

# AWARENESS AND USAGE OF E-RESOURCES BY THE LIBRARY USERS OF IIT-DELHI: A CASE STUDY

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**Abstract** *Advancement of e-journal during recent years has given librarians an influential resource to support learning and research. This study is based on the survey (questionnaire) method. A structured questionnaire was designed to collect the data from the PG students, research scholars and faculty members of 10 major departments of IIT- Delhi. The study examines the information source mostly preferred by the users, conduction of training programmes by the library for their users, Users capability to find out the E-Resources, frequency of the use of E-resources by the users, purpose of using the e-resources etc. The studies found that the majority of users preferred e-journals for their academic/ research purpose. IIT-Delhi library provides the user training programme for the maximum use of e-resources. The majority of respondents can easily discover the relevant information from the e-resources offered by the library.*

**Keywords:** *E-resources, Information Usages, User Study, IIT-Delhi, India*

## INTRODUCTION

Acting as the core of learning society, academic libraries not only provide knowledge depository for the institute, but also capture, organize and disseminate information for the institute's community to conduct research<sup>1</sup>. Indian Institute of Technologies (IIT) - Delhi is an apex institutions for technical education and research. The main objective of IITs is to impart world-class training in engineering and technology, and to conduct research in the relevant fields for advancement of learning and dissemination of knowledge<sup>2</sup>. The accessibility to International journals in IIT - Delhi has improved many folds with setting-up of a few Government-funded library consortia. The e-resources accessed by the library users via consortium plays an active role in the e-collection development. Apart from this IIT - Delhi has subscribes thousands of e-journals through their own library arrangement.

This study attempts to present a comprehensive and up to-date overview about awareness, access and usage of e-resources by the library users of IIT - Delhi.

## OBJECTIVES

To analyze the respondents' extent regarding access to e-resources.

- To assess the contemporary use of e-resources.
- To examine the attitude of the faculty members and students towards use of e-resources.
- To know the frequency of the usages of E-resources by the users
- To find out the main reason(s) behind the usage of e-resources.
- To know the sufficiency of E-journals offered by the library.

## LITRERATURE REVIEW

Over the last decade, many researchers have studied the area of awareness, access and usage of e-resources and databases.

Bhat and Mudhol<sup>3</sup> in his research use of e-resources by faculty members and students of Sher-E-Kashmir Institute of Medical Science (SKIMS) found, less number of computer terminals, slow speed of internet and less number of resources are the elementary barrier of library services.

Achonna<sup>4</sup> in his research found, use of e-journal resources were low. Lack of skills, inadequate provision of computers and power outage etc. were the problems faced in use of e-resources. Study concluded the need for the training skills, provision of adequate computers, need to popularise the IT and its usage and to motivate the students to use e-journal resources.

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Joteen Singh<sup>5</sup>, *et al.* executed a study on use of internet-based e-resources at Manipur University to examine the use of e-information focusing on the internet services by post graduate students, research scholars, teachers and non-teaching staff members. Users were using the internet mainly to download the information from web-based resources and web-sites. Lack of power supply and the low speed internet access were general problems faced by users in accessing information from web-based resources.

Baikady & Mudhol<sup>6</sup>, explored use of web resources in learning, teaching, clinical practice, and patient care and found that users prefer web-based resources over traditional library and users perceive that web contains exhaustive information and is easy to use.

Baskaran<sup>7</sup>, revealed that maximum use of library is by faculty of science particularly scientific e-journals for repairing seminars, conferences and other assignments.

Bashorun<sup>8</sup>, *et al.*, found that the frequency of use of e-resources by teaching staff was low, as most of the faculty time is spent on teaching. The study also pointed out some of the problems like lack of awareness to users about electronic resources provided by the library, lack of electricity supply to use computer, slow speed of network, and inadequate searching skills.

## METHODOLOGY

This study is based on the survey (questionnaire) method. A structured questionnaire was designed to collect the data from the PG students, research scholars and faculty members studying/ working in the following departments of IIT - Delhi: Department of Biotechnology; Department of Chemical Engineering; Department of Chemistry; Department of Civil Engineering; Department of Electrical Engineering; Department of Electronics and Computer Engineering;

Department of Humanities and Social Sciences; Department of Mathematics; Department of Mechanical and Industrial Engineering and Department of Physics.

Keeping in mind the basic objectives of the study. The data was personally collected from the aforesaid users. As well as personal interviews were also conducted with library and information professionals to assess the problems relating to use of E-resources offered by library. For the purpose of this study 1355 questionnaires were distributed among the PG students, research scholars and faculty members. Out of 1355 (100%) questionnaires, 812(59.92%) questionnaires were received back duly filled by the respondents in which 409(64%) respondents were PG students, 302(54.51%) research scholars and 101(62.34%) faculty members. The data collected through the questionnaires was scrutinized, classified and tabulated for better understanding and clarity. Published materials and website of the IIT-Delhi libraries were also used to collect additional required information

## DATA ANALYSIS AND INTERPRETATION

### Source Mostly Preferred by the Users

The analysis of information sources preferred by the three categories of users in the library is given in Table 5.1. The result shows that, the majority of users 319 (39.28%) mostly preferred-journals for their academic / research purpose. At the same time a good number of users i.e. 244 (30.04%) preferred print journals. On other hand 157 (19.33%) users also consult the back volumes of periodicals. While 21 (02.58%) users like to prefer other information sources like educational CDs, cassettes, e-books etc. It is noticed that e-journals is the first choice of all the three categories of users followed by printed journals.

**Table 5.1: Source Mostly Preferred by the Users**

S.No	User Category	Print Journals	Back Vol. of periodicals	E-journals	Computerized database	Any Other	Total
1.	PG Students	92 (30.46%)	64 (21.19%)	118 (39.07%)	19 (06.29%)	09 (02.98%)	302 (100%)
2.	Research Scholar	120 (29.33%)	77 (18.82%)	160 (39.11%)	44 (10.75%)	08 (19.55%)	409 (100%)
3.	Faculty Members	32 (31.68%)	16 (15.84%)	41 (40.59%)	08 (07.92%)	04 (03.96%)	101 (100%)
Total		244 (30.04%)	157 (19.33%)	319 (39.28%)	71 (08.74%)	21 (02.58%)	812 (100%)

### Conduction of User Training Programmes by the Library

At this point question asked to the users 'Does library provides the user/reader training programmes for awareness

of the e-resources. The response received back from them is presented in the Table 5.2 Result shows that, majority of the PG students 47.92%, research scholar 45.69% and faculty members 64.35% says that; yes, library provides the

user training programme for the same regularly. Whereas 21.76% PG students, 31.12% research scholars and 11.88% faculty members are not attended any user training

programmes organized by the library. On other hand 26.84% users don't know about training programmes provided by the library.

**Table 5.2: Conduction of User Training Programmes by the Library**

Category of Respondent	Yes	No	I don't Know	Total(%age)
PG students	196 (47.92%)	89 (21.76%)	124 (30.31%)	409 (100%)
Research scholars	138 (45.69%)	94 (31.12%)	70 (23.17%)	302 (100%)
Faculty members	65 (64.35%)	12 (11.88%)	24 (23.76%)	101 (100%)
Total 399 (49.13%)		195 (24.01%)	218 (26.84%)	812 (100%)

### Users Ability to Find Out the E-Resources

Table 5.3 presents the data regarding user's ability to find out the relevant information from the e-resources / databases offered by the library. The majority of respondents 354 (43.59%), pointed out that they can easily find out the relevant information from the e-resources offered by the library. However, 245 (30.17%) respondents are able to access the

information in some extent. On the other hand 133 (16.37%) respondents faced difficulty while gathering of information, whereas a small unit of respondents 80 (09.85%) are not able to find out their required information from the online available electronic resources. After an interview with the users it was noticed that more than 10% users do not utilize their time to proper explore of information from the sources provided by the library.

**Table 5.3: Users Ability to Find Out the E-Resources**

Category of Respondent	Easley	To some extant	With difficulty	Not at all	Total (%age)
PG Students	162 (39.60%)	125 (30.56%)	78 (19.07%)	44 (10.75%)	409 (100%)
Research Scholars	128 (42.38%)	97 (32.11%)	46 (15.23%)	31 (10.26%)	302 (100%)
Faculty Members	64 (63.36%)	23 (22.77%)	09 (08.91%)	05 (04.95%)	101 (100%)
Total	354 (43.59%)	245 (30.17%)	133 (16.37%)	80 (09.85%)	812 (100%)

### Frequency of the Use of E-Resources

Table 5.4 shows the response of users about frequency of using e-resources offered by the library in their relevant subject area. It is appeared from the analysis that 177 (21.79%) users usage the e-resources daily. However 278

(34.23%) users have access the e-resources several times in a week. Whereas 285 (35.09%) users termed as occasional users of the e-resources. On other hand 72 (08.86%) users have never access the e-resources. It is noted that due to tight academic/class schedule they don't have sufficient time to use the e-resources daily.

**Table 5.4: Frequency of the Use of E-resources**

Category of Respondent	Daily	Several time in a week	Occasionally	Never	Total (%age)
PG Students	85 (20.78%)	116 (28.63%)	168 (41.07%)	40 (09.77%)	409 (100%)
Research Scholars	70 (23.17%)	106 (35.09%)	98 (32.45%)	28 (09.27%)	302 (100%)
Faculty Members	22 (21.78%)	56 (55.44%)	19 (18.81%)	04 (03.96%)	101 (100%)
Total	177 (21.79%)	278 (34.23)	285 (35.09%)	72 (08.86%)	812 (100%)

## Purpose to Use the E-resources

Table 5.5 reveals the purpose of using the e-resources by the users. It is found that out of total respondents, the majority the users 520 (64.02%) use the e-resources to search for

full text e-journals as well as to search for abstract / articles from the e-resources, although 167 (20.56%) users used the e-resources offered by the library to search back files of electronic-journals. Similarly 125 (15.39%) used the e-resources for searching bibliographic databases.

**Table 5.5: Purpose to Use the E-resources**

Category of Respondent	1	2	3	4	Total (%age)
PG Students	144 (35.20%)	130 (31.78%)	54 (13.20%)	81 (19.80%)	409 (100%)
Research Scholars	90 (29.80%)	93 (30.79%)	55 (18.21%)	64 (21.19%)	302 (100%)
Faculty Members	26 (25.74%)	37 (36.63%)	16 (15.84%)	22 (21.78%)	101 (100%)
Total	260 (32.01%)	260 (32.01)	125 (15.39%)	167 (20.56)	812 (100%)

- (i) To Search for full text e-journals. (ii) To search for abstract/ articles from the e-resources.  
 (iii) To search bibliographic database. (iv) To search back files of e-journals.

## Sufficiency of E-Journals Delivered by the Library

Table 5.6 shows the views of respondents regarding sufficiency of number of e-journals provided by the library to fulfill the information requirement of the users. The majority

of respondents 473 (58.25%) responded that there are sufficient numbers of e-journals are made accessible online with the help of library. while 169 (20.81%) are not satisfied with present number of e-journals accessible. However 170 (20.93%) respondents do not responded in this regard.

**Table 5: Sufficiency of E-Journals Delivered by the Library**

Category of Respondent	Yes	No	I don't Know	Total (%age)
PG Students	228 (55.74%)	76 (18.58%)	105 (25.67%)	409 (100%)
Research Scholars	178 (58.94%)	67 (22.18%)	57 (18.87%)	302 (100%)
Faculty Members	67 (66.33%)	26 (25.74%)	08 (07.92%)	101 (100%)
Total	473 (58.25%)	169 (20.81%)	170 (20.93)	812 (100%)

## MAJOR FINDINGS AND RECOMMENDATIONS

The following are the major findings of the present study.

### Source Mostly Preferred

- Highest proportion of the users (39.28%) generally preferred e-journals for their academic / research purpose.
- A good number of users (30.04%) users preferred print journals.
- Although 19.33% users seek their required information from the back volumes of periodicals.

- It is observed that e-resources are most popular among the library users than print resources.

### Conduction of User Training Programmes

- Majority of the respondents (49.13%) state that library regularly conduct the training programme for awareness of the users towards the e-resources.
- Whereas 24.01% users responded that they have not attended any user training programmes conducted by the library.
- It was observed during the survey that those users (26.84%) who hardly ever visit to the library did not aware about such training program executed by the library.

### Users Ability to Find Out the E-Resources

- a. The majority of respondents (43.59%) affirmed that they can easily discover the relevant information from the e-resources offered by the library.
- b. A huge amount of users (30.17%) state that they are able to access their required information concerned to their subject in some extent.
- c. It is experienced that 16.37% respondents faced difficulty while gathering of information from the e-resources / databases offered by the library.
- d. It was found during discussion with the respondents that about 10.00% users do not consume proper time to proper exploring of information.

### Frequency of the Use of E-resources

- a. It is appeared from the survey that 21.79% users usage the e-resources daily to satisfy their academic needs
- b. 34.23% users have access the e-resources several times in a week.
- c. Highest proportion of the respondents (35.09%) occasionally utilizes the e-resources offered by the library.
- d. It is noted that due to very tight academic schedule some of the users do not have sufficient time to execute in searching or utilizing of e-resources every day.
- e. Library has to organize more awareness programmes to make users responsive towards the e-resources.

### Purpose of Using E-resources

- a. Most of the users (32.01%) utilize the e-resources for searching for full text e-journals,
- b. Similar number of users (32.01%) employs of e-resources to obtain abstract/ articles from the e-resources.
- c. 20.56% users make use of the e-resources offered by the library to explore back files of electronic-journals.
- d. 15.39% users utilize the e-resources to discover bibliographic databases.

### Sufficiency of E-Journals Offered by the Library

- a. The majority of the respondents (58.25%) replied that e-resources offered by the library are adequate in numbers.
- b. 20.81% users retorted that e-resources provided by the library are not enough to satisfy their information need.

- c. While 20.93% respondents do not responded in this regard.
- d. It is observed that IIT-Delhi library positively providing plenty amount of e-resources to their valuable users.
- e. Besides, library should have to consider the information requirement of their users and execute necessary provision.

### CONCLUSION

Nowadays E-resources are the most essential for the academicians. Electronic journals opened various opportunity and possibilities for academic and technical libraries. Present study demonstrates that the majority of the respondents utilizes the e-journals in the both formats, print as well e-format. Library conducts the users training programmes for their users regularly. From the above examination it is found that e-resources offered by the library of IIT-Delhi have become the very important part of information for various requirements. All the three category of the library users of IIT-Delhi have tight academic schedule they don't have adequate time to utilize the e-resources consistently. Most of the library users are skilled to explore the required information online. Library ought to need to discover the best approach to give exact information to their users. It could be enhance through electronic SDI services.

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