USERS BEHAVIOUR TOWARDS PRINT AND ELECTRONIC FORMAT RESOURCES IN CENTRAL LIBRARY, UNIVERSITY OF DELHI

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Abstract   *The present academic environment is captured by information technology. ICT has developed an Internet facility to every academic users and library. But there are many problems to measure the quality of user's interest whether they like print format or electronic format resources available in the university system. To get the solution of these problems I have conducted a survey in University of Delhi Central Library users for knowing their interest in the available electronic or print resources. In this paper I will focus on the usability of the resources among the Delhi University users. After long discussions with users I found that they are more interested to deal with electronic resources rather than print resources. There are many reasons to opt the E-Resources by the users. Now a day's many online resource facilities are provided by the University libraries like e-journals, e-magazines, e-books etc.*

During the collection of questionnaires, I found that there was a huge difference in the proportion of male and female respondents. In totality I found that maximum users are willing to access the electronic resources rather than print. This paper will be of interest of its users, through its analysis of usability towards print as well as e-resources in academic institutions. Delhi University is the core centre of the Academia. So, I choose this university for conducting this research paper.

Keywords: *Print Resources, Electronic Resources, Central Library, Delhi University, Users Behavior*

INTRODUCTION

The present study examines the boundaries on which students and scholars are using print and electronic resources at the Central Library, University of Delhi. They want to meet their information needs through print and e-resources.

Academics have undergone tremendous changes over the years, assuming new dimensions influenced by technology driven applications. In the ICT age the information technology is developing at a very fast speed. The information is being explored largely to the multi-dimensional in the form of print as well as in the electronic form. Almost in the last two decades, all academic libraries of India are moving fast from the traditional library to modern libraries and their users also prefer the electronic format from the print format to collect their information.

Libraries of all sizes and types are using digital collection, although most of the libraries even in these days continuing to offer both print and electronic resources. Information is the basic resources for carrying out a comprehensive research for any academic and research libraries. Information needs, approaches, purposes and sources used by the users for their information seeking behavior, Information can be obtained in two ways Print and Electronic which are defined as:

PRINT & ELECTRONIC DOCUMENTS: DEFINITIONS

"Printing is putting words and images on paper by mechanical means. Books and newspapers are made by printing. Usually, the images are formed by ink. The ink is put on paper in machines called printing presses" [1]. Print formats such as books, magazines, booklets, brochures and newspapers are produced by printers and publishers. All types of written content, except non-print resources.

In the legal term of e-document means is "any information in digital form that is conveyed to an agency or third-party, where "information" may include data, text, sounds, codes, computer programs, software, or databases" [2].

An electronic document is any electronic media content (other than computer programs or system files) that is intended to be used in either an electronic form or as printed output. Originally, any computer data were considered as something internal — the final data output was always on paper. However, the development of computer networks has

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made it so that in most cases it is much more convenient to distribute electronic documents than printed ones. And the improvements in electronic display technologies mean that in most cases it is possible to view documents on screen instead of printing them [3]. The availability of electronic resources will play a significant role in disseminating the information to the users at the right time and the right place. There are many benefits of electronic resources in it.

BENEFITS OF E-RESOURCES

- It is possible to download and print relevant articles from documents.
- Ease of accessing and retrieving relevant articles.
- Ease of utility and multiple access to electronic resources.
- A large number of search engines are available.

CENTRAL LIBRARY, UNIVERSITY OF DELHI: AN INTRODUCTION

University of Delhi was established in 1922 to maintain the highest standard of education in country. Since the day University of Delhi has providing it participation in the higher education system of the county. Now university of Delhi is known as DU. Present location of the DU is in the heart of national capital of India since 01 December 1958. Central Library of the University was started in 1922 with a small collection of gifted books of 1380. Sir Maurice Gwyer, Vice-Chancellor of the University from 1938 to 1950 was instrumental in the blossoming of the Library and transformed into "a place as well of beauty as of learning". Now DU Central library has a hold on 37 departmental libraries in its north campus and reaching to wider academic community. The University of Delhi library has subscribed world's richest academic 63 electronic databases and 21 databases through INFLIBNET Digital Library Consortium to its readers in and off campus. The University library also promotes use of open educational resources to its users. University of Delhi library has more than 1.6 million book, 5,917 E-Books and subscribing 1,217 current periodical print, approximately 43,000 Indian and foreign E-Journals and 640 manuscripts. Approximately 1,44,000 users visited the library every year.

OBJECTIVES OF THE STUDY

- To identify information resources and services provided by Central Library of Delhi University.
- To discover such patterns as types of information needs, approaches, purposes and sources used by the

users for their information seeking in Central Library of Delhi University.
- Exploring the use of information and communication technologies in the Central Library of Delhi University.

PROBLEM OF THE STUDY

There are many problems to measure the quality of user's interest whether they like print or electronic format in the university system. To get the solution of these problems I have conducted a survey in University of Delhi Central Library users for knowing their interest in the available electronic or print resources.

REVIEW OF RELATED LITERATURE

Liu (2006) this study explores that under the Metropolitan University setting, graduate students have used print and electronic resources. Reading priorities and using print and electronic resources varies in different disciplines. Undergraduate students expect a hybrid of print and electronic resources. They want to meet their information requirements through a mix of print and online resources, even if they are different due to supplementing any other type of resource. The circumstances affecting selection of use between digital libraries and traditional libraries are also discussed.

Sharma (2009) they have examined the existence of various e-resource databases in Guru Gobind Singh Indraprastha University Library. They also highlight the preferences and importance of online resources among the teachers and research scholars.

Shukla and Mishra (2011) they are prefer e-resources against print resources because of its various good features, for their research progress and are looking in future to have more e-resources access within university campus with better internet connectivity.

Kalbande; Shinde and Ingle (2013) surveyed 108 faculty members at the Mahatma Phule Agricultural University, India and observed that the impact of e-resources was visible from the decrease in the number of printed documents in comparison to the increase number of electronic resources.

Tripathi; Sonkar and Rajbanshi (2016) this study highlights the purpose of using e-resources, which are the problems used between searching and browsing methods, level of satisfaction and research scholars. Based on the findings, suggestions have been made to optimum utilization of e-resources and to provide effective and efficient library services to our users.

Kumar (2016) this study contacted in Central Library, Guru Angad Dev Veterinary and Animal Sciences University (GADVASU), Ludhiana. It is intended to assess the, purpose for which they are used, amount of time spent in using them, problems in accessing e-journals, search methods used in accessing them, satisfaction with print and e-journals, adequacy of e-journals and training obtained in accessing them.

METHODOLGY

To conduct this research I have distributed 100 questionnaires among library users from different disciplines and various qualifications, mostly students are in the course of master's degree, some are Ph.D, M.Phil or undergraduate. In this questionnaire many general and specific questions were asked from the users. Out of hundred, 85 questionnaire were collected from the respondents remaining have said that they could not fill up the questionnaire. These questionnaires were designed for the purpose of data collection with the goal of achieving high response rates. In this study, statistical package for social science (SPSS) has been used for data calculation.

Gender Wise Distribution

At the time of data analysis it came to my notice that 62% male and 38% female respondents replied at the time of collection of questionnaire in Central Library, University of Delhi.
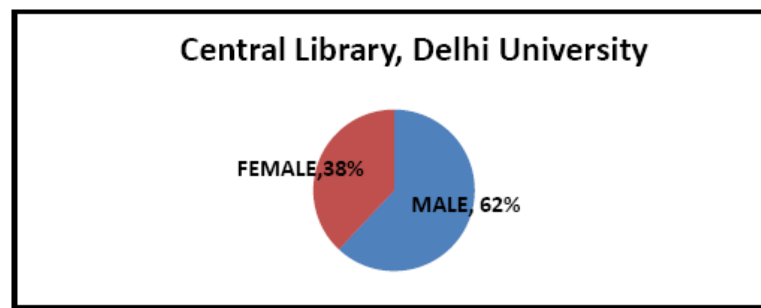

Fig. 1

DATA ANALYSIS

A set of 10 questions were created to gather information about the use of print and electronic resources at the basic level of perceptions, priorities and students. In this group of questions the user had the option of answering yes or no. These questions were divided into two parts, one for electronic resources and one for print resources.

In the questionnaire was designed to find out:

- Ease of Literature Retrieving
- Ease of reading and Marking
- Ease of Access
- Ease of Search
- Ease and faster access about global scenario
- Probability of finding useful information
- Multiple user access
- 24 hours availability
- Ease of exchange literature
- Ease of storage

Ease of Literature Retrieving

- *E-Resources*

  85 of the 100 students of North Campus answered this question. Only 58 (68.2%) respondents say 'yes' and 23 (27.1%) respondents says 'no', while 4 (4.7%) users did not respond. This means that only 81 (95.3%) users have answered this question. I can say that most of the users of this library easily get literature information through electronic resources.

- *Print Formats*

  On the contrary, only 32 users have marked 'yes' for the print format resource, which means that only 37.6% of users believe that their literature can be easily obtained through print format; while 44(51.8%) users say they have replied that literature cannot be retrieve easily by the print format. 9(10.6%) users did not respond. Only 76 (89.4%) users have answered this question.
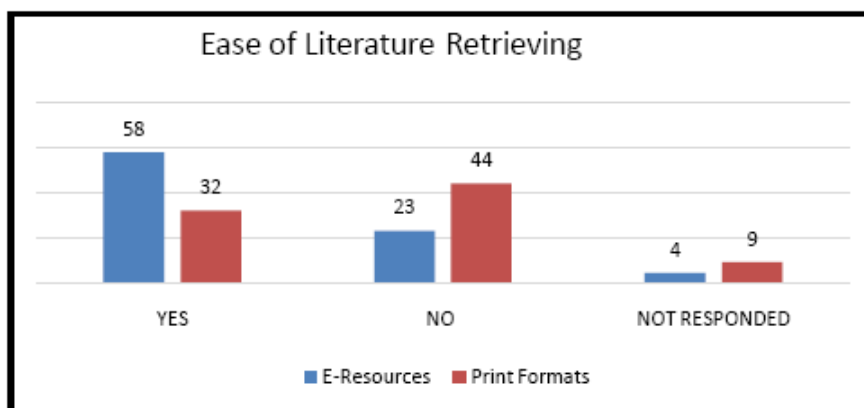
Fig. 2

Ease of Reading and Marking

- *E- Resources*

  In this question 46 (54.1%) respondents says 'yes' and 35 (41.2%) respondents says 'no', while 4 (4.7%) users did not respond. This study is the analysis that only 81 (95.3%) users have answered this question. Most of the users of this library believe that through electronic literature, they can read and mark literature easily.

- *Print Formats*

On the other hand, only 50 users have marked 'yes', which means that only 58.8% of users believe that their literature can be easily read and marked through print format; while 25 (29.4%) users say 'no', they have replied that literature cannot be easily read and marked by the print format. 10 (11.8%) users did not respond. Only 75 (88.2%) users have answered this question.
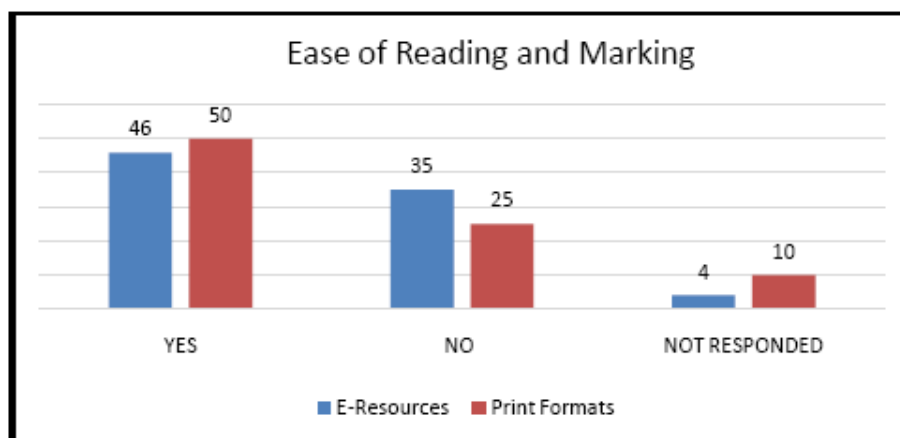

Fig. 3

Ease of Access

- *E-Resources*

  In this question 65 (76.5%) respondents says 'yes' and 16 (18.8%) respondents says 'no', while 4 (4.7%) users did not respond. This study shows that only 81 (95.3%) users have answered this question. More than 76% of users believe that through electronic literature, they can easily access their information and more than 18% of users do not agree with that, the same 4 users have not responded.

- *Print Formats*

  In this question 31 (36.5%) respondents says 'yes' and 45 (52.9%) respondents says 'no', while 9 (10.6%) users did not respond. This shows that only 76 (89.4%) users have answered this question. More than 36% of users believe that through print format literature, they can easily access their information and more than 52% of users do not agree with that, the same 9 users have not responded.
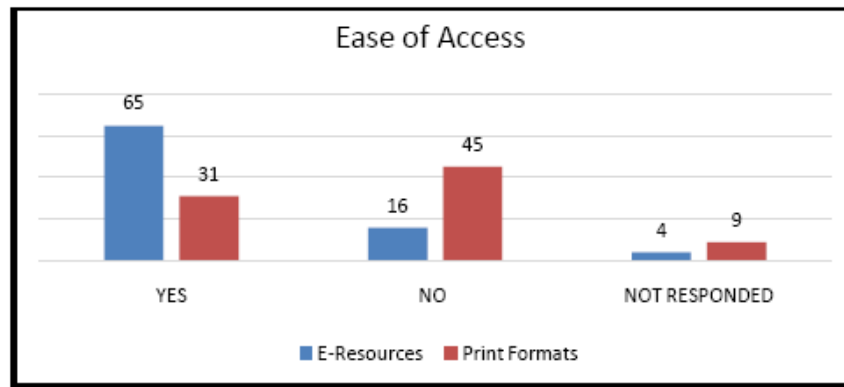
Fig. 4

Ease of Search

- *E-Resources*

  This question reflected the 72 (84.7%) respondents say 'yes' and 9 (10.6%) respondents says 'no', while 4 (4.7%) users did not respond. This means that only 81 (95.3%) users have answered this question. The study shows that most users feel comfortable finding their information electronically. On the other hand, very few users feel uncomfortable to find their information electronically.

- *Print Formats*

  23 (27.1%) respondents say 'yes' and 53 (62.4%) respondents say 'no', while 9 (10.6%) users did not respond. The study shows that only 76 (89.4%) users have answered this question. This means that most users do not easily obtain their information through print format on the other hand; very few users easily find their information through a print format.
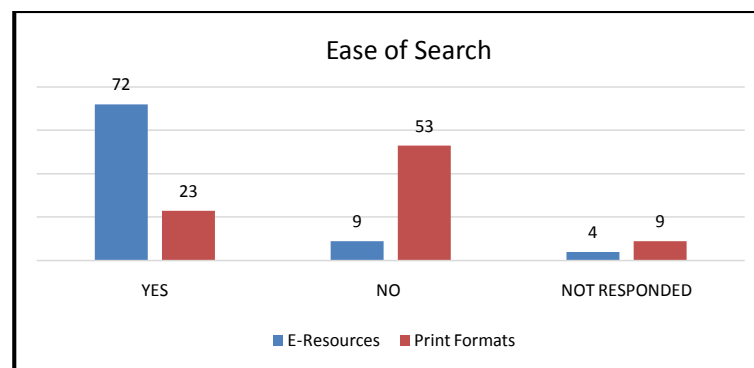

Fig. 5

Ease and Faster Access About Global Scenario

- *E-Resources*

  77 (90.6%) respondents say 'yes' and 4 (4.7%) respondents say 'no', while 4 (4.7%) users did not respond. This means that only 81 (95.3%) users have answered this question. In response to this question, more than 90% of users believe that in a receptive way, information about their subject can be easily and rapidly accessed by the global scenario, more than 4% of users do not agree with this.

- *Print Formats*

  14 (16.5%) respondents say 'yes' and 62 (72.9%) respondents say 'no', while 9 (10.6%) users did not respond. This means that only 76 (89.4%) users have answered this question. In response to this question Only 14 users believe that information can be easily and faster accessed about global scenario through their print resources in a receptive manner. On the contrary, 62 users believe that we cannot get our information quickly through print format.
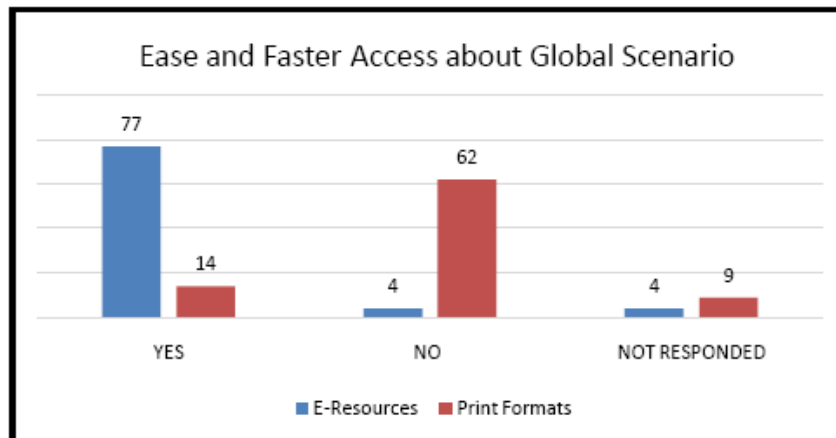
Fig. 6

Probability of Finding Useful Information

- *E-Resources*

  71 (83.5%) respondents say 'yes' and 10 (11.8%) respondents say 'no', while 4 (4.7%) users did not respond. This means that only 81 (95.3%) users have answered this question. Most users (83.5%) believe that the probability of finding useful information is more than electronic resources, but some students (11.8%) do not think of this possibility.

- *Print Formats*

  18 (21.2%) respondents say 'yes' and 58 (68.2%) respondents say 'no', while 9 (10.6%) users did not respond. This means that only 76 (89.4%) users have answered this question. In response to this question, 18 users answered yes, they believe that the possibility of obtaining information about their subjects increases with the print format; while 58 users have acknowledged that the print format is provided by the information cannot be found.
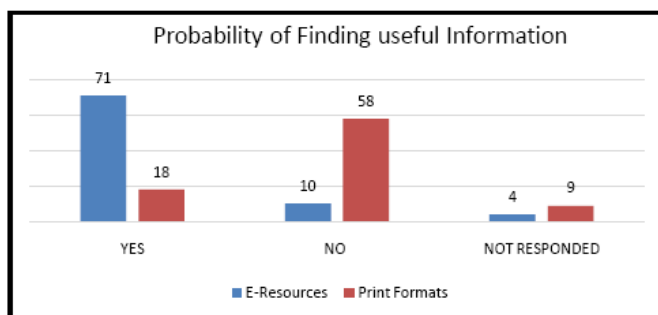

Fig. 7

Multiple user Access

- *E-Resources*

  I found in this study that 70 (82.4%) users believe that many users can use electronic resources together, 10 (11.8%) users do not agree with this, and 5 (5.9%) users did not respond to this question, this question has been replied by only 80 (94.1%) users.

- *Print Formats*

  In response to this question about print resources, only 13(15.3%) users answered yes, they believe that more than one user can use print resources at a time. While 63 (74.1%) users have said that they do not agree with this opinion, they have replied in no and 9 (10.6%) users did not respond to this question, this question has been replied by only 76 (89.4%) users.
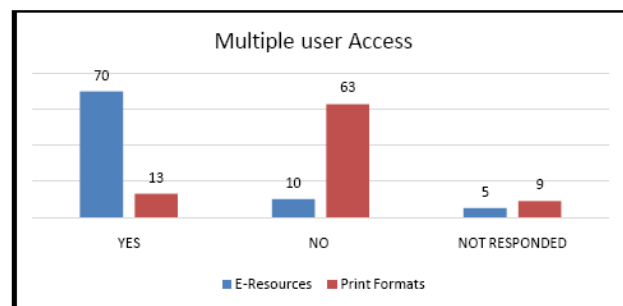

Fig. 8

24 Hours Availability

- *E-Resources*

  With this question I have seen that only 56 (65.9%) users have said 'yes', that is, only believe that we can

reach 24 hours electronic resources, 24 (28.2%) users do not agree, those users believe that we do not access for e-resource for 24 hours and 5 (5.9%) users did not respond to this question, this question has been replied by only 80 (94.1%) users.

- *Print Formats*

  In this question I have found that only 17 (20%) users say that print resources can stay with them for up to 24 hours, which means they can use print resources for 24 hours. But 59 (69.4%) users do not accept this, according to them; print resources are not available for 24 hours and 9 (10.6%) users did not respond to this question, this question has been replied by only 76 (89.4%) users.
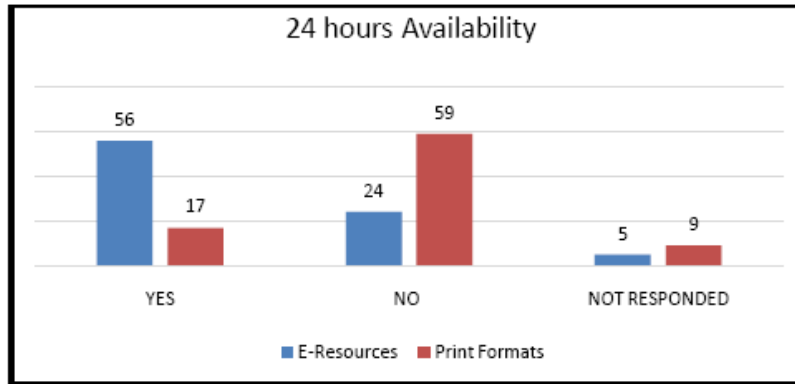

Fig. 9

Ease of Exchange Literature

- **E-Resources**

  In this question I found 67 (78.8%) respondents say 'yes' and 13 (15.3%) respondents say 'no', while 5 (5.9%) users did not respond. This means that only 80 (94.1%) users have answered this question. I would say more than 78% people agree with the fact that they can easily exchange each other with electronic resources. More than 15% of users do not agree with this and 5 users have not responded to this question.

- *Print Formats*

  I found in this question only 18 respondents say 'yes' that means 21.2% users agree with the fact that they can easily exchange each other for print resources and large no. of 58 users says 'no', that means 68.2% of users don't agree with this. They feel print formats are not easily exchangeable, while 9 (10.6%) users did not respond to this question; this question has been replied by only 76 (89.4%) users.
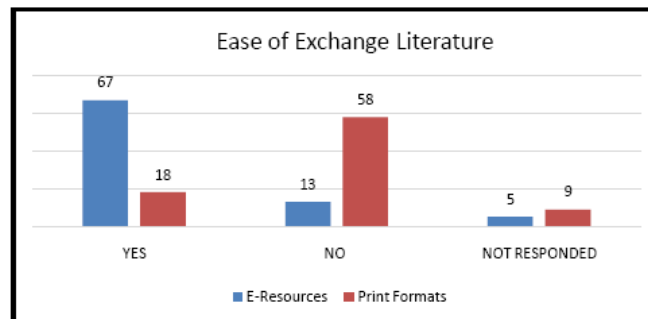

Fig. 10

Ease of Storage

- *E-Resources*

  In this question I found 70 (82.4%) respondents say 'yes' and 10 (11.8%) respondents says 'no', while 5 (5.9%) users did not respond. This means that only 80 (94.1%) users have answered this question. The study analyse that most of them believe that it is easy to store e-resources

- *Print Formats*

  In this question I found only 18 respondents say 'yes' that means 21.2% users agree with the fact that they

can easily store for print resources and 58 users says 'no' that means 68.2% of users don't agree with this they feel print formats are not easily storable, while 9 (10.6%) users did not respond to this question, this question has been replied by only 76 (89.4%) users.
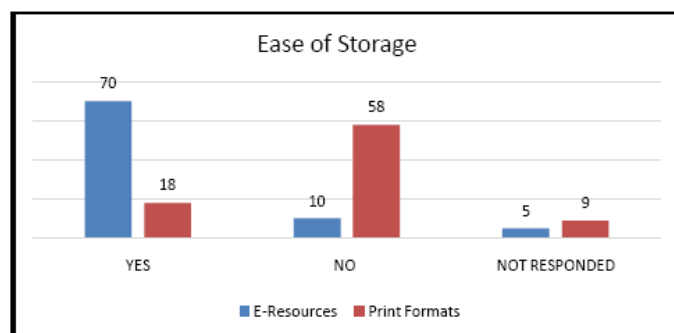

Fig. 11

SUGGESTIONS

- The library should organize orientation programs for the users of effective use of e-resources from time to time. A large number of users, mostly the fresh users are unaware of the use of e-resources.

- Library should open the e-resource 24X7 so that the user can access e-resources at any time

- The library should make a separate department for e-resources in which the staff is experts in ICT.

- Library must ensure the usage statistics of resources for future plan.

- Libraries should also encourage print resources according to users' needs.

FINDINGS & CONCLUSION

Users of Central library of Delhi University have different perceptions and priorities for print and electronic resources. In this study I found that most users prefer to use electronic resources instead of print resources. However the importance of print resources cannot be ignored, especially with regard to reading, marking and 24 hours availability of print resources. This study focuses on the fact that the availability and utility of electronic and print resources in the Central Library of Delhi University, most users like to receive information about their subject electronically due to ease in searching, browsing and on screen reading facilities either or mobile or laptop. Some users prefer print resources for their ease whereas a few prefer to seek information both print and electronically. Through this study, I have come to the conclusion that e-resources dominated the print resources.

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