
Slow downloading speed	31	32.6%
Lack of training/orientation program	23	24.2%
Lack of knowledge of accessing e-resources	75	78.9%
Lack of power backup	26	27.3%
Lack of infrastructure	12	12.6%

The information in table 12 demonstrates the difficulties users have using online resources. Out of 95 users, 75 (78.9%) thought that not knowing how to access e-resources was the biggest obstacle to using them, followed by 31 (32.6%) who thought that terminal and network, 26 (27.3%) who thought that there wasn't enough power, 23 (24.2%) who thought there wasn't enough training or orientation conducted, 22 (23.1%) who thought there weren't enough terminals, and 12 (12.6%) who thought that there wasn't enough infrastructure.

The study's key findings reveal that nearly 92.6% of users were aware of the availability of e-resources in the library, 38.9% of users visited the library each day, 51.5% of users visited the library to consult journals used for their research work, 90.5% of users used CeRA to search for their research articles/papers, 57.8% of users sought advice from friends and colleagues on how to use the e-resources the library subscribes to, and 61% of users were 78.9% of users thought that not knowing how to access e-resources was the biggest issue when searching, whereas 98.8% of users were satisfied with the library's current e-resource services.

CONCLUSION

The study unequivocally shows that one of the most important considerations when obtaining information is the academic community's grasp of the many sorts of sources, their significance, and their utility. To inform them of e-resources collections/services and orientation programmes for ICT, Internet awareness, access to e-resources, e-books, e-journals, and other things, authorities should conduct training, orientation, or educational programmes for them regularly. It is also true that most users come from the academic community and frequently use the electronic

resources available at the university library for their regular needs. They frequently also use other sources, like referrals from co-workers. To attract peers, libraries should expand their services on social networking sites.

REFERENCES

- [1] Abdulla, A., Madhu, A. and Anju, S. (2022). Attitude of Users Towards E-Resources: A Study based on Kerala University Library. *International Journal of Innovative Research in Technology*, 8 (9): 709-713.
- [2] Bhattacharjee N, 2014. Web searching behaviour: a case study among the library users of Silchar Medical College. *International Journal of Academic Library and Information Science*, 2 (3):27–35.
- [3] Bhattacharjee, S. and Sinha, M.K. (2018). Web searching behaviour of library users: a case study of selected universities in Assam. *Kelpro Bulletin*, 22 (2): 87-96.

International Research:

- [4] Kumar, R. and Singh, B. 2015. Web Searching Behaviour of Agricultural Students of CCS Haryana Agricultural University, Hisar, India. *Journal of Knowledge & Communication Management*, 5 (1): 53-60.
 - [5] Kumar, S. (2012). The impact of demographic characteristics of users on patterns of usage on search engines and OPAC. *Library Review*, 61 (3): 172-187.
 - [6] Kumara, B. (2022). Use of E-Resources among economically backward students: a survey. *International Journal of Advance and Applied Research*, 10(1):450-456.
 - [7] Rani, S. 2022. Usability of e-resources by Research scholars and Faculty members in selected Universities of Haryana: a Comparative study. *International Journal of Library Information Network*, 7(1): 81-97
 - [8] Singh, P.K. and Prashad, H.N. (2014) Scientist's Awareness of Electronic Resources in IARI: A Study. *Journal of Library & Information Science*, 4 (1): 56-69.
-