

Perception of PG Students Regarding Library E-Resources & Services: A Case Study of Faculty of Social Sciences, University of Jammu

Sumaira Jan*, Shabir Ahmad Ganaie**

Abstract

The findings of the study evidently reveal that that majority of Social Science students prefer to use print resources compared to e-resources. It is observed that Social Science students are moderately aware about the various types of e-resources which become evident from the fact that only 40-50% of them are aware of e-journals and e-books among the various types of e-resources. On the other hand low level of awareness is witnessed among students about various e-services among Social science students since less than 40% of students are aware about these services. Moreover, the utilization of e-resources and services has also been low among students that may be attributed to lack of awareness among them. So far as the problem faced by students in use of e-resources and services is concerned lack of orientation emerge out to be most potential challenge for the students. Accordingly due to an array of challenges combined with lack of awareness, majority of the students are not satisfied with e-resources and services available in the library. However, despite the fact students have positive perception towards the e-library resources and services which is obvious from the various advantages perceived by the students. In this milieu it is highly recommended that although university libraries strive hard to offer e-resources and services to their users however to put them to use, they need to sensitize the students towards the potential benefits of using e- resources and services through strong orientation programmes besides other suitable techniques.

Keywords: University Libraries, ICT, E-Resources, E-Services, Perception of Students

Introduction

University libraries represent the highest epitome of knowledge managing organization right from their inception. In line with the same commenting upon the

essence and functioning of university libraries Aguolu and Aguolu (2002) state that “*the basic functions of any university is to conserve the existing knowledge, to transmit knowledge through teaching, and to create new knowledge through research*”. Thus, the key rationale for the establishment of a library in a university is to satisfy the intellectual needs of the user community it serves viz; faculty, researchers, and students (Chaudhry, 1994) that can be accomplished by helping the patrons in identifying relevant information resources to provide right information to the right users at the right time. Although, in past the task of information dissemination to their patrons was carried out through conventional manual means using conventional information formats. However, the past scenarios have been completely transformed due to emergence of ICT that revolutionized the performance and service prototype of all institution and organization and library is no exception to it (Kamila, 2009). These technology enabled development have created new-fangled prospective as well as challenges for libraries in formation, endorsement, dissemination as well as in storage of information (Madhusudhan and Nagabhushanam, 2012). Since, the emergence of ICT not only changed the formats of information resources but the means through which these resources are offered to their users that transformed the ‘conventional library’ into ‘automated library’. Accordingly, with these transformations when information resources are increasingly becoming accessible through electronic and digital means, university libraries become bound to introduce e-service. Since, the key endeavor of these services is to expand the available collection of information resources as well as to enhance the value to their content by making them available through electronic means so that patrons of the university community can

* Research Scholar, Department of Library & Information Science, University of Kashmir, Jammu & Kashmir, India.
Email: Sumaira.mattoo@gmail.com

** Sr. Assistant Professor, Department of Library & Information Science, University of Kashmir, Srinagar, Jammu & Kashmir, India. Email: shabir311@rediffmail.com

access and use them anytime and anywhere thereby eliminating the physical barriers (Bagudu & Sadiq, 2013). Thus in contemporary epoch e-resources are considered a fundamental element of information sources to provide competent services to the information seekers in most effective manner (Mirza & Mahmood, 2012). Since, the advent of the electronic era has chiefly transformed the needs and expectations of library patrons (Sarkar, 2012). In this milieu university libraries are nowadays make every effort to meet the information needs of the academic as well as research community through enhancement of their services and their information resources through the application of ICT (Bagudu & Sadiq, 2013). However, despite the fact the real aim of university libraries will not be achieved until and unless its resources and services are fully utilized by their patrons for satisfying their intellectual needs. In this milieu an effective approach to augment the potential utilization of information resources and services is to make certain that the patrons are aware about the availability of a varied resources and service. Consequently it's imperative to know about the perception of students regarding the e-information resources and services available in the library in terms of ease of access, level of awareness and satisfaction to establish whether the library are striving in right direction to sustain their existence through the accomplishment of their real aim i.e. satisfying the information needs of users in a best possible way. Since, exploration of patron perceptions offers an insight into their intent to use e-library services and resources besides highlighting the problem towards wider acceptance of e-library systems as a whole (Matusiak, 2012).

Review of literature

In view of immense importance to ascertain the users' perception about e-information resources and services an array of research studies were conducted by the researchers to bring to light the perception of users in terms of awareness, use, satisfaction and attitude towards library e- resources and services. In this milieu this section attempts to highlight some of the studies exploring the user's perception towards e-resources and services.

Commenting upon the significance of ascertaining users perception Kim (2006); Thong, Hong and Tam (2004); Hong, Thong, Wong and Tam (2002) opined that the users perception about ICT enabled libraries play a key role in their recognition along with potential effective use. In

this milieu Tammaro (2008) examined the perceptions of digital library users in Italy. The author observed optimistic attitude of users towards these libraries. In line with Bagudu & Sadiq (2012) co-witnessed the findings among Malaysian university library users who are having positive attitude towards e-library services. Moreover, the author observed high level of awareness and utilization among the students. Sheeja (2010) examined the perceptions of undergraduate students about digital library system in India. The results revealed that majority of students surveyed were potentially using the campus e-library for academic purposes and were by and large satisfied with its functionality. In the same vein Harun (2006) investigated the use, perceived usefulness and satisfaction with e-resources. The analysis of the study revealed that OPAC was the most used library resource. Besides majority of students perceive e-resources as valuable information tools for satisfying their information needs. Ahmad & Panda (2013) surveyed the awareness and use of e-information resources the users of Indian institutes in Dubai international academic city (DIAC) which reveal that although 100% of respondents are using e-resources at their respective libraries. Yet, there is lack of awareness among the respondents concerning the effective usage of e-resources, more particularly the CR-ROM databases and OPAC services commenting upon the satisfaction among users with e-library resources and services Reddy and Ali (2006) delineate about the satisfaction of users with respect to ICT base services available in the library which revealed high satisfaction among users about the available services. In line with same Khan (2012); Singh and Kumar (2012) observe that majority of students were found to be partially satisfied by the infrastructural facility for accessing e-journals. Contrarily Tunji, Abdulmumin and Adisa (2011) examined the users perception about the e-resources in Nigerian University which reveals, frequency of e-resource usage is very low among the users due an array of reason which includes lack of awareness to e-resources provided by the library; power outage, ineffective communication channels, slow network and inadequate searching skills. Patel and Patel (2012) observe that users do not get access to appropriate services in order to use the e-resources, access to web database, WEB OPAC, online journals in the library that leads to utmost dissatisfaction among users. In line with same Ibrahim (2004) emphasized on types of barriers responsible for low use of e-resources among university library users, which includes language barrier, lack of

awareness to e-resources offered by the library besides ineffective communication channels.

Scope

The scope of the study is limited to the perception of PG students from faculty of Social Sciences of University of Jammu. Accordingly students were selected from various departments based on random sampling.

Purpose

Nowadays university libraries offer e-information resources and services to their patron in order to persuade their information needs in every possible manner. However, despite the fact that university libraries strive hard for making these resources and services available and accessible to users their significance can be justified only when they are potentially used by the target patron. Consequently, it becomes significant to know what patrons actually perceive about the available e-resources and services to justify their existence in university libraries. In this perspective present study attempts to highlight PG student's perception about the e-resources and services based on chosen parameters.

Objectives

1. To evaluate the awareness among scholars about the e- library resources and services.
2. To examine the level of usage among PG students.
3. To find out students perceptions about the e-library resources and services offered by the library.
4. To determine the level of satisfaction about the e-library resources and services offered by the library.
5. To underline the problems encountered by the Students in using the e-library resources and services.

Methodology

The study was carried out through general survey method using questionnaire as a data gathering tool. A sample size of 120 PG students was selected from the faculty of Social Sciences in which questionnaires were randomly distributed among the students from various departments of the same faculty of University of Jammu. In addition to questionnaire, interview method was also employed to enhance the data gathered from the students wherever it

was found to be required. Subsequently, the data gathered were analyzed to accomplish the set objectives of the study.

Data Analysis and Interpretation

1. Use of information sources by the PG students

Table 1: Use of Information Sources by the PG Students

Information sources	No. of PG Students
Books (Print)	108 (90)*
Journals (print)	35 (29.16)
Reference sources (print)	89(74.16)
Newspapers (print)	90(75)
Magazines (print)	60(50)
Theses & Dissertations (Print)	48(40)
E-journals	37(30.83)
E-books	48(40)
ETD's	9(7.5)
Online reference sources	33(27.5)
Online magazines	20(16.66)
Digitized Manuscripts	0
Online Repositories	0

**Data in Parenthesis represent Percentage*

Note: Total no. of users exceeds the actual no. since multiple options are allowed

In faculty of Social Sciences, preponderance 90% of students prefers to use print books, followed by 75% of students using newspapers while as printed reference sources are being used by 74.16% of students. On the other hand ETD's emerge out to be least used sources preferred by only 7.5% of students. However, it is pertinent to mention that none of the students are using Digitized Manuscripts and Online Repositories (Table 1).

2. Awareness about the E-Resources among Students

Majority 50% of students are aware about e-books followed by 40% who are aware of e-journals. Only 29.166% of them are proverbial about online magazines whiles 27.5% are aware about online reference sources. On the other hand least no. of just 12.5% students is aware of ETD's. However, it is pertinent to mention that none students are aware about Digitized Manuscripts and online repositories (Table 2).

Table 2: Awareness about the E-Resources among Students

Information resources	No. of PG Students
E-journals	48(40) *
E-books	60(50)
ETD's	15(12.5)
Online reference sources	33(27.5)
Online magazines	39(29.166)
Digitized Manuscripts	0
Online Repositories	0

*Data in Parenthesis represent Percentage

Note: Total no. of users exceeds the actual no. since multiple options are allowed

3. Awareness of E-Library Services among Students

Table 3: Awareness of E-Library Services among Students

Services	No. of PG Students
Library Website	62(51.66)*
Alerting services (like article or book alert)	15(12.5)
Current awareness service	18(15)
SDI	10(8.33)
E-document delivery/distribution of electronic publication	10(8.33)
Online instructions to use products and services in libraries	25(20.833)
Virtual tours of library	0
Virtual reference desk/ Ask a librarian	10(8.33)
Library Blogs	10(8.33)
E-mail based services	21(17.5)
Podcasting/ Vodcasting	18(15)
OPAC	42(35)

*Data in Parenthesis represent Percentage

Note: Total no. of users exceeds the actual no. since multiple options are allowed

Preponderance 51.66% of students is aware about Library website followed by 35% who are aware of OPAC. Only 20.833% of students are proverbial about online instructions to use products and services in libraries. On the other hand below 20% of the students are aware about other type of e-services. However, none of the students are aware about Virtual tours of library (Table 4).

4. Use of E-Library Services by the Students

Table 4: Use of E-Library Services by the Students

Services	No. of PG Students
Library Website	36(30)*
Alerting services (like article or book alert)	0
Current awareness service	10(8.33)
SDI	0
E-document delivery/distribution of electronic publication	0
Online instructions to use products and services in libraries	0
Virtual tours of library	0
Virtual reference desk/ Ask a librarian	0
Library Blogs	0
E-mail based services	10(8.33)
Podcasting/ Vodcasting	0
OPAC	30(35)

*Data in Parenthesis represent Percentage

Note: Total no. of users exceeds the actual no. since multiple options are allowed

A very low use of e-services is witnessed among the students of university of Jammu which is apparent from Table 4. Preponderance 35% of students prefer to use OPAC services in the university library followed by 30% of students who use Library website. On the other hand just 8.33% of students use Current awareness service and e-mail based services. Moreover, it is evidently observed that none of student use Alerting services (like article or book alert), SDI, e-document delivery/distribution of e-publication, Virtual tours of library, Library Blogs Virtual reference desk / Ask a librarian and Podcasting/ Vodcasting at all

5. Frequency of Using the E-Resources and Services

Table 5: Frequency of Using the E-Resources and Services

Frequency	No. of PG Students
Daily	48(40)*
Weekly	28 (23.33)
Fortnightly	0
Monthly	8(6.66)
Rarely	0
Never	36(30)

*Data in Parenthesis represent Percentage

Note: Total no. of users exceeds the actual no. since multiple options are allowed

Majority of 40% of students use e-collection & services on weekly basis followed by 23.3% of students who use these on daily basis and 6.66% on weekly basis. Contrarily a good portion of 30% students never used e-collection & services at all (Table 5).

6. Means to Learn about E-Resources and Services in the Library

Table 6: Means to Learn About E-Resources and Services in the Library

Mode of awareness	No. of PG Students
Teachers	15(12.5) *
Colleagues/classmates	25(20.83)
Trail & error/self enquiry	80 (66.67)
Library website	0
Library training	0

*Data in Parenthesis represent Percentage

Note: Total no. of users exceeds the actual no. since multiple options are allowed

It is found that preponderance 66.67% of students know about e-resources and services through Trail & error/self enquiry followed by 20.83% who got aware through their Colleagues/classmates while as 12.5% from their teachers respectively. On the other hand it is pertinent to mention that none of the students learn about these resources and services through Library website and Library training (Table 6).

7. Perceived Advantages of E-Resources and Services

Table 7: Perceived Advantages of E-Resources and Services

Perceived advantage	No. of PG Students
Remote Access to information	108(90)*
Limitless availability of information	98 (81.17)
Multiple searching ability	36(30)
Offers Links to additional information	23(19.17)
Quick access to information	47(39.17)

*Data in Parenthesis represent Percentage

Note: Total no. of users exceeds the actual no. since multiple options are allowed

Preponderance 90% of students prefer to use e-resources and services as these offer Remote Access to information there by eliminating the physical behaviour followed by 81.17% of students as it offers access to Limitless

information while as 39.17% use them because it enables them quick access to information. Moreover, 30% of students choose them because of Multiple searching ability while as 19.17% use them because they offer Links to additional information (Table 7).

8. Students Perceptions Regarding E-Resources and Services available in the Library

Table 8: Students Perceptions Regarding E-Resources and Services Available in the Library

Perceptions	No. of PG Students
Enhances the independency in resources searching and Use	36(30) *
Helps to improve the academic learning	24(20)
Have no effect on academic learning	56(46.67)
E- library services are inadequately available in the library	114(95)
E- information resources pertaining to concerned subject are Inadequate	106(83.33)
Quality of available e-services is not up to the mark	90(75)

*Data in Parenthesis represent Percentage

Note: Total no. of users exceeds the actual no. since multiple options are allowed

It is obvious from Table 8 that majority 95% of students agree that e-library services are inadequately available followed by 83.33% who are of the view that e- resources pertaining to concerned subject are Inadequate. 75% of them opined that the Quality of available e-services is not up to the mark while as 46.67% found that they have no effect on academic learning. On the other hand only 20% of them believe that they helped them to improve academic learning in more effective manner.

9. Satisfaction regarding using the e-resources and services available in the library

Table 9: Satisfaction Regarding Using the E-Resources and Services Available in the Library

Level of satisfaction	No. of PG Students
Extremely satisfied	30(25)*
Satisfied	22 (18.33)
Uncertain	12(10)
Dissatisfied	36(30)
Extremely Dissatisfied	20(16.67)

*Data in Parenthesis represent Percentage

Table 9 divulges that 30% of students from Social Science Faculty are *dissatisfied* with the e-resources and services offered in the university library followed by 25% of students who are *extremely satisfied*. Although 18.33% of students are *satisfied* with the services yet again a good portion of 16.67% of students reveals *extreme dissatisfaction* with these resources and services.

10. Main problems encountered while using e-resources and services available in the library

Table 10: Main Problems Encountered While Using E-Resources and Services Available in the Library

Problems	Social Science
No orientation provided by the library	105(87.5) *
Lack of Searching skills	18(15)
Unable to retrieve full-text articles	20(16.67)
Language gap	0
Poor internet access	0

*Data in Parenthesis represent Percentage

Note: Total no. of users exceeds the actual no. since multiple options are allowed

It is evident that provision of e-resources and services has proved to be beneficial from numerous reasons yet there is an array of problems which students encounter in using them to gain their potential benefits. Accordingly some of the problems encountered by the students are highlighted in this section. It is observed that majority 87.5% agree that no orientation is offered to them in using these resources and services while as 16.67% reveal that they are unable to retrieve full full-text articles while as 15% of them face problem in using them due to lack of appropriate searching skills (Table 10).

Conclusion

In present era the technology that is incessantly transforming has made university libraries to modernize and enhance their current services and systems to make certain that their resources and services meet up the students information needs.

The above analysis palpably reveals that PG students from faculty of Social Sciences prefer to use print resources compared to e-information resources which is evident from the fact that (90%) of students prefer to use print resources. So far as use and awareness of e-resources are

concerned it is observed that majority of students although moderate in no. are aware and use e-books and e-journals among all e-resources. Contrarily digitized manuscripts and online repositories are used by none of the students since none of them are aware about the same. Moreover, the non-use of digitized manuscripts may be attributed to the fact that these are mostly used for research purpose which may not be required by students for academic learning.

Commenting upon the e-library services low level of awareness and usage is witnessed among the students which is obvious that majority of students are aware of only library website while as less than 25% are aware about other e-library services. On the other hand usage of services is also low among students which are apparent from the fact that just 35%-30% use OPAC and library website only while as none of the students are aware about other types of services except Current awareness service and e-mail based services. This may be attributed to the fact firstly the users are not aware about the service and secondly the users indicated that no other mentioned services is available in the library.

It is found frequency of using e-resources and services is less among the students which is evident from that fact that just 40% of them use it on daily basis while there are students who don't use them at all.

Moreover, the student's indicated about the major challenges that limit that them from utilizing these resources and services and the key problem indicated is lack of orientation which is evident from the fact that majority of users reveal that they got aware about resources and services through self or trial error methods while as none of the got orientated through library website or staff. This may be the reason that overall the students are dissatisfied with e-resources and services. However, at the same time it is pertinent to mention that despite the fact students have positive attitude towards the e-library resources and services which is indicated through the advantages perceived by the students about these resources and services signifying there importance for the students .

In above context it is highly recommended for the libraries that besides offering e-resources and services there must be proper orientation programmes so that students awareness about the services and techniques to use them can be enhanced in order to make certain that

these resources and services will be potentially utilized by the students thereby achieving the ultimate aim of university libraries i.e. satisfying the information needs of users.

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