# Use of Electronic Resources by Postgraduate Students of Krantiveer Vasantrao Naik Arts, Commerce and Science College Nashik, Maharashtra (India)

**Sharad Avhad\***

## Abstract

This paper presents and analyses the effectiveness of electronic resources in Krantiveer Vasantrao Naik Arts, Commerce and Science College Nashik, Maharashtra (India). On the basis of users' satisfaction is evaluated. A survey method was used to conduct this research. Out of 200 Postgraduate students the researcher selects 75 students from different departments of in the user's survey. A total of 75 well-structured questionnaires were distributed to gather information related to uses of electronic resources and the 70 filled questionnaires were collected from students and analysed, classified and tabulated by employing simple statistical methods. The study reveals that majority of the users of Krantiveer Vasantrao Naik Arts, Commerce and Science College library keep themselves abreast of developments in electronic resources, services and their proper utilisation in the field of academic and research. The result showed a growing interest in e-resources among the students and also found that slow downloading and blockage of website is the hurdle in proper utilisation of electronic resources. The survey further reveals that the majority of postgraduate students are aware of the usage of e-resources and services.

**Keywords:** E-Resources, User-Studies, Usage Analysis, Library Services, College Libraries, User Awareness

## Introduction

In the realm of education, the evolution of electronic resources and services within libraries has marked a transformative shift (Haleem et al., 2022). These technologies have become pivotal in disseminating academic knowledge, blending both scholarly information and local wisdom for the benefit of the academic community (Academy for Educational Development, 2002). In the contemporary landscape, e-resources and services hold a substantial position among the myriad sources of information, facilitating efficient access for information seekers.

At the Krantiveer Vasantrao Naik Arts, Commerce and Science College library, a diverse array of on-site and remote electronic full-text resources is accessible to patrons. The library is committed to pursuing excellence across various endeavours, encompassing services, collections and inter-library cooperation. This commitment ensures unfettered access to a wealth of information and knowledge. Moreover, the library is dedicated to providing students with exceptional guidance in discovering and appraising resources for their academic pursuits.

## Literature Review

Assessing library resources and user satisfaction is crucial for evaluating library services. The success of any library hinges on meeting user demands with efficient services. Many global studies focus on the use of e-resources and services by students, teachers and researchers.

Nadiri and Mayboudi (2010) depicted that higher education institutions were keen on understanding the academic community's perceptions and service excellence to attract, meet the needs of and retain

---
\* Librarian, K.V.N. Naik, Arts, Commerce and Science College, Canada Corner, Nashik, Maharashtra, India.
  Email: avhadsharad1@gmail.com

students. Ababio et al. (2012) highlighted the importance of periodic evaluations of libraries by their users. Sohail and Alvi (2014) concluded a study at JN Medical College, AMU Aligarh, finding that all students were aware of and satisfied with e-resources' reliability for retrieving quick information. Garg and Tamrakar (2014) evaluated e-resource usage among postgraduate students and faculty at IIT Kharagpur, noting their frequent utilisation of available resources and recommending user awareness programs for improvement. Kwadzo (2015) investigated database awareness and usage among University of Ghana students, suggesting increased promotion by librarians, particularly subject librarians, for databases and research guides to students and faculty.

Recent studies have explored the use of electronic information resources in research institutes and academic libraries. Kannappanavar and Madhu (2016) delved into the usage patterns of scientists in South Indian Plantation Crops Research Institutes, highlighting their reliance on library visits for accessing periodicals and electronic resources, predominantly using departmental and home resources. Jangra and Sharma (2019) examined library utilisation among PG students and scholars at Kurukshetra University, indicating a strong preference for electronic collections and suggesting training sessions to enhance services. Meanwhile, Saini and Kaur (2019) concentrated on e-resource utilisation in DAV College Libraries in Haryana by students and faculty, stressing the importance of these resources in improving academic work quality and advocating for libraries to evolve and meet user expectations. Additionally, studies conducted during the COVID-19 period investigated the use of e-resources by library users and the evolving role of library professionals. Veer and Panda (2021) focused on e-resource usage statistics at Chandigarh University Library during the pandemic, highlighting effective utilisation despite access challenges. Panda and Sharma (2021) explored the responses of libraries and LIS professionals amid the pandemic across 59 libraries, emphasising the demand for online services, positive feedback on 'ask a librarian' facilities and the necessity for skill enhancement in the digital era.

## Objectives

The objectives of the study are as follows:

- Study the purposes for which e-resources are used by the students.
- Determine the level of satisfaction among the users of electronic services.
- Know the benefits of e-resources over the conventional documents.
- Identify the problems faced by the students while accessing and using e-resources.

Respondents were randomly selected sitting at the campus library from different departments. The total population of library users was very large and it was not practical to survey the entire population and to conduct in-depth research. Therefore reasonable, manageable and convenient samples are randomly selected from the College. Out of the 75 distributed questionnaires, 70 were completed and returned an overall response rate is 93%.

## Data Analysis

### Purpose of using Electronic Resources

The users use electronic resources for many purposes. According to the respondents, 50.0% users mostly used electronic resources for learning, 42.85% used e-resources for current information, 7.15% used electronic resources for research see Table 1. Here, it is found that, more than half of respondents used e-resources for learning purposes.

**Table 1: Purpose of using Electronic Resources**

| Sr. No. | Purpose of Using Electronic Resources | Respondents | Percentage |
|---------|----------------------------------------|-------------|------------|
| 1 | Learning | 35 | 50% |
| 2 | Current Information | 30 | 42.85% |
| 3 | Research Purpose | 5 | 7.15% |
| Total | | 70 | 100% |

### Users' Awareness of E-Resources

Table 2 reveals the awareness of e-resources among the students. Students were found that they aware about e-book 35 (50%). Students were aware of E-quick Reference. About 22 (41.22%) students were aware about E-database, 30 (42.85%).

**Table 2: Users' Awareness of E-Resources**

| Sr. No. | Descriptive Statistics of Users' Awareness of E-Resources | Respondents | Percentage |
|---|---|---|---|
| 1 | E-book | 35 | 50.00% |
| 2 | E-database | 30 | 42.85% |
| 3 | E-Journal | 5 | 7.15% |
| 4 | Online public access catalogue | 62 | 88.70% |
| 5 | E-quick reference | 22 | 41.22% |

## Electronic Services in Library: User Satisfaction Statistics

The descriptive statistics presented in Table 3 show that respondents were very satisfied with Training Programme on information literacy, and electronic/virtual reference service (64.28%, and 71.42%). Respondents were satisfied with internet enabled workstations, current awareness service and selective dissemination of information service (60.00%, 78.57% and 54.28%). There were no negative answers from respondent.

**Table 3: Statistics of User Satisfaction About Electronic Services in Library**

| Sr. No. | Electronic Services in Library: User Satisfaction Statistics | Respondents | Percentage |
|---|---|---|---|
| 1 | Training programme on information literacy | 45 | 64.28% |
| 2 | Internet enabled work-stations | 42 | 60.00% |
| 3 | Electronic/virtual reference service | 50 | 71.42% |
| 4 | Current awareness service (CAS) | 55 | 78.57% |
| 5 | Selective dissemination of information (SDI) | 38 | 54.28% |

## Search Options Used

Table 4 describes 61.42% students were using Boolean logic for searching e-resources, whereas 77.14% students were using weighted term searching, 74.28% students were using subject term (Truncated) searches and 71.42% students preferred using full-text search. The conclusion from the analysis may be drawn that majority of

respondents are aware of the search options for accessing e-resources. The highest preferred 136 (97.14%) respondents are using weighted term search technique.

**Table 4: Search Options Used**

| Sr. No | Search Options Used | Respondents | Percentage |
|---|---|---|---|
| 1 | Boolean operators (AND/OR/NOT) | 43 | 61.42% |
| 2 | Weighted term search | 54 | 77.14% |
| 3 | Subject term (trun-cated) search | 52 | 74.28% |
| 4 | Full text search | 50 | 71.42% |

## Benefits of Electronic Resources Over Conventional Documents

The advancement in digital and electronic technologies and the recent proliferation of electronic publishing across the globe have brought in a revolution in electronic publication, access, subscription and delivery mechanism. Presently e-resources have become the largest and fastest growing areas of digital collections for most of our libraries and it has many benefits. Some of the important benefits of e-resources extracted from the views of the respondents are as shown in Table 5.

It is inferred that 48 (68.57%) students feel, e-resources are time saving, 44 (62.85%) students said that e-resources are easy to use 38 (54.28%) students admitted that these are more informative, 42 (60%) students stated that these are more useful, 40 (57.14%) students advocate that the e-resources are more preferred compare to printed resources.

**Table 5: Benefits of Electronic Resources Over Conventional Documents**

| Sr. No. | Benefits of Electronic Resources Over Conventional Documents | Respondents | Percentage |
|---|---|---|---|
| 1 | Time saving | 48 | 68.57% |
| 2 | Easy to use | 44 | 62.85% |
| 3 | More informative | 38 | 54.28% |
| 4 | More useful | 42 | 60% |
| 5 | More preferred | 40 | 57.14% |

## Problems Faced While using Electronic Resources and Services

**Table 6:** **Problems Faced While using Electronic Resources and Services**

| Sr. No. | Problems Faced While Using Electronic Resources and Services | Respondents | Percentage |
|---|---|---|---|
| 1 | IT infrastructure is not good | 25 | 35.71% |
| 2 | Electronic resources are not adequate for needs | 18 | 25.71% |
| 3 | Blockade of websites | 42 | 60% |
| 4 | Slow downloading | 9 | 12.85% |
| 5 | Library timing is not suitable | 8 | 11.42% |
| 6 | Library staff is not co-operative | 6 | 6.66% |

The respondents were asked to furnish details regarding any problems faced while using e-resources & services and their answers are provided in Table 6. About 25 (35.71%) students stated that IT Infrastructure is not good. Nearly 18 (25.71%) students responded that e-resources are not adequate for their needs. A total of 42 (60%) students stated that some of informative websites are blocks in library. Nine (12.85%) students complained that slow downloading is a problem faced while accessing the internet. Complaints of inconvenient library timing accounted and co-operation of library staff are 8 (11.42%) 6 (6.66%) of student of library responses, respectively. The gamut of problems confronted by the respondents is based upon serious infrastructural bottlenecks creating stumbling blocks for wide use of e-resources.

## Overall Satisfaction Level of E-Resources and Services

**Table 7:** **Overall Satisfaction Level of E-Resources and Services**

| Sr. No. | Overall Satisfaction Level of E-Resources and Services | Respondents | Percentage |
|---|---|---|---|
| 1 | Dissatisfied | 04 | 5.71% |
| 2 | Slightly satisfied | 02 | 2.85% |
| 3 | Satisfied | 28 | 40% |
| 4 | Very satisfied | 32 | 45.71% |
| 5 | Extremely satisfied | 04 | 5.71% |

The respondents were asked questions regarding their overall satisfaction level regarding e-resources and services. Four (5.71%) students were 'Dissatisfied' and 2 (2.85%) students were 'Slightly satisfied' with the electronic resource and services. About 28 (40%) students were 'Satisfied' 32 (45.71%) students were 'Very satisfied' and 04 (5.71%) students were 'dissatisfied' with e-resources and services. The highest 32 (45.71%) respondent are very satisfied and only 4 (5.71%) respondents are dissatisfied with library electronic resource and services.

## Findings and Suggestions

The study highlights the impact on users' awareness and effective utilisation of available resources, despite encountering constraints. Findings indicate a significant interest among students in frequent use of e-resources and services. A majority of respondents are aware of the available search options for accessing these resources. However, the study identifies challenges faced by users, including inadequate IT infrastructure, website restrictions, insufficient user skills and a perceived lack of support from library staff in utilising e-resources and services effectively. Additionally, the study suggests that further research employing broader scopes or diverse sampling methods could offer deeper insights into this crucial area.

## Conclusion

E-resources and services have emerged as indispensable assets in today's academic landscape, serving as cornerstones for educational institutions and contributing substantially to national development. The effective utilisation and management of these resources are pivotal for both academic organisations and nation-building endeavours. Therefore, there arises a pressing need to harness these resources efficiently to maximise their impact.

Moving forward, it is imperative for academic institutions to not only emphasise the availability but also the

strategic utilisation of e-resources and services. This includes continual investment in updating, expanding and promoting these resources to meet evolving academic demands. Additionally, fostering a culture of digital literacy and skill development among both faculty and students will amplify the utility and relevance of these resources. Collaborative efforts between libraries, information technology departments and faculty members will be instrumental in ensuring the seamless integration and optimal use of e-resources in the academic curriculum.

Moreover, the findings of this study, while successful in meeting predefined objectives within a limited sample, highlight the need for further exploration. Future research endeavours could focus on conducting larger-scale studies encompassing diverse demographics and institutional contexts to glean deeper insights. A longitudinal study tracking the evolution of e-resource usage patterns and their impact on academic outcomes would provide invaluable insights for refining strategies and optimising these resources for the benefit of the academic community.

## References

Ababio, K. A., Aidoo, E. N., Korankye, T., Saeed, B. I. I., Louis, M., & Nsowah-Nuamah, N. N. N. N. (2012). Modeling student's satisfaction with library services in a tertiary institution: Evidence from Kumasi polytechnic. *Information and Knowledge Management*, *2*(6), 85-94. Retrieved from https://iiste.org/Journals/index.php/IKM/article/view/2654

Academy for Educational Development. (2002). *Technologies for education: Potentials, parameters, and prospects* In W. Haddad & A. Draxler (Eds.), (pp. 1-202). Retrieved from https://unesdoc.unesco.org/ark:/48223/pf0000119129

Bertot, J. C., McClure, C. R., & Ryan, J. (2001). *Statistics and performance measures for public library networked services*. Chicago, IL: American Library Association.

Garg, R. M., & Tamrakar, A. K. (2014). Utilization of electronic resources by the postgraduate students, research scholars and faculty members of Indian Institute of Technology, Kharagpur. *Journal of Scientometric Research*, *3*(2), 75-81. doi:https://doi.org/10.4103/2320-0057.145621

Haleem, A., Javaid, M., Qadri, M. A., & Suman, R. (2022). Understanding the role of digital technologies in education: A review. *Sustainable Operations and Computers*, *3*(3), 275-285. doi:https://doi.org/10.1016/j.susoc.2022.05.004

Jangra, S. K., & Sharma, S. (2019). Usage of library collection and services by the PG students and scholars in the JLN Library of Kurukshetra University, Haryana: A Study. *International Journal of Information Studies and Libraries*, *4*(2), 57-65. Retrieved from https://www.researchgate.net/publication/338712443

Kannappanavar, B. U., & Madhu, K. N. (2016). Usage pattern of e-resources by scientists in select plantation research institutes in South India: A Study. *International Journal of Information Studies and Libraries*, *1*(2), 39-54.

Kwadzo, G. (2015). Awareness and usage of electronic databases by geography and resource development information studies graduate students in the University of Ghana. *Library Philosophy and Practice (E-Journal)*, 1-29. Retrieved from https://digitalcommons.unl.edu/libphilprac/1210/

Maidabino, A. (2010). Collection security issues in Malaysian academic libraries: An exploratory survey. *Library Philosophy and Practice (E-Journal)*. Retrieved from https://digitalcommons.unl.edu/libphilprac/330/

Nadiri, H., & Mayboudi, S. M. A. (2010). Diagnosing university students' zone of tolerance from university library services. *Malaysian Journal Library Information Science*, *15*(1), 1-21.

Panda, S., & Sharma, R. (2021). Role of library professionals in information dissemination during national lockdown: A case study in reference to recent pandemic. *Library Philosophy and Practice (E-Journal)*, 1-18. Retrieved from https://digitalcommons.unl.edu/libphilprac/6479/

Saini, M., & Kaur, B. (2019). Usage and satisfaction with e-resources in DAV college libraries in Haryana. *International Journal of Information Studies and Libraries*, *4*(1), 64-74. Retrieved from https://d1wqtxts1xzle7.cloudfront.net/63191460

Sohail, M., & Alvi, A. (2014). Use of web resources by medical science students of Aligarh Muslim University. *DESIDOC Journal Library Information Technology*, *34*(2), 125-130. doi:https://doi.org/10.14429/djlit.34.2.4006

Veer, R., & Panda, S. (2021). Usage statistics of e-resources during pandemic period: A case study of Chandigarh University library. *Library Philosophy and Practice (E-Journal)*, 1-16. Retrieved from https://digitalcommons.unl.edu/libphilprac/6339/