

# USER SATISFACTION ABOUT THE SERVICES PROVIDED BY THE ICSSR E-RESOURCES CONSORTIA AND ITS USAGE: A CASE STUDY

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**Abstract:** This study explains about the user satisfaction and the use of electronic information resources and its awareness among the ICSSR funding and support research institutes. The researchers traced that, all the selected category of users are using e-resources and mostly having awareness about e-resources by distributing through a defined questionnaire. Also stated that, there is an impact of e-resources on their research was visible and the research output has been increased by way of quality and quantity. The study emphasizes that the ICSSR has a forward looking programme while using up-to-date technology to provide research support to the Social Science research community by way of offering a good number of bibliographic and full text online databases. It is also building a national network of social science libraries while moving towards consortia based subscription to e-journals among the research institutes and regional centres.

**Keywords:** e-resources, User satisfaction, Consortium, ICSSR

## 1.0 Introduction

Information is valuable and needy for the scholars and has a great demand for all the time. Seeking information and using information for the research is very much essential tool for the academic community. At anytime and anywhere and any day the use of information has a vital role in the present information society. Libraries are making a great role for providing the excellent jobs in this matter, particularly academic community libraries have dynamic role for providing the accessibility of information through documents in olden days. Due to the evolution of World Wide Web (WWW) and especially by the impact of the Information and communication technologies (ICT) on libraries, the exponential growth of e resources have emerged with a great demand for the library users. Particularly in academic libraries the academic faculty, research scholars and students are requesting a potential demand for the e resources information through various databases and asking the spontaneous services for their research.

A vast request and demand for the E resources have been rising recently from the library users for fast access as these are important components in communication process. A rich collection of e resources especially in research institutions satisfies the maximum patrons of the library community. Efficiency in the management of e resources through consortium level subscription and sharing these resources through consortium will be more advantageous to the research community in any country.

In the last few years, research institutions are more depending on the e resources like e books, e journals to obtain pertinent information to their needs. Particularly in India most of the research institutions are serving through pin pointed information to their users. Therefore the authors of this paper express their views and study on e-resources usages through consortium subscriptions among the research institutions as it place a major role in information transferring cycle.

## **2.0 Review of Literature**

**Sinha (2012)**<sup>1</sup> overviewed of clients, presents sees on the degree of ICT/Internet mindfulness and status on utilization of e-assets by the Assam University Library clients. The study contains organization of poll, perception of the members, and meeting of a portion of the members for knowing the sentiment of the respondents in regard of use of Internet for their everyday exercises and access to e-diaries for their research exercises. The paper features the discoveries in regard of Internet Awareness, its utilization example and mentality of library clients towards the electronic assets, in this unique circumstance.

**Chauhan (2014)**<sup>2</sup> gave access to insightful electronic assets (e-assets) to Indian colleges through the UGC-Infonet Digital Library Consortium. In this paper an exertion is being made to survey, how sociology personnel working in Indian colleges have been utilizing e-assets, what are the issues they are looking in getting to them, and what are the endeavors made by INFLIBNET to spread mindfulness about such an aspiring activity of UGC among sociology employees. This paper additionally features some critical issues regarding use, acknowledgment and arranging of this consortium.

**Komrelli (2014)**<sup>3</sup> clarified the terms and meanings of Electronic Resources (E-asset), in UGC Infonet Digital Library Consortium took after by the points and goals of the consortium. The e-membership activity under UGC-INFONET is relied upon to trigger momentous increment in sharing of both print and electronic assets among college libraries through one of the entryway gateway being recognized. The goal of e-assets is to give the University people group E-access to look into diaries, and abstracting and survey distributions and databases.

**Londhe and Deshpande (2014)**<sup>4</sup> concentrated on the investigation of utilization of e-assets accessible through UGC-INFONET Digital Library Consortium by University of Pune clients. The goal is to discover inclines in utilization of e-assets and which e-assets are utilized to the most extreme degree. The examination uncovers that the utilization of e-assets has been expanding enormously. Clarified that, more clients are getting consciousness of e-assets and some subject particular databases are exceptionally utilized than multi-subject databases. Title-wise use think about is valuable for successful arranging and taking imperative choice on membership of databases. This utilization contemplate is valuable for LIS experts for finding vital e-diaries and databases while using the accessible subsidizes appropriately.

**Birader and Vinay (2015)**<sup>5</sup> distinguished the necessities and prerequisites of library clients when all is said in done and to know the utilization of UGC-INFONET e-resources in the Kuvempu University by female understudies of science stream specifically. Study demonstrates that 85% of understudies utilize UGC-INFONET. Paper features the issues of understudies in getting to UGC-INFONET consortium. It additionally tries to stress on clients fulfillment towards this consortium.

**Machovec (2015)**<sup>6</sup> concentrated on formal joint effort and systems administration among libraries through consortia. It offers inside and out examinations of issues confronting present day library consortia including (however not restricted to) e-asset authorizing, e-books, cutting edge incorporated library frameworks, shared print documenting, shared advanced archives, administration and other significant subjects. Library consortia are under expanding examination with respect to their incentive to part libraries. Most consortia offer a suite of administrations which can be esteemed either quantitatively or subjectively to decide an arrival on venture for cash and time put into consortia exercises. Proposals and recommendations are given on the most proficient method to play out a Cost Benefit Analysis (CBA)/Return on Investment (ROI).

**Premoda Devi (2015)**<sup>7</sup> examined and to discover the client's necessity of e-assets accessible through UGC Infonet Digital Library Consortium by the employees of sciences and sociologies branches of three colleges of North East Region. The investigation uncovers that larger part of the employees know about UGC Infonet and there is a request of more diaries to include the consortium. The paper closes with the recommendations from the employees that preparation on the utilization of consortium, increment web band width; and so on would be useful to the clients to expand the utilization of consortium.

**Ravinder (2015)**<sup>8</sup> experienced issues in getting to the UGC-Infonet e-journals consortium by the exploration researchers from the SKD University library. This paper additionally appears about, how this consortium data impacts the examination efficiency, reason in utilizing the consortium, look procedures used to discover the articles from the databases and so on. Since, it is a study based research article an all-around organized survey was outlined and is disseminated among 125 research researchers going to the library. In light of the examination of the

information it is presumed that client mindfulness program is fundamental and encourage appealing administrations with a specific end goal to enhance and draw in more number of clients to get to UGC-Infonet e-journals consortium.

From the above review of literature, one can easily understand some of the prominent and fruitful benefits of library consortium, which are:

- Consortia-based membership to electronic assets gives access to more extensive number of electronic assets at significantly bring down cost.
- The consortium, with its aggregate quality of taking an interest foundations, will pull in profoundly marked down rates of membership with most good terms of understanding.
- The examination efficiency of all organizations is relied upon to enhance with expanded access to worldwide databases and full-content assets;
- The consortium is an open-finished suggestion wherein different establishments can join and get the advantage of exceptionally marked down membership rates as well as the positive terms of licenses.

Since the subscribed assets would be open online in electronic arrangement, the recipient organizations would have less weight on space necessity for putting away and overseeing print-based library assets. Additionally, all issues related with print media, for example, their wear and tear, area, racking, authoritative, arranging, and so forth would not be an issue for electronic assets.

### **3.0 ICSSR - NASSDOC**

Indian Council of Social Science Research is an apex body to promote and support the social science research both in India and abroad setup by the Government of India. ICSSR provides opportunities to social scientists to engage themselves in full-time research and review the progress of social science research by sponsoring grants for research projects and offer various fellowships to institutions and individuals for research in social sciences. During the 48 years of its existence, the Council played a prominent role in all the activities pertaining to the uplift of Social Science Research and reached the targets and goals. ICSSR has established 30 research institutes and 6 Regional Centers, which are dispersed all over India. The Council tries to help researchers in a variety of ways, be in direct funding or by way of support service like: Research surveys of the current state of research in different social science disciplines; Publications; Training and capacity building programmes; financial aid to seminars and conferences; Library and Documentation Services.

ICSSR has taken initiative to disseminate the social science knowledge and information by undertaking supporting activities and interventions by establishing NASSDOC for the development and support to centers for documentation services and supply of data. NASSDOC is enriched with good collection of basic reference books, Ph.D. theses on social sciences, Reports of Research Projects sponsored by ICSSR, Conference and Seminar Volumes, and foreign and Indian current journals. It has a good collection of online library databases, which are accessible to users at the reading room as well from remote login. It provides library and information services, which include: Bibliography on Demand Service, Document Delivery Service, Continuing Education Programme, Social Science Conference Alert, Current Contents in Social Science, Dissertation Abstracts, Working Paper Database, List of Abstracts of New additions to the library.

The ICSSR has a forward looking programme to use up-to-date technology to enable wider and easier access to bibliographic and full text databases by moving towards consortia based subscription to e-journals among the research institutes and regional centers. Further it has moving towards to build a national network of social science libraries.

### **4.0 ICSSR e-Resources Consortium**

ICSSR organizations have their own particular Library and Documentation Centers and Information Centers to meet the data needs of their customer base. These associations spend enormous measure of their financial plan to buy/subscribe books, journals and so forth for their libraries. In some cases it has been watched that these libraries buy normal/comparable data assets independently. Consequently there is a need of regular obtaining and sharing of data assets among these associations for the best usage of their library spending plan and also data assets. ICSSR consortia has been initiated in October 2007 with 5 ICSSR research institutions while setting up of NASSDOC as a hub and facilitator for consortia based subscription to e-resources by subscribing to JSTOR. By the end of 2010, the number of participating institutions for subscribing JSTOR has been gradually increased to 20 institutions. Further

in the beginning of 2013, the demand for participation in consortia has raised to seven more institutions including 2 regional centres of ICSSR. Besides this, ICSSR consortium gradually added EconLit with full text, IndiaStat and Prowess IQ databases to its credit consisting of total number of 31 ICSSR institutions at present.

### **5.0 Objectives of the study**

- To find out the awareness and of e resources and use of digital collections among users of the ICSSR consortium libraries.
- To discover the awareness of e-resources and online databases and also the utilization of advanced accumulations among clients of the ICSSR consortium libraries.
- To know the level of satisfaction of about the services provided by the ICSSR consortium libraries in terms of web content and services provided by their libraries to the user community.
- To determine the requirement for User awareness programs and distinctive level of administrations gave among the libraries of ICSSR e-resources consortium to their clients.

### **6.0 Methodology of the Study**

The present investigation of research has been an endeavor to direct a review on the 26 chosen Libraries appended to the Research Institutes, and Regional Centers of ICSSR. User centric questionnaire strategy was utilized to gather the information for the present investigation. The total population of the study is 650. The sample was collected in the ratio of 66:2:1 with stratified sample method and collection was used with simple proportionate random technique with structured questionnaire in simple and understandable language, where distribution of sample units and filled in questionnaire were collected. The data are presented in Table.1

**Table 1 Distribution and Response of Questionnaires**

S. No	Category of Users	Total Strength	No of distributed questionnaires	No of received questionnaires	Percentage
1	Faculty/Staff	637	180	108	31.30%
2	Research Scholars	756	214	151	43.76%
3	Research Students	539	136	56	16.23
4	Research Staff	351	120	30	8.69%
	Total	2283	650	345	100%

The data for the above table is the outcome of response from the category wise user population of the 26 ICSSR research institutes including two regional centers. There are total strength of users are 2283 and among this 650 questionnaires were distributed and only 345 received from the library users. It is evident that, from the above data, out of distributed questionnaires, the received percentage of collected is 15.11% against total population. The total analysis of this data is purely made based on the received questionnaires.

### **7.0 Analysis**

An endeavor is made to evaluate the levels of user satisfaction about the services provided by the e-resources consortia among the ICSSR research libraries and regional center libraries. About six variables, indicating the services and features of e-resources consortia has been listed in different forms tables, followed by four options, indicating the response levels to assess the user satisfaction.

**Table 2: Awareness about the E-Resources**

Services	Response	Faculty	Research Scholars	Research Students	Research Staff	Total
e-Resources	Not At All	10 (55.56) (7.25)	5 (27.78) (3.91)	2 (11.11) (4.65)	1 (5.56) (2.78)	18 (100.00) (5.22)
	To Little Extent	19 (46.34) (13.77)	18 (43.90) (14.06)	1 (2.44) (2.33)	3 (7.32) (8.33)	41 (100.00) (11.88)

	To Some Extent	55 (45.08) (39.86)	45 (36.89) (35.16)	13 (10.66) (30.23)	9 (7.38) (25.00)	122 (100.00) (35.36)
	To Great Extent	54 (32.93) (39.13)	60 (36.59) (46.88)	27 (16.46) (62.79)	23 (14.02) (63.89)	164 (100.00) (47.54)

The data analysis under the variable ‘e-databases’, under option ‘Not at all’, shows the highest by the Faculty with 55.56%, Research Scholars 27.78%, Research Students 11.11% and Research Staff 5.56% in descending order priority. In the option ‘To little extent’, the Faculty expressed the highest with 46.34%, in the first place, followed by the Research Scholars 43.90%, Research Staff 7.32%, and Research Students 2.44% in the order of priority. The variable ‘To some extent’, exhibited the highest with 45.08% by the Faculty, Research Scholars 36.89%, Research Students 10.66% and Research Staff 7.38% in order of priority. But under the option ‘To great extent’, the Research Scholars indicated the highest with 36.59%, followed by the Faculty 32.93%, Research Staff 14.02% and Research Students 5%, in descending order of priority.

**Table 3 Satisfaction Level about the Use of Web Resources**

Services	Response	Faculty	Research Scholars	Research Students	Research Staff	Total
Web Resources	Not At All	13 (48.15) (9.42)	11 (40.74) (8.59)	0 (0.00) (0.00)	3 (11.11) (8.33)	27 (100.00) (7.83)
	To Little Extent	22 (31.43) (15.94)	35 (50.00) (27.34)	7 (10.00) (16.28)	6 (8.57) (16.67)	70 (100.00) (20.29)
	To Some Extent	57 (44.88) (41.30)	40 (31.50) (31.25)	16 (12.60) (37.21)	14 (11.02) (38.89)	127 (100.00) (36.81)
	To Great Extent	46 (38.02) (33.33)	42 (34.71) (32.81)	20 (16.53) (46.51)	13 (10.74) (36.11)	121 (100.00) (35.07)

Under the variable ‘Web Resources’, followed by the option ‘Not at all’ expressed the highest by the Faculty with 48.15%, followed by Research Scholars 40.74%, and Research Staff with 11.11%, in the third place, and there is no response from the Research Students. In the option ‘To little extent’, the Research Scholars exhibited the highest with 50%, followed by the Faculty 31.43%, Research Students 10% and Research Staff with 8.57% in descending order of priority. The option ‘To some extent’, Faculty exhibited the highest with 44.88%, and the Research Scholars 31.50% in the second place. The Research Students and Research Staff with 12.60% and 11.02%, occupied the third and fourth places. But the option ‘To great extent’, indicated the highest by the Faculty with 38.02%, followed by the Research Scholars 34.71%, Research Students 16.53% and Research Staff 10.74% in the order of priority.

**Table 4: Satisfaction Level about the Article Delivery Services**

Services	Response	Faculty	Research Scholars	Research Students	Research Staff	Total
Article Delivery	Not At All	9 (21.95) (6.52)	22 (53.66) (17.19)	6 (14.63) (13.95)	4 (9.76) (11.11)	41 (100.00) (11.88)
	To Little Extent	27 (36.00) (19.57)	32 (42.67) (25.00)	13 (17.33) (30.23)	3 (4.00) (8.33)	75 (100.00) (21.74)
	To Some Extent	53	38	12	14	117



		(45.30) (38.41)	(32.48) (29.69)	(10.26) (27.91)	(11.97) (38.89)	(100.00) (33.91)
	To Great Extent	49 (43.75) (35.51)	36 (32.14) (28.12)	12 (10.71) (27.91)	15 (13.39) (41.67)	112 (100.00) (32.46)

The variable 'Article Delivery', under the option 'Not at all' exhibits the highest by the Research Scholars with 53.66%, followed by the Faculty 21.95%, Research Students 14.63% and Research Staff with 9.76% in descending order of priority. The option 'To little Extent', the Research Scholars indicated the highest, with 42.67%, followed by the Faculty 36%, Research Students 17.33% and Research Staff with 4% in the order of priority. In the option 'To some extent', the Faculty exhibited 45.30%, Research Scholars 32.48%, Research Staff 11.97% and Research Students 10.26% and occupied the fourth place. But under the option 'To great extent', the Faculty indicated the highest with 43.75%, Research Scholars 32.14%, Research Staff 13.39% and Research Students 10.71% in descending order of priority.

**Table 5: Satisfaction Level about the User Education/ Awareness Programme**

Services	Response	Faculty	Research Scholars	Research Students	Research Staff	Total
User Education/ Awareness Programme	Not At All	19 (35.19) (13.77)	24 (44.44) (18.75)	6 (11.11) (13.95)	5 (9.26) (13.89)	54 (100.00) (15.65)
	To Little Extent	42 (32.81) (30.43)	51 (39.84) (39.84)	20 (15.62) (46.51)	15 (11.72) (41.67)	128 (100.00) (37.10)
	To Some Extent	46 (50.00) (33.33)	29 (31.52) (22.66)	6 (6.52) (13.95)	11 (11.96) (30.56)	92 (100.00) (26.67)
	To Great Extent	31 (43.66) (22.46)	24 (33.80) (18.75)	11 (15.49) (25.58)	5 (7.04) (13.89)	71 (100.00) (20.58)

The variable 'User Education/awareness Programmes', followed by the option 'Not at all', the Research Scholars indicated the highest with 44.44%, followed by the Faculty 35.19%, Research Students 11.11% and Research Staff with 9.26% in descending order of priority. In the option 'To little extent', the Research Scholars expressed the highest with 39.84%, followed by the Faculty 32.81%, Research Students 15.62% and Research Staff 11.72% occupied the fourth place. The variable 'To some extent', shows the highest by the Faculty with 50%, followed by the Research Scholars 31.52% Research Staff 11.96% and Research Students 6.52% in the fourth priority. But under the option 'To great extent', the academic staff exhibited the highest with 43.66%, followed by Research Scholars 39.18%, Research Students 15.49% and Research Staff 7.04% in descending order of priority.

**Table 6: Satisfaction Level about the Mailing List Services**

Services	Response	Faculty	Research Scholars	Research Students	Research Staff	Total
Mailing List Services	Not At All	21 (31.82) (15.22)	29 (43.94) (22.66)	11 (16.67) (25.58)	5 (7.58) (13.89)	66 (100.00) (19.13)
	To Little Extent	34 (39.08) (24.64)	31 (35.63) (24.22)	11 (12.64) (25.58)	11 (12.64) (30.56)	87 (100.00) (25.22)
	To Some Extent	42 (44.21) (30.43)	30 (31.58) (23.44)	11 (11.58) (25.58)	12 (12.63) (33.33)	95 (100.00) (27.54)

	To Great Extent	41 (42.27) (29.71)	38 (39.18) (29.69)	10 (10.31) (23.26)	8 (8.25) (22.22)	97 (100.00) (28.12)
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The variable 'Mailing list services', followed by the option 'Not at all', Research Students with 25.58% ,the Research Scholars indicated the highest with 22.66%, followed by the Faculty 15.22%, and Research Staff with 13.89% , in descending order of priority. In the option 'To little extent', the Research Staff expressed the highest with 30.56%, followed by the Research Students 25.58%, Faculty 15.62% and Research Staff 11.72% and Research scholars 24.22% occupied the fourth place. The variable 'To some extent', shows the highest by the Research Staff with 33.33%, followed by the Faculty 30.43% Research Students 25.58% and Research Scholars 23.44% in the fourth priority. But under the option 'To great extent', the academic staff exhibited the highest with 29.71%, followed by Research Scholars 29.69%, Research Students 23.26% and Research Staff 22.22% in descending order of priority.

**Table 7: User Satisfaction Level about the Virtual referencing Services**

Services	Response	Faculty	Research Scholars	Research Students	Research Staff	Total
Virtual Referencing	Not At All	26 (28.26) (18.84)	42 (45.65) (32.81)	12 (13.04) (27.91)	12 (13.04) (33.33)	92 (100.00) (26.67)
	To Little Extent	34 (40.00) (24.64)	30 (35.29) (23.44)	12 (14.12) (27.91)	9 (10.59) (25.00)	85 (100.00) (24.64)
	To Some Extent	48 (46.15) (34.78)	32 (30.77) (25.00)	12 (11.54) (27.91)	12 (11.54) (33.33)	104 (100.00) (30.14)
	To Great Extent	30 (46.88) (21.74)	24 (37.50) (18.75)	7 (10.94) (16.28)	3 (4.69) (8.33)	64 (100.00) (18.55)

The variable 'Virtual Referencing', followed by the option 'Not at all', Research Staff indicated the highest with 33.33%, the Research Scholars with 32.81%, followed by the Research Students with 27.91%, and Faculty with 18.84%, in descending order of priority. In the option 'To little extent', the Research Students expressed the highest with 27.91%, followed by the Research Staff 25.00%, Faculty 24.64% and Research Scholars 23.44% occupied the fourth place. The variable 'To some extent', shows the highest by the Faculty with 34.78%, followed by the Research Staff with 33.33% , Research Students 27.91% and Research Scholars 25.00% in the fourth priority. But under the option 'To great extent', the academic staff exhibited the highest with 21.74%, followed by Research Scholars 18.75%, Research Students 16.28% and Research Staff 8.33% in descending order of priority.

## **8.0 Measures to be taken**

Besides, it shows that the measures to be taken on the above expressed suggestions received from the users of library consortium among ICSSR Libraries has very good web resources with 71.88% among social science research institutions. Article delivery services and document delivery services among the social science institutions among ICSSR libraries are good with on average of 64.5%. But the e content availability and mailing list services are on average and need to be considered for improvement for research enhancement among social science research institutions. Finally there is a requirement to focus on the User awareness services and orientation programmes and virtual referencing are very slow and need to focus for improving among the institutions of ICSSR consortium libraries such that their awareness among e resources may be known every time for proper utilisations of e resources and it helps to improve the research output may increases.

## **9.0 Conclusion**

The aim of e resources among the users in libraries is to access on immediate basis whenever the required content uploaded or updated on the web. Its help in disseminating the knowledge to the end users of the social science scientists for uplifting the society. The consortiums are need to focus on providing the e-content with valuable

resources and also required to focus the proper utilization of its providing services to the social science scientists by keeping user awareness programmes or training programmes or workshops from time to time such that e resources usability may increases among the fresh research scholars and students.

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