

USAGE AND SATISFACTION OF DIGITAL RESOURCES AMONG THE USERS OF DEEMED UNIVERSITY LIBRARIES IN BANGALORE: A STUDY

Kavita Biradar

Research Scholar, Department of Library and Information Science,
Jnabharathi Campus, Bangalore University Bangalore-56

Email:- kavita.md2007@gmail.com

Dr. K. G. Jayarama Naik

Associate Professor, Department of Library and Information Science,
Jnabharathi Campus, Bangalore University Bangalore-56

Email:- kgjrnaik.1964@gmail.com

Abstract:

Digital Libraries are creating enormous changes in the field of Library and Information Science. The advancement of ICT in Libraries, they involved in collecting, storing, developing the digital contents like Databases, books, journals, newspapers magazines, archives, thesis, conference papers, government papers, research reports, scripts and monographs for more longer access. Objectives of the study is mainly to examine the availability, use and satisfaction level of various digital resources in deemed university libraries among the students, researchers, faculties. Survey method was used to elicit data from the respondents, Investigator distributed 160 questionnaires to bring a survey and finally 135 responses were received back. The investigator took total 135 questionnaires for analysis, tabulated and interpreted in the following sections.

Keywords: Digital libraries; Digital resources; Deemed universities.

1.0 Introduction:

The Library of traditional times and that of today in the changing digital era changes according to the need and requirement of the users. In other hand, it is the effort of the library professionals that every user gets the information at his/ her doorsteps. In the changing scenario of the libraries the recent trends and research activities in digital libraries may try to make the path easy for the users, which means anybody, can get the information at any time, helping to dissolve the barrier boundaries among the users and information.

According to ODLIS(Online Dictionary of Library and Information Science), Digital Library has been defined as, "A Library in which a significant proportion of the resources are available in machine Readable format, as opposed to print or microforms". As defined Edward Fox, Digital Library is a new way of carrying out the functions of libraries encompassing new types information resources, new approach to acquisition, new methods of storage and preservation, new approaches to classification and cataloguing, intensive use of electronic systems and networks and dramatic shifts in intellectual, organizational, and electronic process".

There has been huge amount of Digital Library Project and initiatives were brought out to support development and creation of Digital Libraries through the world. Recently, IIT Khargpur has developed a project called National Digital Library of India, collaborated with MHRD, All IITs, IIMs, IISc Bangalore. It provides 72 lakhs digital resources to the users with free of cost. Majority of the institutions have been developing their own institutional repositories to provide fast and effective information to their users. This study reveals that, usage and Satisfaction of the digital resources among the students, faculties and research scholars of deemed university library, Bangalore.

2.0 Scope and Limitation of the Study:

The scope of the study is limited usage and satisfaction of digital Resources among the users of some select deemed university libraries in Bangalore.

3.0 Methodology Used

A descriptive method has been used and users of deemed university libraries have been surveyed in the research. A structured questionnaire designed for collecting data. A total of 160 questionnaires were distributed and 135 were received back. The investigator took total 135 questionnaires for the analysis.

4.0 Objectives of the Study

- The present study was designed and carried out to achieve to the following objectives;
- To examine the availability of various digital resources in deemed university libraries;
- To understand use of digital resources among the students, research scholars and faculty.
- To discover and trace the problems while acquiring digital resources;
- To understand the problems facing by the users;

5.0 Deemed University

Institutions of higher learning, which are not universities, are often in recognition of their high caliber of education granted the status of the university. Such institutions are known as deemed universities or deemed to be university'. The status of the deemed university is accorded by the UGC. Section 3 of the UGC Act, provides for the conferring this status of autonomy granted to high performing institutes and departments of various universities in India. Deemed university status enables not just full autonomy in setting course work and syllabus of those institutes and research centers but also allows it to set own guidelines for the admission. fees and instruction of the students.

6.0 Review of Literature

Kwadzo (2015) conducted a survey on Awareness and Usage of Electronic Databases, in this study 96.9% students were aware of electronic databases, 68.8% of students known by their lecturers and 62.5% mentioned that they came to know about e-databases from Library website. The study revealed that 80.6% Postgraduate students and 93.3% Faculty members were making use of freely available e-resources through internet using search engines whereas 70% Ph.D. scholars preferred the use of e-journals which is conducted by **Priyadarshini, Jankiraman and Subramaniam (2015)**. **Roopa and Krishnamurthy (2015)** pointed libraries were subscribing more e-journals as compared to e books. The majority of 97.3% librarians had supported and encouraged the users to use online lecture notes. The institutional repository facility had been provided by 57.3% libraries. For the maximum utilization of digital information resources the information search service had been provided by the libraries. **Singh and Khan (2015)** opined that majority of users visited the libraries web sites and used the library resources and services and preferred to use electronic resources to search the information. **Ajayi, Shorunke and Aboyade (2014)** conducted a survey to find the Influence of Electronic Resources Use on Students' Reading Culture in Nigerian universities. 88.68% respondents used the electronic resources, 90.57% respondents agreed that electronic resources improved their reading habits. 71.17% respondents agreed that they would like to prefer electronic resources to printed resources. The poor internet connectivity felt by 73.11% respondents is the major hindrance in effective use of electronic resources whereas 46.69% respondents considered that inadequate skill to use e-resources is the major hindrance to make optimum and effective use of electronic resources in the library.

7.0 Data Analysis and Interpretation

Table no 1: Distribution of Respondents and Rate of Response

Categories of Respondents	Distributed Questionnaire	Received Responses	Percentage
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Students	110	98	89.09%
Research Scholar	35	29	82.85%
Faculty Member	15	8	53.33%
Total	160	135	84.37%

The table 1 indicates the distribution category and response rate of students, Research Scholars, and faculty members. Students respondent are high (89.1%) whereas response rate of research scholars is low (82.85%), and faculty members has responded 53.3%.

Table No 2: Types of Digital Resources Used

Digital resources	Most Frequently	Frequently	Uncertain	Less Frequently	Do not use	Total
E-Journals	35 (25.93%)	31 (22.96%)	28 (20.74%)	25 (18.52%)	16 (11.85%)	135 100%
E-Books	33 (24.44%)	30 (22.22%)	31 (22.96%)	24 (17.78%)	17 (12.59%)	135 100%
E-Reports (annual, statistical, research, survey, and technical)	37 (27.41%)	35 (25.93%)	30 (22.22%)	19 (14.07%)	14 (10.37%)	135 100%
CD ROM Databases	41 (30.60%)	33 (24.63%)	30 (22.39%)	18 (13.43%)	12 (8.96%)	135 100%
Electronic Theses and Dissertations	45 (33.33%)	38 (28.15%)	25 (18.25%)	14 (10.37%)	13 (9.63%)	135 100%
Reference Sources	38 (28.15%)	35 (25.93%)	18 (13.33%)	28 (20.74%)	16 (11.85%)	135 100%
Audio – Visual Resources	32 (23.70%)	38 (28.15%)	19 (14.07%)	29 (21.48%)	17 (12.59%)	135 100%
Conference Proceedings	40 (29.63%)	35 (25.93%)	20 (14.81%)	29 (21.48%)	11 (8.15%)	135 100%

Table 2 depicts the types of digital resources used by the respondents, 33.33% of them uses most frequently electronic thesis and dissertations, 28.15% of them uses audio – visual resources frequently. Moreover most of them frequently using reference sources 25.93%, and only less amount of respondents not even used above listed services.

Table No 3: Purpose of Using Digital Resources

Purpose of using digital resources	Respondents (n=135)	%
To write articles/research papers	87	64.44%
Searching course related material	93	68.88%
For research work /project /dissertation/Theses	104	77.03%
To update the subject knowledge and keep abreast with the latest developments	98	72.59%
Access full text articles	82	60.74%

The table 3 shows that the purpose of using digital resources, 104 (77.03%) of the respondents use digital resources for research work, projects, Theses and dissertations. 98 (72.59%) of the respondents use the digital resources to update their subject knowledge and to keep abreast of the latest developments in their area of

interest. To search course related material 93 (68.88%) of them are using digital resources, to write articles and research papers 87 (64.44%) is using digital resources. To access the full text articles 82 (60.74%).

Table No 4: Satisfaction Level of Digital Resource

Satisfaction Level of Digital Resource	Extremely Satisfied	Satisfied	Not at all Satisfied	Total
Adequacy of Knowledge	67 (49.63%)	45 (33.33%)	23 (17.04%)	135 100
Efficiency/ Effectiveness	58 (42.96%)	52 (38.52%)	45 (33.33%)	135 100
Save time and management	62 (45.93%)	45 (33.33%)	28 (20.74%)	135 100
Simplified/ easy to use	49 (36.30%)	56 (41.48%)	19 (14.07%)	135 100
Provides current information	60 (44.44%)	55 (40.74%)	20 (14.81%)	135 100

It is revealed from the above table no 4, the satisfaction level of digital resource among the respondents, 67 (49.63%) are extremely satisfied on the adequacy of knowledge on digital resource, 56 (41.48%) of the respondents are satisfied with the simplified/ easy to use of digital resource, Efficiency and effectiveness of the digital resource does not satisfy the users 45 (33.33%).

Table no 5: Barriers to Digital Resource Use

Problems with Digital resources	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Lack of knowledge and expertise in search and retrieve	48 (35.56%)	36 (26.67%)	30 (22.22%)	21 (15.56%)	135 100
Copy protected electronic content	39 (28.89%)	33 (24.44%)	35 (25.93%)	28 (20.74%)	135 100
Available digital resource is not adequate	34 (25.19%)	26 (19.26%)	40 (29.63%)	35 (25.93%)	135 100
Poor network connectivity /slow download speed	33 (24.44%)	30 (22.22%)	26 (19.26%)	46 (34.07%)	135 100
Information overload/irrelevance	37 (27.41%)	34 (25.19%)	31 (22.96%)	33 (24.44%)	135 100
Lack of time to retrieve the huge information	38 (28.15%)	42 (31.11%)	28 (20.74%)	27 (20.00%)	135 100

In Table 5, 48 (35.56%) respondents strongly agree that they face problems when using digital resources due to lack of knowledge and expertise in search and retrieve information on the internet, 42 (31.11%) agreed that lack of time to retrieve the huge information 35 (25.93%) disagree about the copy protected electronic content and 46 (34.07%) strongly disagreed about the poor network connectivity /slow download speed.

8.0 Conclusion:

In the present day, libraries are at the crossroads of development. Library Professionals need to adapt and implement new thought/ technologies, digitize the existing collections and select quality resources which are scattered in different libraries, archives and knowledge centres in the world. This study brought an overview of usage and satisfaction of digital resources at deemed university. It has huge amount of collections to serve their users in libraries. It supports to educational and research programs of the universities by providing digital and physical information, consistent with the present and the anticipated educational and research functions of the universities.

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