

Users' Awareness and Utility of Web-Enabled Information Services: A Survey

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ABSTRACT

This paper is an effort to examine the use of web-based information and services by users of Bhupal Nobles (BN) University, Udaipur, Rajasthan. The study enquires into the web-based information services of libraries that are beneficial to the students. A structured set of questions was framed to examine the satisfaction of respondents for the web-based services offered by the libraries. Analysis performed over the factors, innovations and developments in library services that encourage the students for utilizing the library resources. This research paper is an effort to evaluate the affirmative side of integration of web-based information and services and how this integration could utmost benefit the students in achieving their academic purposes.

KEYWORDS: Web based Information Services, Information Services, User awareness, Web enables services and BN University.

1. INTRODUCTION

The modern university libraries provide web-based information services that improve access to scholarly resources and enhance the teaching, learning and research. In technical education, libraries function as practical learning centers where students develop knowledge, professional skills, critical thinking, and communication abilities required for their future careers. Therefore, libraries must be well equipped with resources and services that promote lifelong learning and academic excellence.

The integration of Information and Communication Technology (ICT) has transformed libraries into user-centered knowledge hubs, enabling quick and efficient access to information anytime and anywhere. To meet the evolving needs of students, libraries should adopt automation systems and offer modern services such as digital libraries, internet access, e-books, online journals, Selective Dissemination of Information (SDI), Current Awareness Services (CAS), and e-resources. Such modernization enhances information accessibility, improves user satisfaction, and strengthens the overall quality of higher education and research.

2. OBJECTIVES OF THE STUDY

The major objectives of the study are as follows:

- To study the impact of web enabled information services on student satisfaction.
- To understand the current web- based services in university library.
- To identify the frequency of use of web-based services by students.
- To observe the student's opinion on the ICT application in library services.

3. RESEARCH METHODOLOGY

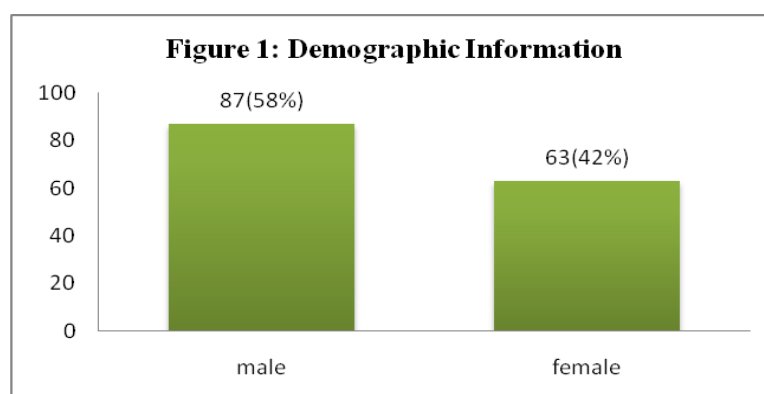
Questionnaire method has been adopted to collect data for the present study. Accordingly, the questionnaire was distributed among 200 users of Central Library of BN University, Udaipur, Rajasthan out of which 150 responded. The library users were categorized in four streams i.e. UG, PG, Research Scholars and Professional course students and 50 questionnaires were distributed in each category.

4. DATA ANALYSIS AND INTERPRETATION

The data collected were analyzed and inferences were derived. The results of the study are as under.

Table: 4.1: Demographic Information

Gender	Respondents	Percentage
Male	87	58%
Female	63	42%
Total	150	100%



The demographic information of the 150 student of different colleges is showed in table 6.1.1. From the table it could be analyzed that out of total students 87(58%)are male and remaining 63(42%) are female student who use the library services.

Table:4.2: Age group of Respondents

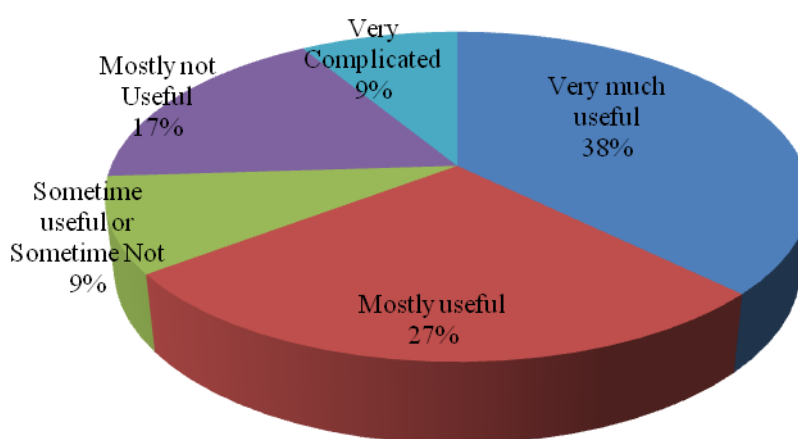
Age group	Respondents	Percentage
18-22	65	43.33%
23-27	57	38%
28-32	28	18.66%
Total	150	100%

It is revealed from the above table that 43.33% students belong to 18-22 years of age, 38% belong to 23-27 years of age group and only 18.66% users belong to 28-27 years of age group.

Table 4.3: Importance of Web-Based Information Services

Importance	Respondents	Percentage
Very much useful	56	37.33%
Mostly useful	41	27.33%
Sometime useful or Sometime Not	14	9.33%
Mostly not Useful	26	17.33%
Very Complicated	13	8.66%
Total	150	100%

Figure 2: Importance of Web-Based Information Service



From the above table it could be interpreted that there is a mix response for the relative importance of web-based services of libraries. Web based services are very much useful for 37.33% respondents, 27.33% are mostly useful and 9.33% respondents show sometime useful or sometime not useful for them. Similarly 17.33% mostly not useful for them these services and 8.66% respondent show very complicated for me.

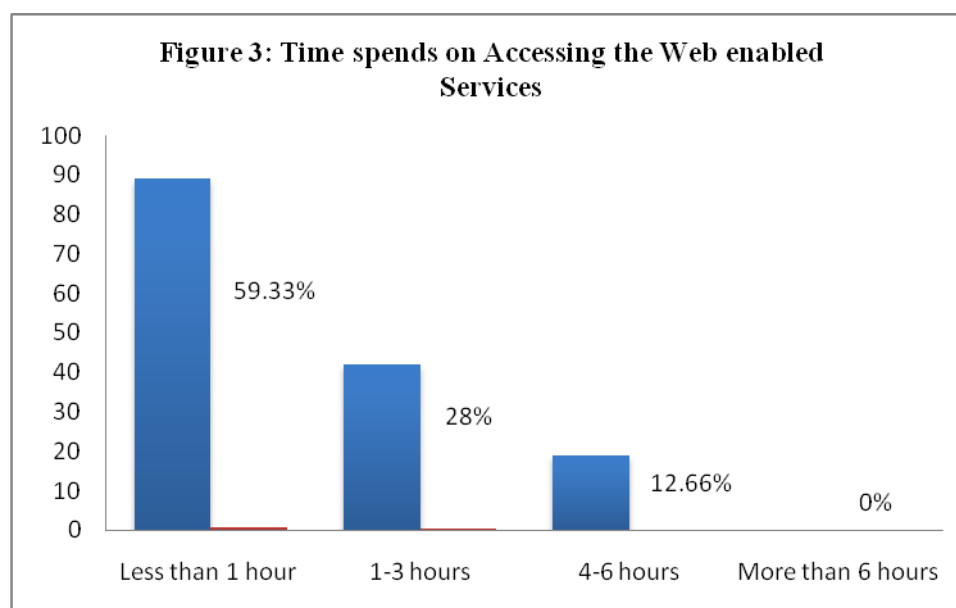
Table 4.4: Preferable Tool using for Web Information

Search Engine	Numbers	Percentage
Google	82	54.66%
Yahoo	26	17.33%
MSN	14	9.33%
Bing	28	18.66%
Any other	0	0 %
Total	150	100%

The study of search engines used by the users reflected that 54.66% of users preferred Google. Concurrently many of the users preferred other search engine like Yahoo (17.33%) and MSN (9.33%) and Bing (18.66%)

Table 4.5: Time spends on Accessing the Web enabled Services

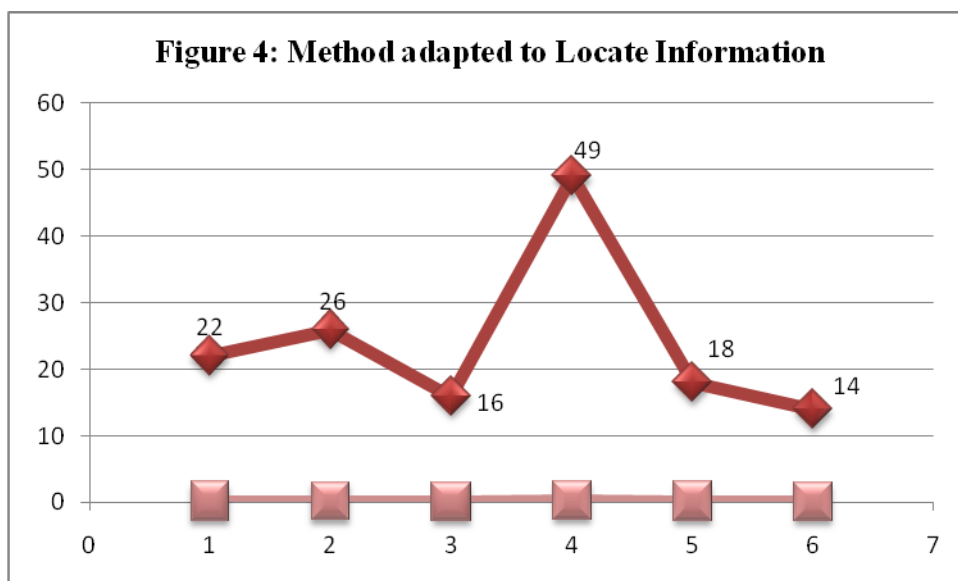
Time	Respondents	Percentage
Less than 1 hour	89	59.33%
1-3 hours	42	28%
4-6 hours	19	12.66%
More than 6 hours	0	0%
Total	150	100%



The study of time spent on accessing e-resources reveals that 59.33% of users were spending less than one hour every day, 28% users 1 to 3 hours and 12.66% of users were spending between 4–6 hours daily on accessing web-based information.

Table 4.6: Method adapted to Locate Information

Methods	Respondents	Percentage
Searching OPAC	22	14.66%
Guidance by teacher	26	17.33%
Assistance by library staff	16	10.66%
Access resources with help of friend	49	32.66%
Browser online journal	18	15.33%
Reference book	14	9.33%
Total	150	100%



The studies on retrieval of information by various methods revealed that users were searching and locating information through OPAC 14.66%, 17.33% users took guidance from teachers, 10.66% of users took assistance from library staff. The study also revealed that 32.66% of users access library resources with the help of friends. 15.33% were browsing relevant online journal and 9.33% users access reference books.

Table 4.7: Means to Access Web-based Information Services

Means	Respondents	Percentage
Mobile	81	54%
E-Library	43	28.66%
Personal Laptop	26	17.33%
Any other	0	0%
Total	150	100%

The study of access the web based information among users reflected that 54% of users used their mobile phones, 28.66% at the E-library and 17.33% access through personal laptop.

Table 4.8: Satisfaction level towards Web-enabled information services of Libraries

Categories of Respondents	Fully Satisfied	Not satisfaction	Total
U.G Students	31	13	44
P.G. Students	33	14	47
Professional degree students	30	6	36
Research Scholars	23	0	23
Total	117(78.0%)	33(22.0%)	150

The above table presents the satisfaction level of students of different courses for the overall ICT services offered by their libraries. Table depicts that out of 150 respondents, 117 (78.0%) respondents were fully satisfied and remaining 33(22.0%) respondents were not satisfied from ICT services provide their libraries.

5. MAJOR FINDINGS

- A majority of 87(58%) respondents are male users.
- Majority of respondents who use the library services are belonging to 18-22 age groups
- Most of the students spent less than one hour per day to access the web based information resources.
- Most of the students preferred Google search engine.
- 32.66% respondents access the available resources with the help of their friends.
- 54% respondents used personal mobile phones to access the web based information.
- 78% respondents are fully satisfied with the web-enables information services of libraries.

CONCLUSION

The libraries under the study and its collection of e-resources are the major source of information. It is also seen that majority of users visited the library as and when needed but the distance is a major factor for not visiting the library more frequently. Large majority of the users agreed that there is need for workshop/orientation programs on the use of Web-based information resources and services. Therefore, it is quite inevitable on the part of the institutions authority and librarian to make available the latest e-resources and services among the users so that they can explore portend resources quickly easily and comfortably, once the trend of using electronic resources become faster, it will surely promote valuable research output.

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