

FACULTY E-RESOURCES USE: A COMPARATIVE STUDY



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Bihar University Faculty E-Resource Use: A Comparative Study

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ABSTRACT

The library is always regarded as the organization's information hub, regardless of the type of organisation. The fulfilment of the requirements of the library's patrons is the primary function of the library. Libraries, regardless of whether they are academic, public, school, or special, are institutions that serve their patrons by providing a variety of services and facilities. The provision of informational services to patrons is one of the primary functions of libraries, which are viewed as service institutions. As such, library activities are geared toward meeting the requirements of patrons; this is because, in a service centre, the satisfaction of customers is the primary focus. The quality of the services and amenities provided to users has the greatest impact on the degree to which they are satisfied with their experience and can assist users with educational processes.

KEYWORDS: Faculty, E-Resources, educational processes.

INTRODUCTION

The library is always regarded as the organization's information hub, regardless of the type of organisation. The fulfilment of the requirements of the library's patrons is the primary function of the library. Libraries, regardless of whether they are academic, public, school, or special, are institutions that serve their patrons by providing a variety of services and facilities. The provision of informational services to patrons is one of the primary functions of libraries, which are viewed as service institutions. As such, library activities are geared toward meeting the requirements of patrons; this is because, in a service centre, the satisfaction of customers is the primary focus. The primary indicator of a library's level of

success is the contentment of its patrons. It is the responsibility of the librarians to monitor the level of customer satisfaction with the library's services in order to ensure that users are happy at all times. The users of the university need that librarians not only gather and preserve information, but also provide various services to them. These days, consumers are less interested in physically going to a library and more interested in electronically retrieving the information they need from the library. Users of academic libraries should be provided with a variety of digital services and facilities, which the libraries should organize for them. In academic libraries, digital information resources need to be given in accordance with the requirements of the users. The quality of the services and amenities provided to users has the greatest impact on the degree to which they are satisfied with their experience and can assist users with educational processes.

User satisfaction was defined by Applegate as the degree to which library patrons are pleased with the quality of the services and resources provided by the library. Users will be content if their requirements can be satisfactorily met. In order for modern libraries to thrive in today's increasingly digital world, they need to enhance the quality of the services they offer. The primary objective of academic libraries and the librarians who work in them has always been to fulfil the information needs of the people who work in educational institutions. Students, research researchers, teaching and non-teaching personnel, and administrators are some of the numerous types of customers that academic libraries cater to in order to meet their diverse information requirements. The information services are going to be upgraded not only to fulfil the requirements of the users and to develop the services that are now available, but also to anticipate the requirements that the users will have in the future. The fulfilment of the information needs of a library's patrons is essential to the establishment of that library's reputation for excellence (Rubina, 2013). The only way to determine whether or not a library service is successful is to determine the extent to which its services and resources are being utilised (Bawden et al., 2009). Any library that is involved in technical education should prioritise the creation and provision of excellent customer service as their primary objective. It is possible that they may need more time to complete their investigation because of the delay in providing the appropriate information at the appropriate moment. An interruption lasting merely a millisecond or less has the potential to render the entire operation useless. Therefore, those working in library and information science should constantly be one step ahead of the people who utilise their services (Singh and Kuri, 2017). Since the middle of the 20th century, libraries have seen substantial changes in terms of both the collections they house and the services they provide. This upheaval is largely attributable to developments in information and communication technologies. Only when the library and information centres addressed the actual requirements of users were they able to attain to users' expectations. This is because users are the most important aspect, and an information system loses its whole function if it does not have users. Understanding who the users are, what their requirements are, and how those needs might be addressed and fulfilled by the library is crucial to the library process. It is also necessary to understand the users' demands. It is well-known that customer happiness is a crucial indicator of a library's overall performance (Verma, 2018).

It is important for patrons to be able to use online resources, such as the Internet, while they are using the library. It is important for the users to have access to a wide variety of online databases, including e-books, e-journals, and other types of databases. For the purposes of doing research in today's rapidly evolving information world, electronic sources are crucial resources. Therefore, it is important to do research on the level of satisfaction that library patrons have with the library's materials and services. The purpose of this study is to determine the level of contentment experienced by research researchers working at the University of Mysore. The survey included an investigation on the utilisation of several online scientific databases. The scope of this research is confined to analysing the level of contentment experienced by users who exclusively make use of electronic resources. It has been decided not to do research on the printed books, journals, audio, and video resources. The study will contribute to the revision of the library services currently offered at the institution.

OPERATIONAL DEFINITIONS OF TERMS USED IN THE STUDY

USE

USE In the context of this investigation, the term "use" refers to activities such as searching, browsing, inspecting, and acquiring information from e-resources that are made available by the library and on the Internet.

E-RESOURCES

Refers to a piece of content that is made up of data or computer programmes that have been encoded for the purpose of being read and edited by a computer using the peripheral device that is either directly linked to the computer or remotely over a network like the Internet. E-resources are a broad category of digital information that includes resources such as databases, e-journals, e-books, websites, full-text articles, and any other material that is accessible digitally. This phrase is also sometimes shortened to e-resources.

CONCEPT OF E-RESOURCES

An electronic resource, often known as an e-resource, is a source of knowledge that may be shared electronically on the web or on campus. This requires access to a computer or any electronic product that delivers a collection of data in the form of full-text bases, electronic journals, electronic books, image collections, and other multimedia products that are numerical, graphical, or time-based and are commercially available titles that have been published to be marketed as an e-resource. These can be provided in a variety of formats, such as on CD-ROM, cassette, or over the internet, amongst others. E-books, e-journals, databases, websites, CD-ROMs, and other portable computer databases are all examples of possible electronic resources. E-resources that are stored on magnetic and optical media have a significant influence on the collections that are housed in university libraries. These are more beneficial because to their skills for modification and searching giving information access is cheaper to purchasing information resources, savings in storage and maintenance, and other savings, and sometimes the electronic form is the only option available.

RESEARCH METHODOLOGY

The methodology that was employed for the current research effort concentrated on the procedures, methods, and instruments that pertain to reaching the predetermined goals of the study that was carried out. This chapter offers a description of all of the systematic procedures that were utilized during the study that was carried out. It details the research procedure that was followed as well as the processes that were involved in carrying out the study in order to assess the reliability of the results that were produced. This chapter discusses the important research methodologies that were employed, including sample strategies, data collection methods (primary and secondary), scale items that were utilized, data processing techniques, and ways for presenting results. The following are some other sub headings:

Sampling

A population is said to be sampled when a selection of some of that population is made in order to form an opinion about the whole population as a whole or about the totality of the population. A sampling design is a detailed strategy that specifies how a sample is to be obtained from the sampling frame. It is a reference to the approach that the researcher would use in selecting various sampling units to take part in the study. The population and the sampling unit are accounted for in the sampling design, together with the sampling procedures and the sample size.

Data Analysis and Result

The commitment of the Central Government to meet the demand for higher education, as well as the vital importance of higher education and the role of libraries in the educational development, has led to the growth of specialized libraries since the country gained its independence. This growth can be seen in respect to the initiatives taken by the Central Government. It is said that the library is the "heart" of a university, and its role as the centre of learning makes it an essential component of higher education. The improvements in the system for continuing education have contributed to a rise in the significance of the function that special libraries play in the transmission and dissemination of information and knowledge. E-resources and the services provided by university and college libraries have taken on an even larger significance in the state of Bihar since the majority of students in the state are unable to acquire the reading materials and e-resources that are considered to be the most vital.

After gaining an understanding about the function of libraries as well as the accessibility of electronic and digital resources within regular libraries as well as special libraries, the current research was carried out to evaluate the services provided by libraries and the impact those services have. The study has been performed using the information gathered from 230 different respondents who are library patrons.

Demographical Profile Of The Users

In order to accomplish the objectives of the data analysis, the demographic profile of the

respondents was initially analysed. The responders' profiles, arranged according to their respective designations, are as follows:

Table 1 : Designation-wise respondents

	Frequency	Percent	Questionnaire distributed	No. of responses received	Responserate %
Faculty	5	2.2	5	5	100
Research Scholar	31	13.5	45	31	68.88
PG Student	74	32.2	100	74	74.00
Any Other	120	52.2	150	120	80.00
Total (N)	230	100.0	300	230	76.67

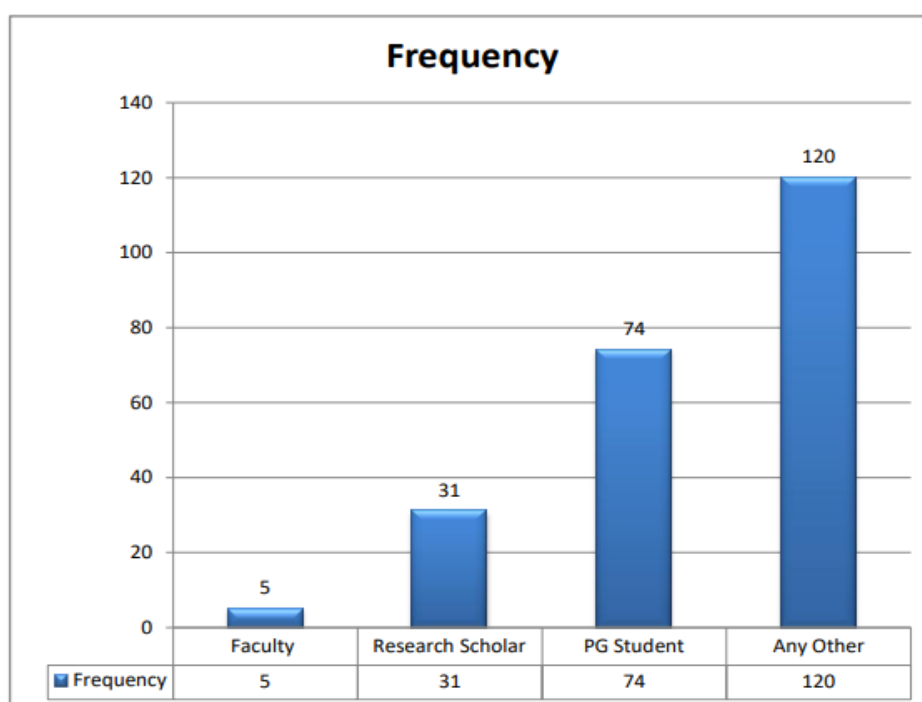


Figure 1 : Designation-wise respondents

According to the distribution of the respondents according to their designation, it has been discovered that the majority of respondents come from different categories of graduate degree holders, followed by postgraduates and research scholars.

Table 2: Institute name

	Frequency	Percent
SKRAU, Bikaner (SKRAU)	29	12.6
IIM Udaipur(IIMU)	27	11.7
LNMIIT Jaipur (LNMIIT)	25	10.9
IIT Jodhpur (IITJ)	23	10
RNT Udaipur (RNTU)	22	9.6
Highcourt Library (HLJ)	21	9.1
MBM Engineering College (MBMEC)	21	9.1
Cazri Research Institute (CAZRI)	21	9.1
SMS Medical College (SMSMC)	21	9.1
MNIT Jaipur (MNIT)	20	8.7
Total (N)	230	100.0

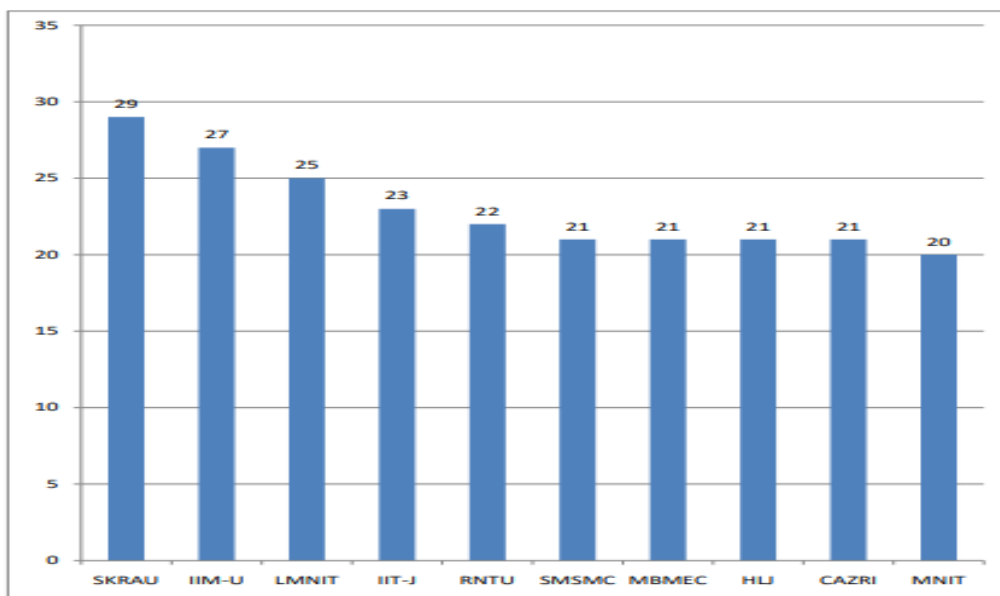


Figure 2 : Institute name

A very good and less deviated sample was selected as the differences are only 9 between the various libraries, and represents sample in a better way. The distribution of the respondents according to their Institute name has revealed that the maximum respondent belongs to SKRAU college Bikaner followed by IIM Udaipur. However, the distribution of the respondents has also revealed that IIM Udaipur has the second highest number of respondents.

Table 3 : Gender wise classification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	155	67.4	67.4	67.4
	Female	75	32.6	32.6	100.0
	Total (N)	230	100.0	100.0	

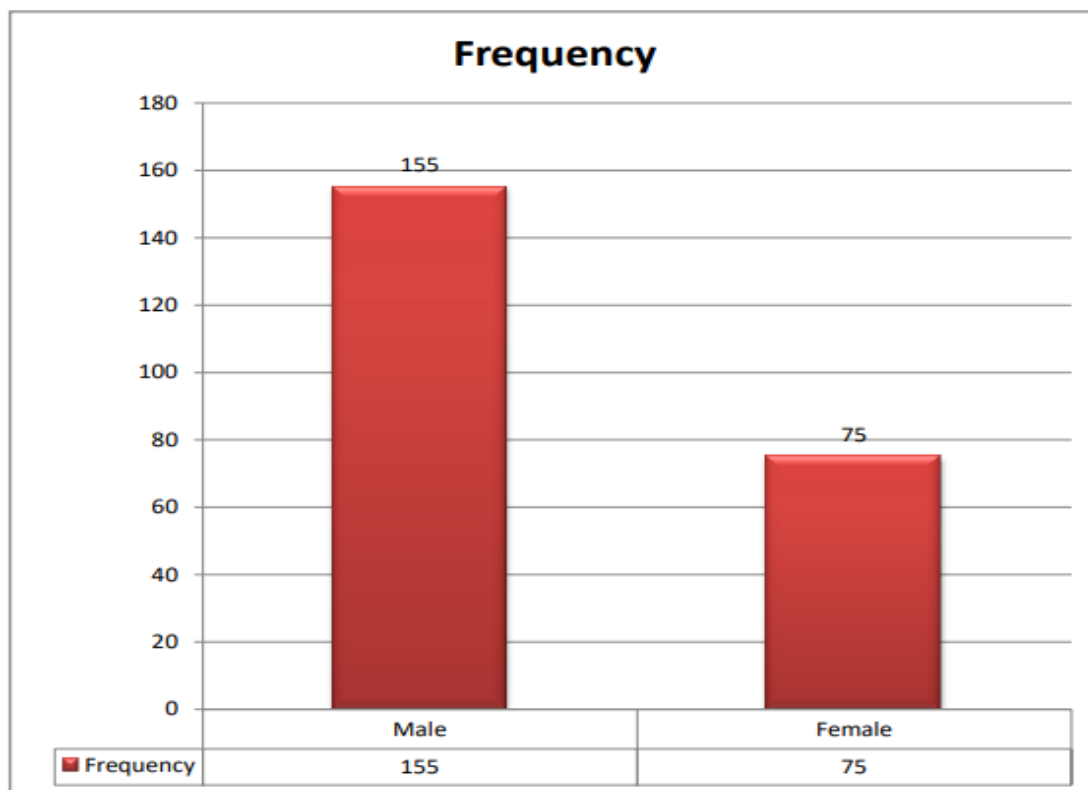


Figure 3 : Gender wise classification

It has been determined, based on the distribution of the respondents according to their gender, that the majority of the respondents were males (67.4 percent), followed by females. This is due to the fact that there were a greater number of male students present in the libraries than there were female students. This number of responders was obtained with the best efforts of the scholar.

Table 4 : Age wise classification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	40-49 years	6	2.6	2.6	2.6
	30-39 years	35	15.2	15.3	17.9
	20-29 years	189	82.1	82.1	100.0
	Total (N)	230	100.0	100.0	

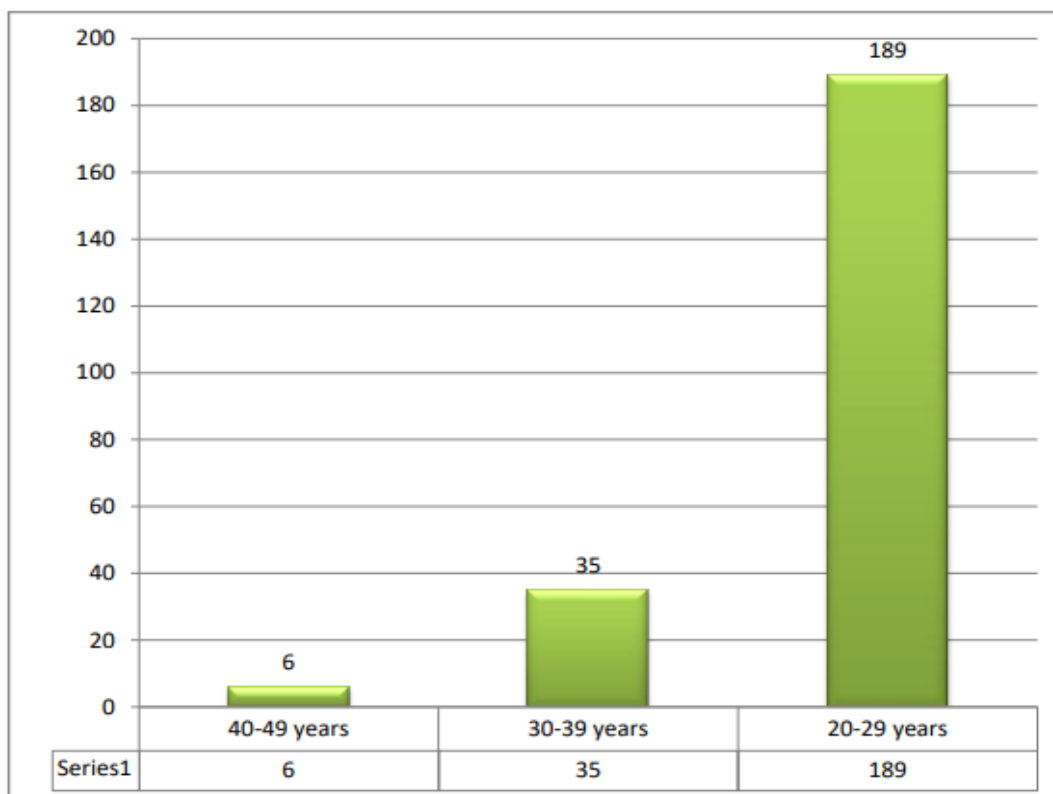


Figure 4 : Age wise classification

The breakdown of the respondents into groups according to their ages has shown that the majority of respondents fall into the age range of 20 to 29 years old. This makes sense given that this is the typical age range for college students. The second age group that was chosen was 30-39 years old, however the percentage of respondents that fall into that category was relatively low at just 15.2 percent.

CONCLUSION

The term "special libraries" refers to the libraries that are part of unique sorts of organisations, such as learned societies, research organisations, industrial and commercial ventures, government agencies, and educational institutions that fall into the "special" category. These libraries are distinguished by a collection that is consistent and organised according to a subject, a small footprint, and a knowledgeable staff. Additionally, they provide specialised services to meet the requirements of expert patrons. In general, special libraries are concerned with the literature of a certain subject or range of subjects and provide their resources to a specific sort of user. It is impossible to argue against the significance of specialised libraries in the intellectual, social, and political spheres of life in this age of fast technological advancement. There are relatively few previous studies in the context of India that aim to capture user and library viewpoint on the value of special libraries, to the best of the researcher's knowledge. India is one of the countries that this study focuses on. In this particular study, both an exploratory and descriptive strategy were taken to investigate.

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