

Usage of Electronic Resources by the Research Scholars of REVA University: A Study

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Abstract - Tremendous advancement in Information and Communication Technology has its impact on all walks of life. The advent of Internet and the World Wide Web has particularly impacted Library and Information domain. Library and Information Centers today play an important role in enhancing the quality of academic environment and influence basic and core activity of the research centers. They help the users to identify and access the variety knowledge resources in different formats such as electronic information resources in academic institutions. The purpose of this paper to it understands the usage pattern of electronic information resources in an academic institute by the research scholars. A survey method is adopted to know the frequency of use, level of satisfaction with different resources, and the problems encountered while using electronic information resources at REVA University, Bengaluru.

Keywords: REVA University, Electronic Information Resources, Library Services, User Studies

I. INTRODUCTION

Tremendous advancement in Information and Communication Technology has its impact on all walks of life. With the advent of internet and WWW, electronic learners have access to an overwhelming range of information sources available at the click of mouse. In building virtual library, librarians have the challenges to provide electronic learners with directions. A virtual library can link electronic learners to all electronic resources which include electronic books, journals, theses, reports etc. Currently, majority of the libraries have become the electronic information resources centers having access to subscribe content, open access journals, open access archives, few websites and institutional repository, all in electronic format.

Electronic library refers to a library system, in which information is stored electronically and made accessible through electronic systems and networks. Such a library would have a wide spread use of electronic media for the storage, retrieval and dissemination of information. The electronic information resources have occupied a major portion of library collection in the 21st century. The value and use of information resources, particularly electronic resources, have increased with the time. This study aims to understand the value of electronic information resources in REVA University from the user's point of view.

A. About REVA University

REVA University was established in the year 2012 and is situated in Bangalore in 45 acres of land with all infrastructural facility. The REVA University currently offers the graduate, post-graduate and diploma programs in Engineering, Architecture, Science and Technology, Commerce, Management Studies, Law and Arts & Humanities.

REVA University library is located in an independent spacious block with 3315 sqm area. Open access shelf arrangement is followed in the library. At present, library stock includes 80000 books, 23500 reference books, 13000 e-books, 12000 e-journals, 400 project reports and number of E-thesis, E-question papers and E-faculty publications. REVA University library is a part of VTU Consortia.

The users of library include 470 faculty form different streams, 350 Research Scholars and 10,000 students. Library is kept open form 8.00 am to 12.00 midnight. Below, figure 1 is the image of REVA University Central library and the home page to Electronic Information Resources.

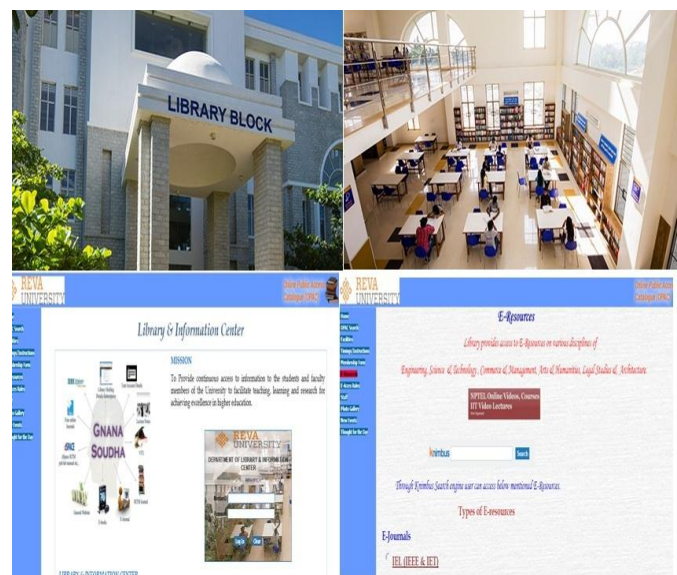


Fig. 1 REVA University

II. OBJECTIVES OF THE STUDY

1. To determine the frequency of use of the Electronic information resources by the research scholars of the REVA University
2. To study the purpose of them in using Electronic information resources.
3. To study the level of satisfaction of researchers while using electronic information resources.
4. To study the problems in using Electronic information resources.
5. To understand their requirements in using Electronic information resources.

III. LITERATURE REVIEW

Yalman and Kutluca (2012) conducted the study on interface features, differences, ease of use, comprehensibility for users and the advantages and disadvantages of the system in the processes of e-library designing and finally author conclude that today the internet is one of the basic tools in giving library services and also it is necessary for university to adopt the concept of e-library and take electronic librarianship while structuring their library services.

Thanuskodi and Amsan (2013) conducted a study to determine the usage of electronic resources amongst students of JJ college of Engineering and Technology and the result indicates that today electronic publishing is treated as the speedy, accurate and effective way of communication among engineering professionals.

Sharad & Sing (2014) have examined concept associated with Electronic Information Resource such as frequency of use, level of use etc. at Banaras Hindu University. Shivaraja (2015) conducted the study to determine the usage of Electronic Information Resource amongst nursing students and faculty members and the author reports that although electronic resources provide faster and reliable information, still user's preference is print resources.

Chohda (2015) has examined the preference, importance, purpose and problems of electronic resources in Punjab University library. Author recommends providing the user training and new techniques to handle new technology.

Imsong and Kharbudn (2016) conducted a study on information literacy on usage of e-resources in academic libraries. According to author one of the challenges that librarians are facing in the electronic era is how to make the users know of the availability of the e-resources and the skills to acquire appropriate information from the collection of e-resources.

Yebowaah and Plockey (2017) have analyzed that awareness of electronic resources amongst users is high but they have observed that utilization of Electronic Information Resources is low and they have recommended few measure to improve the uses of Electronic resources.

IV. METHODOLOGY

The questionnaire survey was conducted to collect the primary data from the research scholars of REVA University. 100 Google form questionnaires were mailed to the Research scholars. All the 100 users responded to the survey. Hence, 100% response is used for data analysis and interpretation.

V. DATA ANALYSIS AND INTERPRETATION

The structured questionnaire had 7 questions. The responses are tabulated and analyzed below.

TABLE I USER AWARENESS

No. of User	Yes in %	No in %
100	100	Nil

The table indicates that all the 100 respondents are aware of the electronic information resources. The trend supports the argument that more and more libraries in 21st century are embracing Electronic Information resources.

TABLE II THE FREQUENCY OF THE USAGE

No. of User	Daily in %	Weekly in %	Monthly in %	Whenever Required in %
100	63	21	10	06

From the above table, it is clear that majority of research scholars are using electronic resources on a daily basis. This is understandable, because the major activity of the researchers centers on information and access. There are 21% of Research scholars who say that they consult electronic information resources on a weekly basis followed by 10% who use once in a month. We presume the second and third category would be using printed resources for research work. There is yet another category amounting 6% who use electronic information resources whenever required. As per our hypothesis more respondents must have used Electronic information resources with better frequency. Although 63% is a good number, more than 80% would have substantiated the hypothesis.

It is a strange observation from the table III that 93% of respondents are very much satisfied with electronic question papers, followed by 63% Web OPAC. Since the research scholars were the target audience of the survey, this response is not justified. It was expected that they would record 'very satisfied' for Electronic journals, Electronic books, electronic thesis etc. However the second option 'somewhat satisfied' represents higher value for Electronic thesis, Electronic Reference Resources, Electronic Books, electronic journal respectively. The option 'Neutral' is selected majorly for DELNET facility. This is probably due to lack of awareness about DELNET facility amongst the respondents.

TABLE III LEVEL OF SATISFACTION

	Very Satisfied in %	Somewhat Satisfied in %	Neutral in %	Somewhat Dissatisfied in %	Very Dissatisfied in %
Electronic book	18%	69%	13%		
Electronic Journals	31%	54%	9%	6%	
Electronic Reference Resources	23%	71%	6%		
Electronic Thesis	22%	78%			
Electronic Question papers	93%	07%			
Open access Resources	43%	57%			
Web OPAC	63%	35%	2%		
DELNET Facility	24%	43%	33%		
NPTEL Facility	53%	47%			
Intuitional repository	38%	53%	9%		

However, it is glad to observe there are very little response for 'somewhat dissatisfied' and no response for 'very dissatisfied'.

TABLE IV PURPOSE OF USING ELECTRONIC INFORMATION RESOURCES

S. No.	Purposes	%
1	Dissertation / Project	78
2	For Research purpose	100
3	To write peer reviewed journal articles	96
4	To write books / book chapter	56
5	To prepare for seminar /conference presentation	89
6	To plan for a program / activity	95
7	To evolve innovative ideas / techniques	64
8	To review the work done in a given area	76
9	Curriculum design	58
10	For self-improvement	67

All the 100 respondents are using EIR for the purpose of research, thus proving the hypothesis. Using information resources while writing research papers for journals is another important options chosen by the research scholars. The trend of users at REVA University is in the right direction while considering their response for this question. They have also mentioned that Electronic Information Resource is helpful in getting innovative ideas and techniques. This is particularly appreciable, because currently innovation is viewed as key to success.

Lack of awareness about the relevant information is identified as the major problem. So, there is a need for awareness building by way of a) arranging training programs from experts, b) email alerts from time to time from library about the resources, 3) grabbing any opportunity to publicize about E-resources etc. There are 68 respondents who have said that the resources are insufficient. This may be due to lack of awareness also. As one can see, REVA university library has access many electronic information resources. Training users to build

search skills is another important aspect which needs to be addressed by the library staff.

TABLE V PROBLEM FACING WHILE USING ELECTRONIC INFORMATION RESOURCES

S. No.	Problems	%
1	In-sufficient Electronic Resources	68
2	Lack of awareness of relevant information resources	79
3	Un-organized information content	37
4	Lack of proper guidance from the library staff	57
5	Poor knowledge of searching skills	52
6	Inadequate number of computer terminals	19
7	Poor Internet connectivity / Speed	35
8	Frequent Changes in URL	38
9	Frequent power cuts	11
10	If any other, please specify	

Library staff should be pro-active to educate users regarding the newer formats of information. Internet speed, Volatile hyper-links to the resources, content organizations etc are the other problems identified by the research scholars. Measures should be taken to fix the problems identified by the scholars.

Finally, authors wanted to know if the researchers have any suggestion to make about the newer types of resource. Research scholars have requested for remote access facility to use Electronic Information Resource. This is a clear indication of the fact that Electronic Information Resources are increasingly becoming the choice of researchers in general and REVA University in particular. They wish to use the resources from other locations also.

VI. CONCLUSION

Advantages of electronic information resources are innumerable. Faster access, any time any where access, ease of use are some of the benefits discussed by many library service providers. Additionally, special features of

electronic information such as hyper text linking, graphics, audio, video and animation helps in better understanding textual information. It is quite clear that information in digital format or electronic format is the 'future' in universities and institutions of higher learning. Therefore, a study of this kind will help the management to understand the requirements of the user community in the new information age. Accordingly, libraries of the 21st century can be equipped to help the user community, particularly research scholars who are the back bone of science and technology development in the country.

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