

DELIVERY OF ICT BASED LIBRARY SERVICES IN NATIONAL INSTITUTE OF TECHNOLOGY (NIT), KURUKSHETRA: A STUDY

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Abstract: Web and allied services have drastically changed the scenario of world. Higher education and research is very much affected from the cloud based services. E-journals and e-consortia are the most concrete and prolific resources in the present age; especially in the academic pursuit. Library automation and digitization is another major aspect of the ICT which has diversified the nature and feature of library system. The paper examines the use of various Internet based services in NIT library.

Keywords: Internet, ICT, E-Journals, NITK

1.0 Introduction

Cloud based services are very much in trend in all spheres of life since last decades. In the present age libraries are connected with high speed bandwidth networking system. Users are very much comfortable with this new technology as they get the desired information and material within the fraction of moment. People have to access knowledge via ICT to keep pace with the latest developments (Plomp, Pelgrum & Law, 2007). With the beginning of cloud based services libraries have opened up new ways of accruing, regulating and channelizing the information process. Libraries are in the efforts to change their repetitive everyday jobs by using operative and competent web technologies to intensify and integrate their electronic resources and services.

2.0 Objectives of the Study are to know:

- 1) The availability of various ICT services and infrastructure in the NIT library.
- 2) The availability of various e-databases in NIT library.
- 3) Users' preferences in using various e-resources.
- 4) The problems faced in use and implementation of various ICT services.
- 5) The purpose of use of various ICT and e- services by users.
- 6) Users' satisfaction level regarding various e-services.

3.0 Literature Review

Numerous quality studies have been conducted on use of ICT and e-resources in libraries, some of the relevant studies are discussed as under.

Chauhan and Preeti (2014) assessed the social science faculty working in Indian universities; those have been using e-resources. Tried to find out the problems they are facing in accessing them, and what are the efforts made by INFLIBNET (Information Library Network) to spread awareness about such an ambitious initiative of UGC among social science faculty members. It also highlighted some important issues with respect to use, acceptance and planning of this UGC Infonet consortium. Zabed Ahmed (2013) studied the pattern of electronic information resources' use and satisfaction with university-paid resources by the faculty members in eight public universities in Bangladesh. An online questionnaire was used to assess the contemporary use and satisfaction. The major constraints faced by them in accessing online resources were also identified. Patrick (2012) explored the impact of fibre optic network and e-resources access for libraries in Malawi using interview method with ICT directors in colleges of the University of Malawi and Mzuzu

University. They provided information on bandwidth levels and estimated costs for libraries using VSAT and fibre optics for internet connectivity. The study also reveals that technology remains one of the primary drivers of change in the way that people work, seek information, communication and entertain themselves (Marimuthu, 2011). Users are well aware regarding the ICT in the libraries, facilities are very poor. More than 50% of computers in the libraries are not in working condition. Libraries cannot bring the dividends of ICT to bear on their clientele (Etebu, 2010). ICT resources and the use of the resources available at John Harris and Benson Idahosa University libraries as search engine, internet, CD-Rom, Online database, and World Wide Web. These resources are used to acquire, store, process, retrieve, and disseminate information. ICT has made it possible for Nigerian academic libraries to use the internet for search engines such as Yahoo, Google, e-mail etc and to access online digital resources such as Amazon, Wikipedia etc (Krubu and Osawaru's, 2011). Information related technology have given a new fillip to increase the productivity of those who are working in a knowledge intensive organization. The study reveals that majority of scientists who agree that most of identified technologies that can improve the productivity of scientists and knowledge workers are e-learning. IT, Internet, mobile and wireless ICT and knowledge management (Mohant and Thooyamani, 2010). Singh and Nazim (2008) discussed in his paper the impact of Information Technology and role of libraries in the age of knowledge and information society. This paper highlighted the problems that are faced by the library and information service sectors in India and achievement over the years using modern information technology. To conclude the libraries of the 21st century can help fight poverty and narrow the gap between the rich and the poor.

4.0 Research Methodology

A structured questionnaire was designed to collect the primary data from the library users of NIT. Framework of the questionnaire was including use of ICT and its applications, frequency of Internet use and problem faced by the users in using various ICT services and resources. Total 100 questionnaires were distributed among the students of various streams of engineering. 90 filled questionnaires out of 100 received back from the respondents. The data received from the collected questionnaires was analysed and presented in tabular and graphical form.

5.0 Data Analysis and Interpretation

Awareness Regarding Cloud Based Services

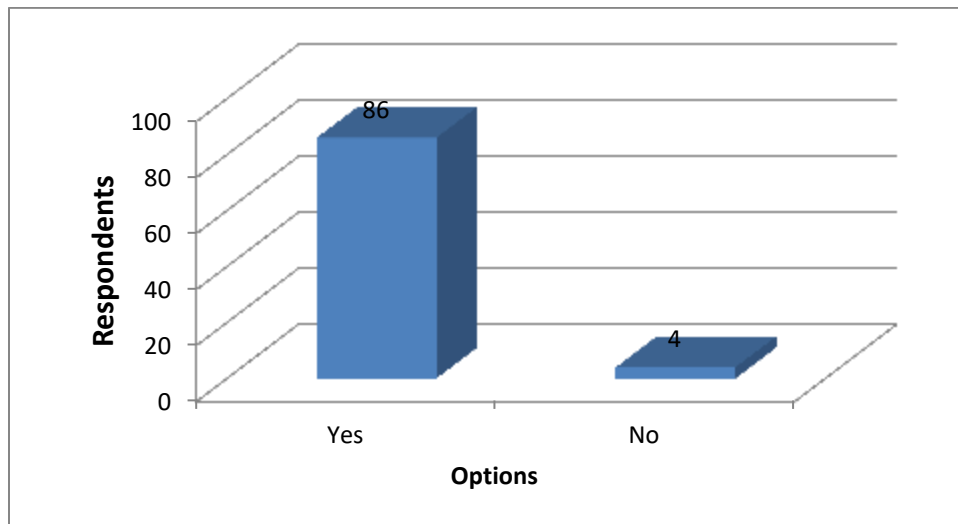


Figure 1

Figure 1 shows that majority of the respondents i.e. 86 (95.55%) are well aware regarding the various cloud based services provided by the NITK library. Only 4 (4.44%) respondents show their unawareness regarding the cloud based services provided by the NITK library. It is obvious that students of NIT are very much familiar with the ICT and cloud based library services as they are of engineering background.

Place of Internet Access

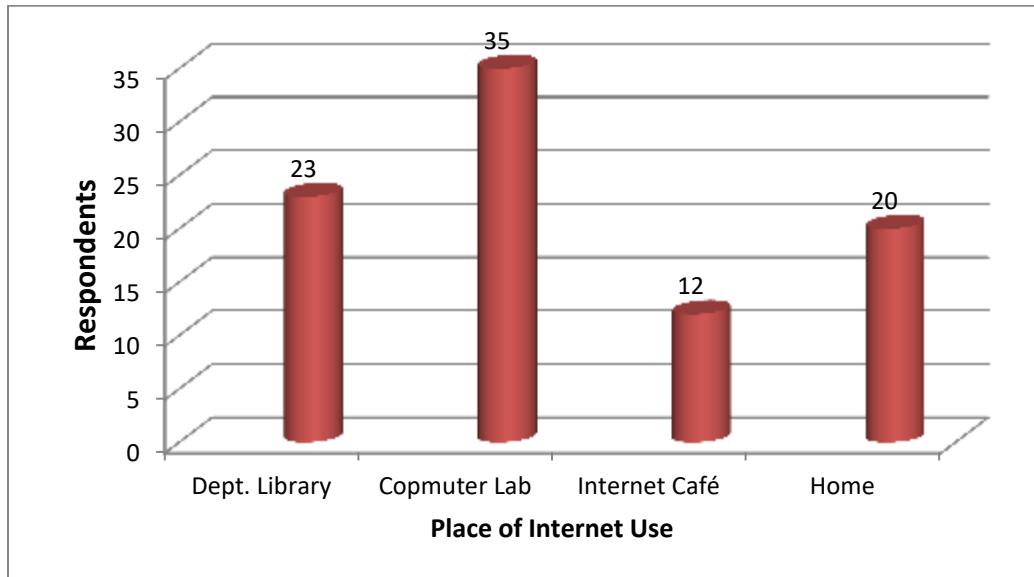


Figure 2

Figure 2 reveals that 35 (38.88%) respondents of NITK use internet in computer lab of their department whereas 23 (25.55%) respondents use the internet in dept library. 20 (22.22%) respondents use Internet at their home and only 12 (13.33%) respondents make the use of Internet Café for Internet use. Figure 1 shows that NITK is very rich in infrastructure so that respondents prefer to use Internet within their institute.

Purpose of Browsing Internet

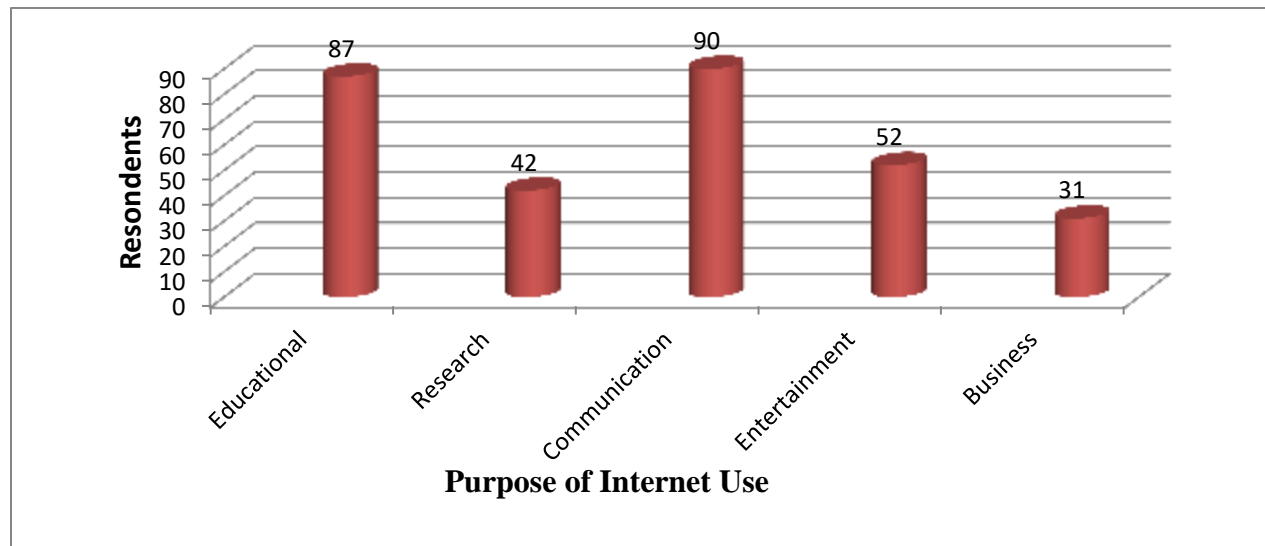


Figure-3

Figure-3 reveals that 90(100%) respondents of NIT use Internet for communication and e-mail purposes whereas 87 (96.66%) respondents use Internet for educational purposes. 52 (57.77%) respondents use Internet for entertainment and 31 (34.44%) respondents make use of Internet for business purposes. 42 (46.66%) respondents prefer to use Internet for their research assignments.

Table 1- Problem Faced by the Users in Using ICT Services

S.No.	Problems	Respondents	Percentage
1.	Slow Internet Speed	27	30%
2.	Non Availability of Desired Information	14	15.55%
3.	Privacy problem	9	10%
4.	Poorly designed website	7	7.77%
5.	Overloading of Junk Material	11	12.22%
6.	Lack of Skill for searching information	4	4.44%
7.	Non Availability of Computer System	4	4.44%

Table-1 reveals that 27 (30%) respondents of NIT faced the problem of slow Internet connection whereas 14 (15.55%) respondents are not able to get the desired information on Internet. 9 (10%) respondents face the problem of privacy and 7 (7.77%) respondents experienced the problem of poorly designed websites. Overloading of junk material on Internet is another major problem faced by the 11 (12.22%) respondents. 4 (4.44%) respondents majorly have not skill of getting desired information from the web, the equal number of respondents complained the non-availability of computer to access the Internet and for other assignment.

Level of Satisfaction with ICT Infrastructure

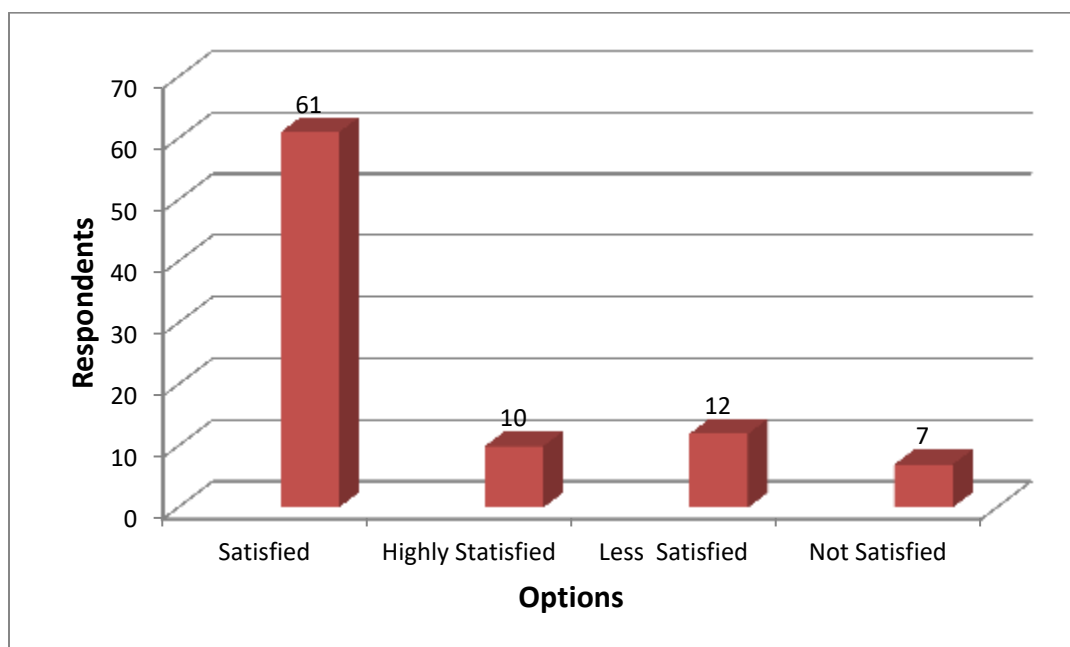


Figure-4

Figure-4 shows that 61 (67.77%) and 10 (11.11%) respondents of NITK are satisfied and highly satisfied respectively with the available ICT infrastructure. 12 (13.33%) respondents are less satisfied and 7 (7.77%) respondents are not satisfied with the available ICT infrastructure of NITK.

6.0 Conclusion

It is evident that NIT Kurukshetra is a resourceful learning centre for its students. Library users including students and faculty members are very much aware with the latest technological developments have been established in the field of education and research. They are familiar with the various databases and e-resources related to their concerned field. Majority of the respondents spent sufficient amount of time on Internet and in using various ICT services. Most of the users use Internet and other related service for the purpose of education and communication and they are satisfied enough with the existing ICT infrastructure in the institute and library as well. With the all good practices; respondents also face some shortcoming while using ICT services, they experience slow speed of Internet, junk material on Internet and lack of desired information/material beside these users are facing problems due to of lack of training and limited terminals. But as NIT Kurukshetra is a leading educational centre of the country, these small barriers can be removed by putting some extra efforts.

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