

Use and User Perception of E-resources by Post Graduate Students : A study at St.Thomas College ,Thrissur

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Abstract: The study explores the use and user perception of e-resources by the post graduate students of St.Thomas College ,Thrissur.It also discusses the awareness of e-resources , user satisfaction , problems that are faced by users while accessing e-resources.The analysis highlighted that e-books were used mainly by the students for academic purpose.In addition to these some suggestions have been put forward for the effective utilization of e-resources by the post graduate students in St.Thomas College.

Keywords: e-resources , post graduate students , Use , user perception

1. Introduction

The Internet and the Web are constantly influencing in the way information is gathered, stored, organized, accessed, retrieved and consumed. The development of new modes of scholarly communication; their potential for delivering goods is quite vast, as they overcome successfully the geographical limitations associated with the print media. The digital revolution has an impact on every sphere of academic activity. Significant transformation has been noticed in collection development policies and practices. Usability of e resources has been increasing with the improved internet facilities. Although libraries have changes in their form of services , they are still responsible for acquiring and providing access to resources to meet the educational ,recreational and informational need of the users.There is a sea change in the user's behavior and attitude in information searching and use. User is highly impatient and time conscious , wants information just now or never. Thus the main purpose of present study is to investigate the user's perception about e-resources.

2. St.Thomas College,Thrissur

St.Thomas College is a 1st Christian colleges in Kerala.It was affiliated to Calicut University.UGC has granted autonomous status to the college recently. The college offers graduate, post graduate and Ph.D level courses in a wide range of subjects. There are 20 departments. The library has an excellent collection of about 92000 books. the library has a digital library with 35 computers.This library also subscribes N-List consortium.Through the N-List project college can access more than 6000+ electronic journal,97,300 + electronic books and a bibliographic database called MathSciNet.

3. Methodology

In order to find out the use and user perception of e-resources among the post graduate students of St.Thomas College ,Thrissur.The population consists of about 200 students and for collecting data

simple random sampling is used. The study used a quantitative approach in which a structured survey questionnaire was used for data collection. A total of 100 questionnaires were distributed. A total of 85 questionnaires were returned back.

4. Objectives

- ❖ To know the awareness of e-resources
- ❖ To study the degree of utilization of e-resources
- ❖ To determine the level of satisfaction of the users on e-resources
- ❖ To study the hindrances in using e-resources
- ❖ To study the users views about e-resources

5. Literature Review

Many studies are conducted in the field of perception of e-resources. Review of related literature can construct the study in an organized manner. Here the investigator used some related studies for understanding the present study. The study according to Sharma & Singh (2009) shows that the use of e-resources is very common among the teachers and research scholars of Guru Gobind Singh Indraprastha University. Majority of the teachers and research scholars dependent on e-resources to get the relevant information. It also advised that the infrastructure and training programme should also be revised as per requirement. Gudadhe (2013) examined the user perception of e-resources in an ayurvedic institution. Central library didn't have any electronic subscription but they were using e-resources at their residence.

4. Data Analysis and findings

Demographic Distribution

The demographic distribution of the respondents is given in table 1

Sl.No.	Gender	No. of Respondents	Total (%)
1	Male	8 (100)	9.41
2	Female	77 (0)	90.59

Table 1 shows that 77(90.59 %) of the respondents are female and only 8(9.41 %) are male. From this it is clear that most students studying in post graduate level are females very few males are studying the pg programmes.

Awareness of e-resources

E-resources were used by the respondents. Their awareness about e-resources is presented in Table 2

Table 2 - Awareness of e-journals

Sl.No.	Awareness	No. of Respondents	Total (%)
1	Yes	85 (100)	100
2	No	0 (0)	0

In table 2 students were reported in the survey as being aware of e-resources. This indicated user knowledge of the availability of e-resources , their services and the extent made use of them.

Information about e-resources

The respondents were asked to indicate the sources for gathering information about e-resources. The results are summarized in the table 3

Table 3 - Information about e- journals (multiple responses)

Sl.No.	Information about e- journals	No. of Respondents	Total (%)
1	Teachers	61	71.76
2	Through Library website	28	32.94
3	Colleagues	50	58.82
4	Through Library Staffs	6	7.06
5	User orientation	2	2.35

Table 3 reveals that many of the students (71.76 %) got information about e-resources from their teachers., 58.82 % are aware from colleagues , 32.94 % students depend library website for gathering information. Very few students getting information about e-resources through library staffs and user orientation.

Place of Access

There are different places available to the students for accessing the e-resources. The users were asked to indicate their opinion about where the places are used for accessing information

Table 4 – Access of e-resources (multiple responses)

Sl.No.	Place of access	No. of Respondents	Total (%)
1	From Library	58	68.23
2	From Home	44	51.76
3	From Internet Café	7	8.23
4	From mobile devices	30	35.29

Table 4 revealed that a good number 58 (%) of students are accessing e-resources from the library.% of students are accessing e-resources from home , % are from mobile devices and few of users accessed e-resources from internet café.

Preference for using e-resources (multiple responses)

There are different type of e-resources for the information retrieval. The users were asked to indicate their preference of the type of e-resources used.

Table 5 – Preference in usage of e-resources

Sl.No.	Preference	No. of Respondents	Total (%)
1	E-books	60	70.59
2	E-journals	17	20
3	E-dictionaries	6	7.06
4	E-encyclopedias	36	42.35
5	E-thesis	10	11.76
6	E-newspapers	9	10.59
7	CD-ROM	2	2.35
8	Online databases	8	9.41

Table 5 shows that majority of the students 60 (70.59%) prefer to use E-books , second highest of users prefer e-encyclopedias with 36(42.35%) and 17 (20%) made use of e-resources. The rest of the electronic resources ,e-thesis , e-newspapers , e-dictionaries were comparatively less used.

Frequency of use

In order to find out the frequency of using e-journals, the respondents were asked to indicate the frequency of using e-resources.

Table 6 - Frequency of use

Sl.No.	Frequency	No. of Respondents	Total (%)
1	Daily	15	17.65
2	Twice in a week	17	20
3	Once in a week	13	15.29
4	Occasionally	40	47.06

Table 6 revealed that 40 (47.06 %) students used e-resources occasionally,17 (20%) students used e-resources twice in a week , where as 15 (17.65 %) used e-resources daily and 13 (15.29 %) used once in a week.

Purpose of using e- resources

The respondents were asked to give reasons as they use e-resources. The various purposes of using e-resources are tabulated in Table 7

Table 7 - Purpose of using e- resources (multiple responses)

Sl.No	Purpose	No. of respondents	Total (%)
1	Seminar / Project preparation	79	92.94
2	Examination oriented	31	36.47
3	To update information	18	21.18
4	To prepare competitive examination	19	22.35

5	Leisure reading	10	11.76
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The above table shows that 92.94 % PG students are using e-resources for seminar / project preparation, 36.47 % for examination oriented information , 22.35 % for to prepare competitive examination and 21.18 % for update information. Similarly 11.76 % of PG students use e-resources for leisure reading.

Satisfaction with information available in e-resources

Respondents were asked to about the level of satisfaction of information available in e-journals.

Table 8 - Satisfaction with information available in e-resources

Sl.No	Internet Facility	No. of Respondents	Total (%)
1	Fully Satisfied	43	32
2	Partially Satisfied	42	68
3	Total	85	100

Table 8 indicated that 43(32 %) of students were satisfied with the information available in e-resources. This is against 42(68 %) students who were not satisfied with information in the e-resources.

Reasons for e-resources

Table 9 - Respondents were requested to indicate their specific reasons for using the e-resources.

Sl.No.	Reasons	No. of Respondents	Total (%)
1	Easier access to Information	55	64.70
2	Faster access to information	40	47.06
3	Access to a wide range of information	35	41.18
4	Low cost	10	11.76

Table 9 revealed that majority of students preferred to use e-resources in comparison to print resources 55 (64.70 %) of them consider e-resources as easier access to information, 40(47.06 %) considered it faster access to information, where as 35 (41.18 %) considered it access to a wide range of information.10(11.76 %) students also use them because they are less expensive.

Preference of e-resources than print resources

Electronic resources along with printed sources have become an integral part of library collection. A large no. of electronic resources are being acquired by libraries, so users were asked to indicate their preference.

Table 10 - Preference of type of resources

Sl.No	Type of resources	No. of Respondents	Total (%)
1	Print	22	25.88
2	e-resources	63	74.12
3	Total	85	100

Table 10 shows that majority of the respondents (74.12%)were prefer electronic resources than print resources. While 25.88 % agree that they prefer print sources than electronic sources

Problems faced by the users

There are various problems associated with the access of e-resources. The various problems encountered are given table 11

Table 11- Problems faced by the users (multiple responses)

Sl.No	Problems	No. of Respondents	Total (%)
1	Lack of subject coverage	19	22.35
2	Lack of training	6	7.06
3	Lack of confidence	2	2.35
4	Lack of time	27	31.76
5	Slow downloading	37	43.53
6	Too much information is retrieved	9	10.59
7	Time consuming	13	15.29
8	Cost	14	16.47

The above table shows that 43.53 % of students facing problem of slow downloading ,lack of time (31.76%) , Lack of subject coverage (22.35 %) , Cost (16.47 %) , Time consuming(15.29%) , too much information is retrieved (10.29 %) are the major problems facing by the majority of the users. In addition these it can be see from the table that , lack of training , lack of confidence are other problems encountered while accessing electronic resources.

Conclusions and suggestions

The emergence of internet particularly, the World Wide Web as a new media of information delivery trigger proliferation of web-based full text online resources. The technology provides an

unparalleled media for delivery of information with greater speed and economy. From this study it is revealed that majority of the respondents in the St.Thomas colleges were aware about the e-resources in their field of study. Large students are using e-resources for their academic work. This emphasizes that the e-resources have a significant role in library collections. It is also determined that most of the students faced problem of slow downloading problem. At the same time the level of satisfaction of the students with the usage of e-resources is a mixed result. Most of the users were accessing e-resources from the library itself. So it is proved that the college libraries providing maximum level of services to the users. The results from the study revealed that e-resources were preferred by respondents because they were more useful, time saving, easy to use, more informative and less expensive. The success of the libraries depends on the attitudes of the librarians due to the advancement and emergence of modern Information and communication technology and user community, because they are the key responsible persons for initiating changes, innovations and for planning and implementations of ICT in their libraries. The usage of e-resources in India is rapidly increasing and traditional libraries are now on their way to digitization in a phased manner. The financial constraint of different academic colleges creates a problem to acquire necessary IT equipment and infrastructure. In India INFLIBNET have taken steps to develop a consortium where college, university and research libraries can join for subscription to e-resources. Also the library and information professionals have to keep watch for fewer technological changes in the use of e-resources.

This study pointed about the need of training program to create awareness among the students to utilize the e-resources more fruitfully. The online resources available in the library play a prominent role in facilitating access to the required information to the user in an expeditious manner. The study witnesses that the web-based electronic resources have become most popular tools in academic library now. Library needs skilled and sufficient staff and sufficient fund to fulfill all the necessities of the users and to be competent in the world. The library staffs of the college library have to spread more awareness on e-resources especially e-journals. In this context the website of the college and newsletter of the institution should highlight the available e-resources in the library regularly. Higher speed Wifi-campus needs to be developed, so that users can use online e-resources within the campus. Library needs to arrange various user orientation and training programmes for the optimum use of available e-resources. Also pilot trials of various e-resources for specific user groups need to be introduced.

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