# USE OF E-RESOURCES BY THE RESEARCH SCHOLARS AT KURUKSHETRA UNIVERSITY: A STUDY

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**Abstract:** This paper shows the efforts to know the use of e-resources by the users of Jawahar Lal Nehru Library, Kurkshetra University, Kurukshetra. The data for the study was collected through administered a questionnaire among the users from different subject disciplines such as Arts & Languages, Social Sciences, Life Sciences, Sciences, Laws, Commerce & Management and Pharmaceutical Sciences. In this study total 256 users were participated and filled up the questionnaire. The some of the findings shows that users were happy from the present subscription of e-resources subscribed by the library, a majority of the users were visited the library regularly to fulfill their informational needs, almost all users have an excellent knowledge regarding use of e-resources and majority of users were fully satisfied from the present library services including e-resources.

**Keyword**: **:** e-resources, digital resources, e-journals, e-thesis, information
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## 1.0  Introduction

Information plays a pivotal role in growth of every human being and libraries as an information knowledge centers provides information to all the humans as per their need. In the traditional ways users use the library resources in the premises of the library only, however, in today's digital age information can be accessed without walking in libraries with just a click on their mobile phones.  As social media has changed the concept of sharing of information is drastically. E-resources play an important role in research work every researchers required research articles in their subject areas. In today's world every articles are easily available thorough subscription of e-resources through internet and can be easily promoted through social media. In addition to changing the physical layout of libraries, the new technology has provided us an abundance of exciting opportunities. In university libraries, e-resources have grown-up in importance as information sources. Because of the impact of technology-driven applications, the academic community has undergone fast change. Many people may easily access and use the many formats of electronic resources at the same time, and they are excellent at providing the academic community with up-to-date, valuable, and interesting information. University libraries started to subscribe to electronic resources to help with learning and research. The spread of computer technology, networks, electronic resources, and other technologies allowed for fast development. At present Kurukshetra University library subscribed many e-resources and to know the better utilization of these resources a study is required.

## 2.0 Review of Literature

Shahnaz and Balasubramanian (2022) studied the effective use of e-resources among engineering community in Tirunevel and observed that 68.75% were using CD ROM every day while 6.25% once in a week and 7.50% were using it once in a month.  A study conducted by Asha (2023) on awareness of e-resources at the agricultural universities of Uttar Pradesh and observed that the majority of users, i.e., 58.75% were a medium level of awareness, while 21.67% with high level and most of the users were using e-resources for the academic and research work. Study organized by Rayini and others (2018) by on se of e-journals at university of Lucknow and observed that 69.7 % users were aware of e-journals and they were using them for updating their knowledge and they were fully agreed as these e-journals were very much useful for their academic and research work. Some of the users were faced poor internet connectivity problems while using e-journals. A study conducted by Senthur and Amudha (2020) on use of e-journals at Vhnsn College Llibrary, Virudhunagar and observed that 62.96% users were using e-journals daily, 42.49% users using it for their research work, 28.71% users learns how they were using e-journals from their friends/colleagues and keyword search was most favorite terms for searching e-journals. Study conducted by Vandana and others (2023) on investigating the impact of usage

factors on satisfaction and intention to use of e-resources at Delhi and observed that usage factors on satisfaction were found significantly and the satisfaction level followed by awareness, training module, user experiences and utilization benefits. It is also observed that faculty, library staff and friends were found that plays the major role to enhance the satisfaction level among the users for e-resources. A study organized by Sandhya and Navkiran (2023) on awareness and use ofe-resources by researchers of Haryana Universities and observed that all the researchers were aware about e-resources and majority of users were using it for their academic purposes, CDLU, Sirsa users were more satisfied with e-resouces as compared to the MDU, Rohtak, however KUK users were faced some problems while accessing e-resources like poor connectivity of internet.

### 3.0 Objectives of the study
1. To study how Kurukshetra University's research scholars using e-resources.
2. To determine the frequency of usage of the library's electronic resources by its patrons.
3. To ascertain the reason for Kurukshetra University's utilization of e-resources.
4. To assess Kurukshetra University's infrastructure and facilities
5. To identify issues with the university's use of electronic resources.

### 4.0 Research Methodology
In social sciences there are different methods to collect the data for studies. To know the views of different category of users in social sciences survey method is one of the best methods to understand the views of users. In the present study survey method was adopted to collect the data from the users. For data collection a questionnaire was prepared with the following parameters like gender, frequency of library visits, purpose of use of library,  awareness and use of e-resources, satisfaction level and problems faced by the users, etc. and the same questionnaire was administered by the researcher personally among the users which were taken as a population of the study. A total 300 questionnaires were administered among the users, while 295 (85.03%) responses of the users were received back from the users. The collected data were analyzed by the simple percentage method which was broadly used by the social science research work. The results of the study were presented in the form of table format and analysis was done on the basis of observation with clear description.

### 5.0 Scope of the study:
The present study was conducted to know the use of e-resources by the users of Kurukshetra University library. Hence, the research scholars of the following disciplines were participated in this study:

**Table-1: Gender-wise distribution of respondents**

| Gender | Respondents | % |
|---|---|---|
| Male | 125 | 48.8% |
| Female | 131 | 51.1% |
| Total | 256 | |

The data in table 1 displays the gender wise distribution of users. According to the data presented above, out of 256 users, 125 (48.8%) users were males, while 131 (51.1%) users were females.

**Table-2: Frequency of library visit**

| Frequency | Male | Female | Total |
|---|---|---|---|
| Daily | 51(40.8%) | 56(42.7 %) | 107(41.7%) |
| Alternative days | 23(18.4%) | 26(19.8%) | 49(19.1%) |
| Once in a three days | 21(16.8%) | 24(18.3%) | 45(17.5%) |
| Once in a week | 11(8.8%) | 12(9.1%) | 23(8.9%) |
| Rarely | 19(15.2%) | 13(9.9%) | 32(12.5%) |
| Total | 125 | 131 | 256 |

The data in table 2 depicts that how frequently users visited the library during their academic tenure as university students. Out of 125 users, 19(15.2%) users of male category visited the library rarely, while 13(9.9%) of the female category's out of 131 users did the same in female category. Out of 125 users, 11(8.8%) users of male category visited the library once in a week, while 12(9.1%) of the female category's out of 131 users did the same in female category. Out of 125 users, 19(15.2%) users of male category visited the library rarely, while 13(9.9%) of the female category's out of 131 users did the same in female category.

In both category out of 256 users, maximum number of users, i.e. 107(41.7%) visited the library regularly daily, followed by 49(19.1%) users visited alternative days, 45(17.5%) once in a three days, 32(12.5%) rarely and 23(8.9%) once in a week. The researchers observed that most of the users were visited the library as per to fulfill

their informational needs.

**Table-3: Subject-wise distribution of respondents**

| Subjects | Male | Female | Respondents |
|---|---|---|---|
| Arts & Languages | 15(12%) | 17(12.9%) | 32(12.5%) |
| Social science | 16(12.8%) | 18(13.7%) | 33(12.8%) |
| Life sciences | 22(17.6%) | 24(18.3%) | 47(18.3%) |
| Sciences | 25(20%) | 27(20.6%) | 52(20.3%) |
| Law | 16(12.8%) | 16(12.2%) | 32(12.5%) |
| Commerce & management | 17(13.8%) | 21(16%) | 38(14.8%) |
| Pharmaceutical science | 14(11.2%) | 8(6.1%) | 22(8.5%) |
| Total | 125 | 131 | 256 |

The data reported in table 3 describes the subject wise distribution of users, who were involved in this study. The users of this study were studying in different disciplines offered by the university. Out of 125 users, maximum number male category of users, i.e. 25(20%) were studying in the discipline of Sciences, while out of 131 female users, 27(20.6%) were studying the same discipline. Out of 125 users, 22(17.6%) of the male category's users were studying in the discipline of life sciences, while out of 131 female users, 24(18.3%) users were studying the same discipline. Out of 125 users, 17(13.8%) of the male category's users were studying in the discipline of Commerce & management, while out of 131 female users, 21(16%) of the female category's out of 131 users were studying the same discipline. Out of 125 users, 16(12.6%) of the male category's users were studying in the discipline of Social science & Law, while out of 131 female users, 18(13.7%) users from social science and 16(12.2%) users from Law of the female category's out of 131 users were studying the same discipline, respectively. Out of 125 users, 15(12%) and 14(11.2%) of the male category's users were studying in the discipline of Arts & Languages and Pharmaceutical science, while out of 131 female users, 17(12.9%) and 8(6.1%) users were studying the same discipline, respectively.

In both category out of 256 users, maximum number of users, i.e. 52(20.3%) were studying in the discipline of sciences, followed by 47(18.3%) from life sciences, 38(14.8%) in the discipline of Commerce & management, followed by 33(12.8%) from Social science, 32(12.5%) from Arts & Languages and Law, and 22(8.5%) from Pharmaceutical science.

**Table-4: awareness and use of electronic information sources**

| E-resources | Male | Female | % |
|---|---|---|---|
| e-books | 59(47.2%) | 56(42.7%) | 115(44.9%) |
| e-journals | 78(62.4%) | 77(58.7%) | 155(60.5%) |
| e-repository | 123(98.4%) | 89(67.9%) | 212(82.8%) |
| Online database | 49(39.2%) | 82(62.5%) | 131(51.1%) |
| Online reference materials | 72(57.6%) | 96(73.2%) | 168(65.6%) |
| OPAC | 119(95.2%) | 124(94.6%) | 243(94.9%) |

The data reported in table 4 describes the awareness of users regarding e-resources subscribed by the library. The maximum number of male users, out of 125 users, i.e. 123(98.4%) were aware of searching e-resources through e-repository, followed by 119(95.2%) users were aware of using OPAC, 78(62.4%) e-journals, 72(57.6%) online reference material, 59(47.2%) e-books and 49(39.2%) users were aware of using online database. The maximum number of female users, out of 131 users, i.e., 124(94.6%) were aware of using OPAC, followed by 96(73.2%) aware of online reference material, 89(67.9%) e-repository, 82(62.5%) online database, 77(58.7%) e-journals and 56(42.7%) users were aware of using e-books.

In both categories out of 256 users, maximum number of users, i.e. 243(94.9%) users were aware of using OPAC, followed by 212(82.8%) users were aware of using e-repository, 168(65.6%) online reference materials, 155(60.5%) users were e-journals, 131(51.1%) online database and 115(44.9%) were aware of using e-books for their academic work.

**Table-5: Knowledge of using electronic resources**

| E-resources | Male | Female | Total |
|---|---|---|---|
| Excellent | 88(70.4%) | 95(72.5%) | 183(71.4%) |
| Good | 19(15.2%) | 16(12.2%) | 35(13.6%) |
| Average | 13(10.4%) | 14(10.6%) | 27(10.5%) |
| Poor | 5(4%) | 6(4.5%) | 11(4.2%) |
| | 125 | 131 | 256 |

The data reported in table 5 describes the rating of knowledge regarding e-resources subscribed by the library. The maximum number of male users, out of 125 users, i.e. 88(70.4%) users have an excellent knowledge towards the use of e-resources subscribed by the library, followed 19(15.2%) users have good knowledge, 13(10.4%) users have average in knowledge of using of e-resources and only 5(4%) users have poor knowledge regarding how to use e-resources.by aware of searching e-resources through e-repository, followed by 119(95.2%) users were aware of using OPAC.

The maximum number of female users, out of 131 users, i.e. 95(72.5%) were excellent knowledge towards the use of e-resources subscribed by the library, followed 16(12.2%) users have good knowledge, 14(10.6%)users have average in knowledge of using of e-resources and only 6(4.5%) users have poor knowledge regarding how to use e-resources.by aware of searching e-resources through e-repository, followed by 119(95.2%) users were aware of using OPAC.

In both categories, maximum numbers of users, out of 256 users, i.e. 183(71.4%) users have an excellent knowledge towards the use of e-resources subscribed by the library, followed 35(13.6%) users have good knowledge, 27(10.5%) users have average in knowledge of using of e-resources and only 11(4.2%) users have poor knowledge regarding how to use e-resources.

**Table-6: Purpose of using of e-resources**

| Purpose | Male | Female | Total |
|---|---|---|---|
| For literature review | 58(46.4%) | 55(41.9%) | 113(44.1%) |
| For publishing books | 56(44.8%) | 73(55.7%) | 129(50.3%) |
| For research work | 52(41.6%) | 64(48.8%) | 116(45.3%) |
| For general study | 46(36.6%) | 45(34.3%) | 91(35.5%) |
| For updating knowledge | 33(26.4%) | 49(37.4%) | 82(32%) |

The data details in table 5 illustrated the purpose of using of e-resources by the users. The maximum number of male users, out of 125 users, i.e. 58(46.4%) users were using e-resources for searching literature for their research work, followed by 56(44.8%) users for publishing books, 52(41.6%) users for research work, 46(36.6%) or general studies and 33(26.4%) for updating their subject knowledge.

The maximum number of female users, out of 131 users, i.e. 73(55.7%) users were using e-resources for publishing books, followed by 64(48.8%) users were using it for their research work, 55(41.9%) users were using e-resources for searching their literature reviews, 49(37.4%) users were using it for updating their subject knowledge and 45(34.3%).users were using e-resources for searching literature for their research work, followed by 56(44.8%) users using it for their general studies.

In both categories, maximum number of users, out of 256 users, i.e., 129(50.3%) users were using e-resources for searching their literature reviews, followed by 129(50.3%) for publishing books, 116(45.3%) users were using it for their research work, 91(35.5%) users using it for their general studies and 82(32%) users were using it for updating their subject knowledge.

**Table-7 Satisfaction with the services provided by university library.**

| Level of satisfaction | Male | Female | Total |
|---|---|---|---|
| Fully satisfied | 88(70.4%) | 82(62.5%) | 170(66.4%) |
| Not satisfied | 31(24.8%) | 41(31.2%) | 72(28.1%) |
| Somewhat satisfied | 6(4.8%) | 8(6.1%) | 14(5.4%) |
| | 125 | 131 | 256 |

The data details in table 7 demonstrate the satisfaction level with the services offered by the library and use of e-resources by the users. The maximum number of male users, out of 125 users, i.e. 88(70.4%) users were using library services and fully satisfied with the use of e-resources subscribed by the library, followed by 31(24.8%) users were not satisfied and only 6(4.8%) users were somewhat satisfied with the present services and e-resources.

The maximum number of female users, out of 131 users, i.e. 88(70.4%) users were using library services and fully satisfied with the use of e-resources subscribed by the library, followed by 31(24.8%) users were not satisfied and only 6(4.8%) users were somewhat satisfied with the present services and e-resources.

In both categories, maximum number of users, out of 256 users, i.e. 170(66.4%) users were using library services and fully satisfied with the use of e-resources subscribed by the library, followed by 72(28.1%) users were not satisfied and only 14(5.4%) users were somewhat satisfied with the present services and e-resources

**Table-8: Problems expressed by users while accessing E-resources & services**

| Problems | Male | Female | Total |
|---|---|---|---|
| Frequent power backup | 13(10.4%) | 12(9.1%) | 25(9.7%) |
| Lack of support from the library staff | 16(12.8%) | 19(14.5%) | 35(13.6%) |
| Lack of training | 26(20.8%) | 21(16%) | 47(18.3%) |
| Poor Internet connectivity | 29(23.2%) | 27(20.6%) | 56(21.8%) |
| Resources are not adequate | 10(8%) | 8(6.1%) | 18(7%) |
|  | 125 | 131 | 256 |

The data detail in table 7 shows the problems expressed by users while accessing e-resources and services. The maximum number of male users, out of 125 users, i.e. 29(23.2%) users faced the problems of poor Internet connectivity while they were using e-resources and library services, followed by 26(20.8%) users faced the problems due to lack of training, 16(12.8%) users were complaining that library staff not helpful, 13(10.4%) users were complaining regarding power backup and 10 (8%) users were complaining that the subscription of the resources were not adequate needs to be subscribe more resources.

The maximum number of female users, out of 131 users, i.e. 27(20.6%) users faced the problems of poor Internet connectivity while they were using e-resources and library services, followed by 21(16%) users faced the problems due to lack of training, 19(14.5%) users were complaining that library staff not helpful, 12(9.1%) users were complaining regarding power backup and 9(6.8%) users were complaining that the subscription of the resources were not adequate needs to be subscribe more resources.

In both categories, the maximum number of users, out of 256 users, i.e. 56(21.8%) users faced the problems of poor Internet connectivity while they were using e-resources and library services, followed by 47(18.3%) users faced the problems due to lack of training, 35(13.6%) users were complaining that library staff not helpful, 25(9.7%) users were complaining regarding power backup and 18(7%) users were complaining that the subscription of the resources were not adequate needs to be subscribe more resources.

### 6.0 The major suggestions and findings of the study are as follow

It is no doubt that e-resources have plays an important role to provide the latest scientific information to the researchers in all fields on a click and users are totally depending on them. Some of the suggestions have been received during the study from the users such as Library should be providing the facilities regarding the subscribed e-resources. Special training and orientation programs should be conducted by the library on regular basis. More number of computer terminals with latest specifications should be installed in the library to access the library resources. All-resources should be available through mobile app. Total 256 users were involved in the study to gather the data from the users. Out of 256 users, 125 users were belongs to male category, while 131 belongs to female category. In both category male and female out of 256 users, maximum number of users, i.e. 107(41.7%) visited the library regularly daily, followed by 49(19.1%) users visited alternative days. 52(20.3%) were studying in the discipline of sciences, followed by 47(18.3%) from life sciences. 243(94.9%) users were aware of using OPAC, followed by 212(82.8%) users were aware of using e-repository. 183(71.4%) users have an excellent knowledge towards the use of e-resources subscribed by the library, followed 35(13.6%) users have good knowledge 129(50.3%) users were using e-resources for searching their literature reviews, followed by 129(50.3%) for publishing books and 170(66.4%) users were using library services and fully satisfied with the use of e-resources subscribed by the library, followed by 72(28.1%) users were not satisfied.

### 7.0 Conclusion

E-resources are a crucial component of finding reliable, timely, and pertinent information because library patrons primarily rely on them to search, retrieve, and share research. Their research output had also improved as a result of using electronic resources. This study examined into how users of the Kurukshetra University library were aware of and used e-resources. The study shows that most of library patrons are aware of and utilize e-resources. In order to find accurate, timely, and pertinent information, library patrons mostly rely on electronic resources. One of the key elements for the success of library services is the promotion of e-resources with the goal of raising user awareness and providing the training needed to make it easier for users to retrieve the information they need.

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