

Digital Library Environment in the Changing Scenario: User's Survey of CMR University Digital Library, Karnataka

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ABSTRACT

In the age of science and technology, particularly with the innovation of information and communication technology (ICT), the globe has turned into a global village. There is digital information. These days, libraries are changing their information services in many ways. Traditional library services are insufficient to fulfill the evolving information needs and changing information-seeking behaviour of the users. Therefore, libraries have developed digital services. Traditional libraries have become digital libraries thanks to the advancements in computers, networking, and communication technologies. The purpose of this examination is to showcase the concept of the digital library. Digital libraries transform conventional physical spaces into round-the-clock virtual knowledge hubs that harness cutting-edge technologies such as artificial intelligence (AI) and cloud networks to offer worldwide access to information. Many different types of resources are currently available in digital format. In several subjects, students already have access to large collections due to unrestricted access to adequate materials. Local Digital Libraries can benefit from a wide digital libraries can offer a wide variety services.

KEYWORDS: Digital Libraries, Information Communication Technology, Changing Scenario, E-resources and Services.

1. INTRODUCTION

There have been researchers, publishers, and printed materials. As printed material was digitised and made accessible via computer networks, the situation started to shift with the development of information technology. The entire field of library science has changed as a result. With the use of computer networks, the ICT revolution has made information movement from one location to another simple and available from anywhere in the world. Digital libraries facilitate resource sharing among knowledge societies and support the idea of unrestricted, portable information flow. Dr S. R. Ranganathan's laws of library science now have greater implications thanks to digital libraries. It is global and worldwide. "A world of information is at your fingertips thanks to digital libraries."

1.1 New Aspects of Library Services in the Digital Age

Here, we clearly distinguish between two methods by which users receive the services.

(a) Changed Services: meaning the services that existed before in traditional libraries and, with the integration of ICT in libraries, how the services are given in a changed fashion.

(b) New Services: Newly developed methods following the integration of ICT in libraries

Modified Services	Digital Library Services
a. OPAC card catalog • Transitioning from manual to automatic circulation • Reservation alert by mailing to electronic mail • Electronic document distribution via postal mail • Resource sharing through interlibrary loan b. Translation service c. Bibliography services: d. Man-to-machine indexing and abstraction of services e. Manual recommendations for online documents f. Current awareness services: g. SDI h. New books and journals have arrived. • Publications from institutions announcement of activities • Services for bulletin boards	a. Electronic resources • E-journals • E-books • E-archives • CD-ROM and microfilm and microfiche search • E-content b. Database Services c. ETD d. Institutional repository e. Online reference services f. Overdue notices g. New arrival services h. Security system

1.2 Important Shifts in the Digital Environment

- **Decline in Print:** As consumers favour distant, digital access, the circulation of physical books and journals has decreased.
- **Resource Sharing:** Libraries now focus on sharing and providing access to virtual collections rather than owning physical copies.
- **New Services:** Modern systems offer personalised portals, online reference helpdesks, and institutional repositories.

2. REVIEW OF LITERATURE

Sarasvathy, P., & Guru Prasada, G. M. (2016). The traditional library concept has changed into information centres and digital libraries. Digital library services help in continuous learning, research and development activities and have more advantages than the traditional library, like preservation and conservation of recorded knowledge. Digital libraries are user-friendly, cost-effective, and time-effective.

Kumar, N. (2025). The impact of technology has drawn a lot of attention to the future of libraries in India. This book chapter seeks to investigate the situation of libraries in India and to look into the factors affecting their adoption and acceptance. The study has four objectives to achieve: first is to know the people's awareness of

libraries, second is to know their preference for digital libraries over traditional libraries, third is to know the usage of digital libraries over traditional libraries, and fourth is to know whether there is enough infrastructure to support the growth of digital libraries.

3. OBJECTIVES OF THE STUDY

The objective of the research is to give a deep insight into the Digital Library:

1. To know the purpose of using the digital library
2. To determine how often people use the digital library
3. To research how the digital library affects the evolving situation
4. To understand the information requirements of patrons of digital libraries
5. To be aware of the services offered to satisfy users' needs
6. To be familiar with the digital library's facilities, infrastructure, and services
7. To determine whether people prefer traditional or digital libraries

4. METHODOLOGY

This study's main focus was on library users. A questionnaire was utilised to collect the data. In order to examine how the CMR University Library's electronic resources and services are utilised in a changing scenario, this study mostly employs an exploratory methodology.

5.0 DATA ANALYSIS AND INTERPRETATION

5.1 No. of Questionnaire Distributed

Respondents	Questionnaire response		percentage
	Distributed	Received	
PG Students& Research Scholars	100	95	95%

In total, the researcher randomly distributed 100 Questionnaires to PG Students and research scholars of CMR University. Out of 100, 95 questionnaires were received back. The Response Rate is 95%.

5.2 Educational Qualification of the Respondent

Sl No	Designation	Respondents	Percentage
1	PG Students	72	75.78%
2	Research Scholar	23	24.22%
Total		95	100%

The above data shows the educational qualifications of the respondents; out of 100, 72(75.78%) are PG students, and the remaining 23(24.22%)were research scholars. This table indicates that PG Students were higher than the Research Scholars.

5.3 Purpose of using e-resources

Sl No	Purpose of Using Digital Library	No. of respondents	Percentage
1	Writing articles	37	38.94%
2	Writing books	25	26.31%
3	For teaching work	26	27.36%
4	Research/project work	77	81.05%
5	Writing an Assignment	82	86.31%
6	Seminar /conference	53	55.78%
7	Lesson plans	31	32.63%
8	ETDs consortia	18	18.94%

The above Data shows the purpose of using e-resources 37(30.83%) were using for writing articles, 25(20.83%) are using for writing books, 26(21.66%) respondents are using e-resources for teaching work, 77(64.16%) are for research/project work, 82(68.33%) respondents are using for writing an assignment 53(44.16%) were using for seminar/conference work, 31(25.83%) are using for lesson planning, the remaining 18(15%) respondents are using for ETDs consortia.

5.4 Frequency of Activity

Frequency	No. of Response	Percentage
Daily	40	42%
Once in week	39	41%
Twice in week	11	11%
Trice in week	2	2%
Occasionally	3	3%
Total	95	100%

The table presents the frequency of library visits among respondents. 40 respondents (42%) visit the library daily, 39 respondents (41%) visit once a week, 11 respondents (11%) visit twice a week, 2 respondents (2%) visit thrice a week, and 3 respondents (3%) visit occasionally. This shows that the majority of respondents visit the library either daily or once a week.

5.5 Library services used frequently

Library services used	Regularly		Occasionally		Rarely	
	No. of Response	%	No.of Response	%	No.of Response	%
Reference service	50	52%	25	26%	20	21%
Bibliographic service	60	63%	30	31%	5	5%

DDS	40	42%	20	21%	35	35%
CAS/SDI	45	47%	15	15%	35	35%
OPAC facility	50	52%	20	21%	25	25%
News paper clipping	50	52%	30	31%	15	15%
Indexing services	50	52%	25	26%	20	21%

The data shows the frequency of usage of various library services. The most regularly used service is the bibliographic service (63%), followed by reference service, OPAC, newspaper clipping, and indexing services (each 52%). CAS/SDI (47%) and DDS (42%) are used less regularly, with both showing the highest share of “rarely used” responses (35%).

5.6 Library Facilities provided by the Library

Facility	No. of response	Percentage
Yes	85	85%
No	10	10%

The table shows that the majority of respondents (**85%**) reported the availability of internet facilities in the ULC library, while only **10%** indicated that such facilities are not available. This highlights that internet access is a well-established service in the library.

5.6.1 Library Facilities

Adequacy Library Facilities	Adequate		Partial adequate	
	No. of Response	%	No. of Response	%
Furniture/seating arrangement	80	84%	15	15%
Book reservation facility	70	73%	25	26%
Book bank	60	63%	35	36%
Book exhibition	80	84%	15	15%
Group discussion facility	85	89%	10	10%
24x7 access facility	75	78%	20	21%
Comfort study area	80	84%	15	15%
Cleanness	60	63%	35	36%

5.7 Facilities in ICT Environment

Facilities in ICT environment	Yes		No	
	No. of Response	%	No. of Response	%
ICT Facilities	85	89%	10	10%
Internet facilities	70	73%	25	26%
Wi-Fi facilities	70	73%	25	26%
OPAC facility	80	84%	15	15%
SMS facility	80	84%	15	15%
E mail facility	70	73%	25	26%
Library Webpage	85	89%	20	21%
Document scanning facility	55	57%	40	42%

Most ICT facilities in the library, such as general ICT, OPAC, SMS, and the library webpage, are widely available (73–89%), while document scanning is less available, reported by 57% of respondents. Internet, Wi-Fi, and e-mail facilities are moderately available (73%), with a notable portion indicating they are not accessible.

5.8 Using various e-resources& services that are available on the library/internet.

Sl No	Digital Information Resources& Services	No. of respondents	Response Rate
1	E-books	79	85.83%
2	E-journals	55	45.83%
3	Database online/offline	44	36.66%
4	NPTEL (national program on technology enhanced learning)	7	5.83%
5	ETDs (electronic thesis and dissertation)	25	20.83%
6	Consortia	17	14.16%
7	Institutional repository	19	15.87%
8	CD-ROMs/DVDs	17	14.16%
9	Websites	66	55%

The above data contains the usage of various e-resources and services available on the internet.79(85.83%) are using to access the e-books on internet,66 (55%) are using websites services, 55(45.83%) are using e-journals, 44(36.66%) are using database online/offline services, 25 (20.83%) are using ETDs,19(15.87%) are using institutional repository,17 (14.16%) are using consortia, 17(14.16%) are using CD-ROMs/DVDs, the least of 7(5.83%) respondents were using for access of NPTEL.

5.9 What are the factors influencing you to use e-resources?

Sl No	Factors	Yes	No
1	Fast access and delivery of information	86 (90.52%)	9 (9.48%)
2	Provision of accurate and current information	91 (95.78%)	4 (4.22%)
3	Exploring wider area of information source nearer to your topic	76 (80%)	19 (20%)
4	To share information research with colleagues	78 (82.10%)	17 (17.90%)
5	Saves time my own communication (by using email) and search for information	91 (95.78%)	4 (4.22%)
6	Internet with my own research within and outside minus the help of libraries	77 (81.06%)	18 (18.94%)

5.10 Technical problems faced while accessing e-resources by the users.

Sl No	Technical problems	No. of respondents	Percentage
1	Speed of internet	64	67.36%
2	Download/Saving	54	38.29%
3	Lack of printing facility	40	42.10%
4	Network problems	73	76.84%
5	Limited access permission	43	45.26%
6	Lack of computer& internet knowledge	23	24.21%
7	Lack of sufficient numbers of terminals	27	28.42%

The above Table shows the technical problems of e-resources. 64 (53.33%) are speed of internet problem, 54 (45%) are the download/saving problem, 40 (33.33%) is the problem of lack of printing facility, 73 (60.83%) are the problem of network problem, 43 (35.83%) the problem of limited access permission, 23 (19.16%) problem is lack of computer and internet knowledge, 27 (22.50%) lack of sufficient number of terminals problem.

CONCLUSION

Digital libraries store materials in digital format and manage large collections of digital documents efficiently. It aids in the development, management, and accessibility of digital content and services of the digital library and traditional library system. Thus, it is up to the digital librarians to take the lead in digitising resources in the best interest of the user community. With the development of the electronic information environment, the gap between the information-rich libraries and the information-poor libraries is increasing at an alarming rate. Professionals in LIC serve as navigators, consultants, facilitators, and evaluators of the world's intellectual resources. The digital era will have a significant impact on library and digital information services in the future. In order to provide efficient digital library services, librarians should take the initiative to establish an appropriate digital environment.

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