

# USE OF E-RESOURCES BY THE USERS AT THE NATIONAL INSTITUTE OF TECHNOLOGY KURUKSHETRA LIBRARY

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**Abstract:** The study was investigated to determine the usage of E-Resources in the National Institute of Technology (NIT) of Kurukshetra, Haryana. Electronic resources of Information are not less than a boon for the knowledge seekers and the information professionals. They prove to be better and cheaper substitute for the print format. This paper highlights the Awareness and frequency of the use of E-Resources, the purpose of using different types of E-Resources, place of the access of E-Resources, factors that determine the usage of E-Resources, the main hindrances that effects the utilization of E-Resources. The survey method of research was used to collect the data. 300 structured questionnaires were distributed among the Male/Female respondents of NIT. The study found that 75.34% male and 81.94% female respondents used Internet for the assignment purposes. Maximum 58.90% male and 63.88% female respondents accessed the e-resources from their college library. The female respondents i.e. 80.55% were more satisfied with the e-resources facilities provided by the library as compared to the male respondents' i.e. 56.16%.

**Keywords:** E-resources, NIT, Kurukshetra

## 1.0 Introduction

In the changing information environment, electronic information resources are dominating in the research activities and in turn researchers have realized the importance as well. At the same time, the usage of electronic information resources is also gaining momentum day by day.<sup>1</sup> The commonly available e-resources include, e-journals, e-books, online databases, CD-ROMs and OPACs. Although e-resources have been grouped into different categories by different authors, depending on format, functions, delivery method, content and subject coverage, some of them do not fall neatly into one category.<sup>2</sup>

Electronic resources have the advantage that it has solved the storage problems and control the flood of printed information. They are the backbone of many academic Organizations. The awareness and use of electronic resources by various persons depends mainly on skills of each individual to locate discrete knowledge elements. Electronic resources help to expand access, increase usability and effectiveness and establish new ways for individuals to use information to be more productive in their endeavors. The use of electronic resources is necessary mainly because the electronic resources provide better, faster and easy access to information than accessed through print media. Electronic resources can be relied upon for timely information which upholds the quote "right information to right user at the right."<sup>3</sup>

## 2.0 National Institute of Technology Kurukshetra Library

National Institute of Technology Kurukshetra has a very spacious and fully automated library with good collection of documents which includes text and reference books, video-cassettes, CD-ROMs and large number of Print & On-Line Journals and e-books. With its growing resources, space and services, the library caters to the need of faculty,

research scholars and students. The Library has reading facilities for 500 readers at a time and sufficient space for stacking of documents, Digital Library and Audio-Visual Centre. The total area of library is 36711 S-ft. Library collection includes:

Total Books – 154976

Back Volume-7097

Standards- 10097

VHS/CDs/DVDs-1284

Theses-4453

E-Books-8266

Total documents - 186173

### **3.0 Review of Literature**

**Wijetunge (2017)** investigated the usage of the e-resources through CONSAL (Consortium of Sri Lankan Academic Libraries) of the Sri Lankan public universities. A structured questionnaire was used to gather data from 99 librarians working in the Sri Lankan public universities. The study revealed that (65%) respondents frequently used the open access resources. Most of the respondents (71%) were attached to the main libraries while (29%) were from the branch libraries. Further, only (13%) respondents claimed that lack of training is a barrier. **Vijaya Kumar (2014)** conducted a study on the Usage of Electronic Resources in the University Libraries of Kerala: A User Point of View. The study reveals that out of 3698 respondents (60.24%) were male and (39.76%) were female. Majority of the age group was below 35. Out of the total (52.2%) respondents were totally dependent on the university library and (32.7%) of them were dependent upon the library to some extent. Out of 704 male respondents (87.93%) gave preference to OPAC, (93.89%) of the respondents were using online searching and (95.47%) of respondents were using social network. Among female, out of 329 respondents (98.48%) were using online searching, (97.26%) were desired to get in social network and (90.58%) of the respondents were using OPAC. Out of 704 male respondents (65.95%) of the respondents were daily visiting their library and among the female only (69.30%) of the respondents were visiting the library for accessing e-resources daily. **Lallaisangzuali (2013)** conducted a study on the Use of Electronic Information Resources by the Faculty Members of Mizoram University, Aizawl: A Study. The study reveals that more than half of the faculty (59%) members are having good computer knowledge. About (95%) of the faculty members are using the Internet daily. About (99%) of the faculty are using Google search engine. Majority of the faculty members (81%) access the e-resources from their department. About (95%) of the faculty members are using e-resources for updating their knowledge and (94%) for preparing lectures. Only (41%) of the faculty are using e-resources daily and (25%) are those who use e-resources weekly. About (57%) of the faculty members are of the view that the slow speed of the Internet is the main hurdle. **Omoike Adenike Damilola (2013)** studied the use of Electronic Resources by Distance Students in Nigeria: The Case of the National Open University, Lagos and Ibadan Study Centers. Structured questionnaire was used to collect the data. The study reveals that majority of the respondents (56.8%) were not aware of the availability of e-resources at their study centers. Among different types of e-resources only the CD-ROM being indicated by majority (63.6%) of the respondents. Majority of the respondents (60%) made use of cybercafé in order to access the internet facilities. Study also reveals that about (30.4%) of respondents made use of e-resources for knowledge acquisition followed by (29.2%) for information exchange. **Millawithanachchi (2012)** conducted a study on Electronic Resources usage by Postgraduates at the University of Colombo: Identifying the critical success factors by random sampling method. The study identified nine reliable factors which influences the usage of e-resource. Out of nine factors six were positively influencing the e-resources usage. According to him “Technology” is the most critical factor in using e-resources in the university followed by the library support, information literacy, computer competency, usefulness and user attitudes. The study concluded that priority should be given to develop IT infrastructure, to improve IT and computer skills among students and to update the library staff with technology advancements. **Gaur and Kaur (2012)** conducted a study on the Use of Electronic Resources by Faculty Members and Research Scholars of Faculty of Arts in KUK: A Survey. Structured questionnaire was used to collect the data. Result shows that (41.1%) of the respondents use Internet for checking e-mail and educational purpose. Google is the most preferred search engine. The study also

reveals that majority of the respondents (90.2%) indicate that the connectivity problem is the major hurdle in the use of e-resources followed by lack of knowledge.

#### 4.0 Objectives of the Study

Following are the main objectives of the study:-

1. To know the availability of e-resources facilities and their usage in the NIT library;
2. To investigate the users awareness and the extent of use of e-resources in NIT;
3. To determine the purpose for the usage of e-resources;
4. To identify the problems faced by the library users that affect the use of e-resources and
5. To determine the satisfaction level of the users with the e-resources facilities.

#### 5.0 Methodology

The study was conducted through questionnaire-based survey. A structured questionnaire with multiple choices and open-ended questions designed according to the said objectives and then distributed accordingly. 300 questionnaires distributed each to the Male and Female respondents of NIT with a request to fill it within time. Out of 300 questionnaires, 290 filled questionnaires i.e., 146 from the male respondents and 144 questionnaires from the female respondents were received back. The collected data was carefully analyzed and categorically arranged in the tabulated form and then interpretation is done.

#### 6.0 Data Analysis and Interpretation

**Table1: Frequency of Library Use**

Frequency of use	Male	%age	Female	%age	Total	%age
Daily	78	53.42	44	30.55	122	42.06
Once a week	60	41.09	96	66.66	156	53.79
Once a month	-	-	-	-	-	-
Not at all	8	5.47	4	2.77	12	4.13

Table compiled from the data collected from the Questionnaire

Table-1 reveals that (53.42%) male respondents and (30.55%) female respondents visit the library daily followed by (41.09%) male respondents and (66.66%) female respondents visit the library once a week and only (5.47%) male respondents and (2.77%) female respondents do not visit the library at all.

It is evident from the table that majority of the male respondents (53.42%) visit the library daily and majority of the female respondents (66.66%) visit the library once a week.

**Table-2: Place of Accessing Library E-resources**

S. No.	Place of e-resources access	Male	%age	Female	%age	Total	%age
a	College Library	86	58.9	92	63.88	178	61.37
b	Computer Lab	70	47.94	74	51.38	144	49.65
c	Cyber Café	26	17.8	22	15.27	48	16.55
d	Home	74	50.68	86	59.72	160	55.17
e	Other	12	8.21	14	9.72	26	8.96

Table compiled from the data collected from the questionnaire

Table-2 reveals that majority of the male respondents (58.90%) and (63.88%) female respondents access the e-resources from their college library followed by (50.68%) male and (59.72%) female respondents are accessing e-resources at their home. About (47.94%) male and (51.38%) female respondents are accessing e-resources in the computer lab.

It is evident from the table that majority of (58.90%) male and (63.88%) female respondents access the e-resources from their college library.

**Table-3: Types of E-resources frequently used**

S.No	Types of e-resources	Male	%age	Female	%age	Total	%age
a	Audio Type	32	21.91	12	8.33	52	17.93
b	Audio Conferencing	18	12.32	4	2.77	22	7.58
c	E-mail	114	78.08	92	63.88	206	71.03
d	CD-ROM	72	49.31	52	36.11	124	42.75
e	TV/Radio Broad Cast	28	19.17	4	2.77	32	11.03
f	Video tapes	18	12.32	18	12.05	36	12.41
g	Voice mail	18	12.32	22	15.27	40	13.79
h	Internet	136	93.15	138	95.83	274	94.48
i	E-journals	114	78.08	82	56.94	196	67.58
j	E-books	114	78.08	104	72.22	218	75.17
k	ETD	4	2.73	4	2.77	8	2.75

Table compiled from the data collected from the questionnaire

Table-3 highlights that the majority of the male (93.15%) and (95.8%) female respondents are using Internet followed by (78.08%) male and (72.22%) female respondents are using E-books. The result also shows that (78.08%) male and (63.88%) female respondents are using E-mail whereas (78.08%) male and (56.94%) female respondents are using e-journals. It also reveals that (49.31%) male and (36.11%) female respondents are using CD-ROM.

It is evident from the table that majority of male respondents (93.15%) and (95.83%) female respondents are using internet.

**Table-4: Awareness about Availability of E-resources**

Access	Male	%age	Female	%age	Total	%age
Yes	96	65.75	118	81.94	214	73.79
No	26	17.88	10	6.94	36	12.41
Not Sure	22	15.06	18	12.05	40	13.79

Table compiled from the data collected from the questionnaire

The above table reveals that majority of the male respondents (65.75%) and (81.94%) female respondents are aware about the e-resources whereas (17.88%) male respondents and (6.94%) female respondents are not aware about the availability of e-resources.

It is evident from the table that female respondents (81.94%) are more aware about the e-resources than the male respondents (65.75%).

**Table-5: Frequency of Using E-resources**

S.No.	Frequency	Male	%age	Female	%age	Total	%age
a	Less than 1 hour	56	38.35	46	31.94	102	35.17
b	1 to 2 hours	36	24.65	40	27.77	76	26.2
c	2 to 4 hours	22	15.06	54	37.05	76	26.2
d	4 to 6 hours	30	20.54	4	2.77	34	11.72

Table compiled from the data collected from the questionnaire.

Table-5 reveals that male respondents (38.35%) and(31.94%) female respondents are using e-resources for less than 1 hour every day followed by (24.65%) male and (27.77%) female respondents for 1 to 2 hours daily. Majority of female respondents (37.05%) followed by (15.06%) male respondents are using e-resources for 2 to 4hours daily.

It is evident from the table that majority of the male respondents (38.35%) are using e-resources less than 1 hour and maximum female respondents (37.05%) are using e-resources for 2 to 4 hours daily.

**Table-6: Purpose of Browsing E-resources**

S. No.	Purpose	Male	%age	Female	%age	Total	%age
a	Project write up	52	35.61	64	44.44	116	40
b	Article write up	30	20.54	18	12.05	48	16.55
c	Assignment	110	75.34	118	81.94	228	78.62
d	Knowledge/ Learning	84	57.53	78	54.16	163	55.86
e	Information Exchange	44	30.13	64	44.44	108	37.24
F	Group Discussion	14	9.58	14	9.72	28	9.65

Table compiled for the data collected from the questionnaire

Table 6 shows that majority of male respondents (75.34%) and female respondents (81.94%) are using e-resources for assignment purpose, followed by (57.53%) male and (54.16%) female respondents are using e-resources for knowledge/ learning purpose. Table also reveals that (35.61%) male and (44.44%) female respondents are using e-resources for project writing and minimum (9.58%) male and (9.72%) female respondents are using e-resources for group discussion.

It is evident from the table that majority of male (75.34%) and (81.94%) female respondents are using e-resources for assignment purpose.

**Table-7: Problems faced by the Users**

S.No.	Problem faced by the users	Male			Female		
		Yes	No	Not Sure	Yes	No	Not sure
1	Poor Internet Connectivity	92	36	4	114	22	4

		-63.01	-24.65	-2.73	-79.66	-15.27	-2.77
2	Financial Problem	12	78	12	54	54	-
		-8.21	-53.42	-8.21	-37.58	-37.05	
3	Poor Electricity Supply	34	38	-	60	60	-
		-23.61	-26.02		-41.66	-41.66	
4	Insufficient Skill	30	60	14	64	50	-
		-20.54	-41.09	-9.58	-44.44	-34.72	
5	Poor Training Programmes	56	48	18	32	50	8
		-38.35	-32.87	-12.32	-22.22	-34.72	-5.55
6	Excessive Academic Work Load	74	34	12	74	28	4
		-51.68	-23.28	-8.21	-51.38	-19.44	-2.77

Table compiled from the data collected from the questionnaire

Table-7 reveals that majority of the male respondents (63.01%) and female (79.66%) are having the problem of poor internet connectivity followed by (51.68%) male and (51.38%) female respondents are facing the problem of excessive academic work load. Whereas (53.42%) male and (37.05%) female respondents are agreed that their college library has no financial problem followed by (41.09%) male (34.72%) female respondents have the problem of insufficient skill.

It is evident from the table that majority of male (63.01%) and (80.55%) female respondents are facing the problem of poor Internet connectivity.

**Table-8: Satisfaction regarding the E-resources facility**

S. No.	Satisfaction level with e-resources access facility	Male	%age	Female	Percentage	Total
1	Fully	44	30.13	40	27.77	84
2	Partially	82	56.16	116	80.55	198
3	Least Satisfied	18	12.32	8	5.55	26

Table compiled from the data collected from the questionnaire

Table-9 reveals that (56.16%) male and (80.55%) female respondents are partially satisfied with the e-resources facility. About (30.13%) male and (27.77%) female respondents are fully satisfied with e-resource facilities and only (12.32%) male and (5.55%) female respondents are least satisfied regarding the e-resources facilities.

It is evident from the table that majority of male (56.16%) and (80.55%) female respondents are partially satisfied with e-resources facilities.

**7.0 Findings of the Study**

- Majority of the male respondents (53.42%) visit the library daily and (66.66%) female visit the library once in a week.
- Majority of the male (58.90%) and female respondents (63.88%) access the e-resources from their college library.
- Majority of male (93.15%) and female (95.83%) respondent uses the Internet.
- Majority of male (66.75%) and female respondents (81.94%) are aware about the e-resources.

- Maximum male (38.35%) are using e-resources less than a hour and female (37.05%) are using e-resources for 2-4 hours daily.
- Majority of male (75.34%) and female (81.94%) respondents are using e-resources for the assignment purpose.
- Majority of male (63.01%) and female (79.16%) are facing the problem of poor internet connectivity.
- Majority of male respondents (56.16%) and female respondents (80.55%) are partially satisfied with the e-resources facilities provided by the library.

## **8.0 Suggestions**

1. It is important that the Central government should make adequate provision of funds especially for the availability of e-resources in the library of NIT.
2. Internet connectivity should be improved so that the library users can access e-resources without any hindrances.
3. There is an urgent need to improve the infrastructure in the NIT library particularly electronic supply only then the library users become fully satisfied with the availability of e-resources.
4. Library should increase the number of computer systems with the latest configuration

## **9.0 Conclusion**

In a nutshell, electronic information resources are the demand of the library users. Without e-resources, the existences of the knowledge seekers are not possible in this era of ICT. E-resources become one of the main necessities of the library users as well as the library personnel. Internet is one of the most important components of IT and is the most preferred e-resource by the users of the NIT library. Almost all the library users are using e-resources for preparing their assignments. Although there is awareness regarding the e-resources but the facilities of e-resources in the NIT library are not up to the expectations of the users. More funds should be allotted especially for the availability of e-resources in the NIT library. NIT library should arrange special workshops on e-resources for their users regularly, so that the library users should be well aware about the e-resources and makes the best use of them to fully satisfy their information needs of these e-resources.

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