

# **Exploring The ICT Based Library Resources And Services Usage By Users In The Selected Private University Libraries Of Uttar Pradesh: An Analytical Study**

**Mamta Singh<sup>1</sup>, Dr. Praveen Babel<sup>2</sup>**

<sup>1</sup>Ph.D. Research Scholar Library and Information Science , Banasthali Vidyapith, Rajasthan.

<sup>2</sup>Faculty, Library and Information Science, Banasthali Vidyapith, Rajasthan.

---

## **Abstract**

The research article highlights the ICT based services of private university libraries of Uttar Pradesh and investigated the most frequently used library services by user. The present study also assessing the problems faced by users, user's satisfaction level and find out the level of significance perception towards ICT resources and services of the library. For the study, survey research method was used for getting primary data and 360 respondent's responses were involving for analyzed the data. The result reveals that most of the users are satisfied to the ICT base services which were offered by libraries fewer users were not satisfied.

**Keywords:** Users, ICT- based resources, services, satisfaction, academic library.

## **1.Introduction**

Library and information science is leading role played in acquisition of reading materials, process, storage and dissemination to the actual as well potential users. Due to drastically development of information communication technologies and their adoption by library and information centre's and changing users information taste "Aakar to Nirakar, it is difficulties for developing countries library to fulfill the users information required in traditional way. The previously study reveals that various developing country libraries has not fulfill the information needs of user due to functioning in traditional way, although fewer libraries were adopted information communication technology in library. Information communication technology is pivotal role played to offering new services (Kushawaha, 2018). Further said that adoption of information communication technologies are more beneficial for library, offering new services , enhancing users satisfactions, generation research environment, helping increases institutional raking ( Kushawaha & Verma, 2018).

## **2.Review of literature**

Review of literature is pivotal role played in determining in the existing cap of knowledge. The literature indicated that several study has been conducted about to ICT application and its based services but there no study found usage of users ICT based services in the private university libraries in Uttar Pradesh. Chanda & Sinha (2019) mention in their study, adoption of RFID technology is much beneficial for library such as charging and discharging of books, reducing the theft of reading materials and so on. Information communication technologies are leading role play to offered ICT based services with more efficiency. The study reveals that most of the libraries are using information communication technologies due to day to day increasing print reading materials and having easily functional facilities in it (Ezema & Gbuushi, 2019; Abubakar & Aditimerin , 2015). Adoption of information technologies are expanded the ICT skills and competencies among staff, due to tedious nature of works and more reading materials as well as data is not possible to handle manually (Arnott, 2019). E- resources is demonstrated beneficial for students and faculties for retrieved the new knowledge. The study significant that adoption of information communication technologies is enhancing the teaching and learning. 85.71% agreed that e- resources is more beneficial for research and teaching purpose (Bellary & Kashinath, 2019) assessing the searching information behaviors of users through using OPAC. They found demonstrated users were used title and keywords for searching information their require (Kaushal, Singh & Singh, 2017) Similarly Kumar (2017) conducted a study the use of Web OPAC for searching information in library. Authors found that significant users are using web OPAC services and they were highly satisfied of the offering library services. Library professionals were faced several problems when library are offered ICT based services. They found that most of the libraries were having insufficient funds, fewer staff poor skills and competencies among staff.

## **3.Objectives**

- To explore the usage of ICT based library services by users
- To identify the problems of users while using ICT based services
- To find out the users satisfaction level toward ICT based services
- To know the users perception towards ICT based resources

## **4.Scope and Limitation**

The scope of the study is covered the private university libraries of Uttar Pradesh . The study is consists only four universities libraries Sharda University , Greater Noida,, Galgotias University , Greater Noida ,Integral University , Lucknow, Rama University , Kanpur. The study is limited to users under the scope of the study.

## **5.Research Methodology**

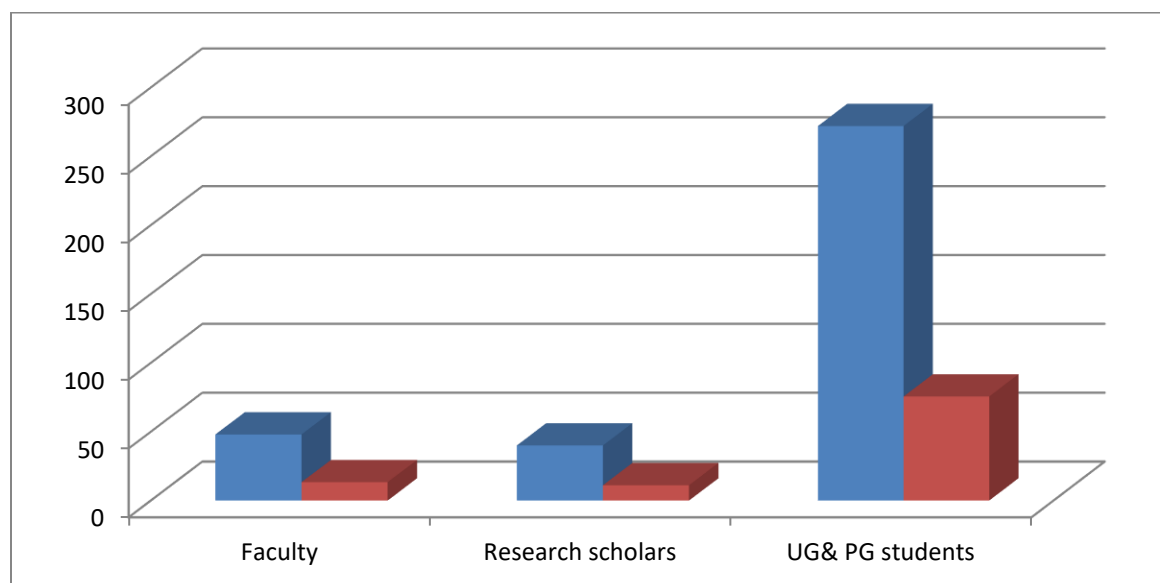
For the present conducted study, survey research method was adopted for getting primary data. The questionnaires was used a tools for collected data. Total 400 questionnaires were distributed out of them 360 questionnaires were received. After the collected data the data was processed and

categorized sequentially on the basis of faculties, research scholars, undergraduate, postgraduate users. The MS- Excel 10.0 was used a tools for analysis of data. The analyzed data has tabulated and figure.

## 6.Data Analysis and Interpretation

**Table 1 - Demographic details**

Demographic details	Response	Percentage
Faculty	48	13.33
Research scholar	40	11.11
UG& PG students	272	75.56
Total	360	100.00



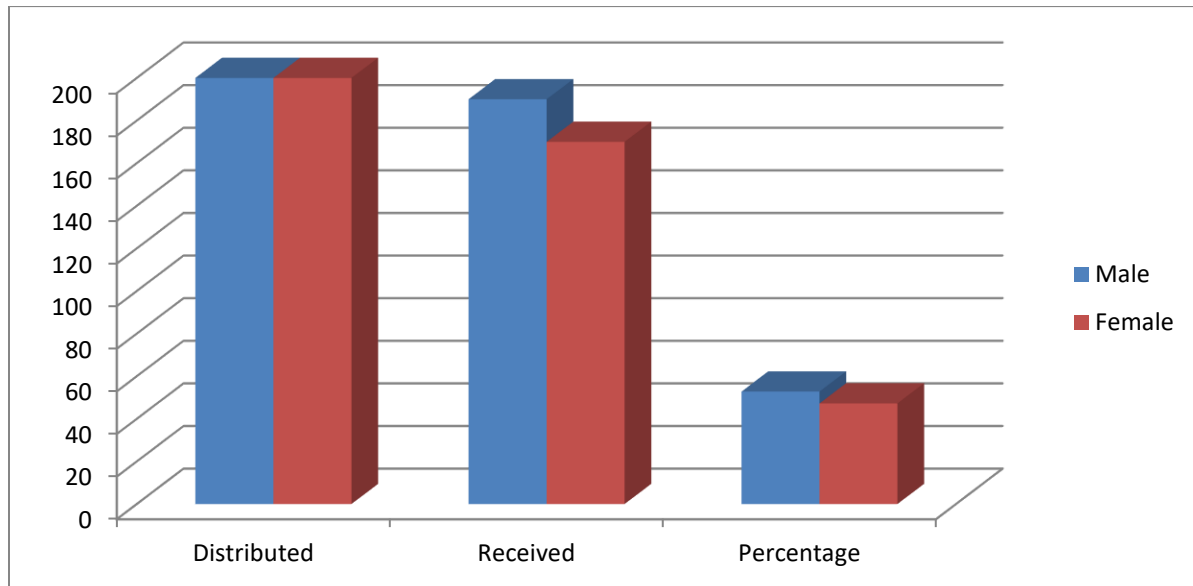
**Figure.1**

The above table and figure shows the demographical details of respondents. The result reveals that 76.56% respondents has taken from UG& PG students, 13.33% respondents has taken as faculties users of library whereas 11.11% out of 360 users has taken research scholars of the university libraries.

**Table. 2 Response rates of questionnaires**

Response rate of questionnaires	Distributed	Received	Percentage
Male	200	190	52.78

Female	200	170	47.22
--------	-----	-----	-------

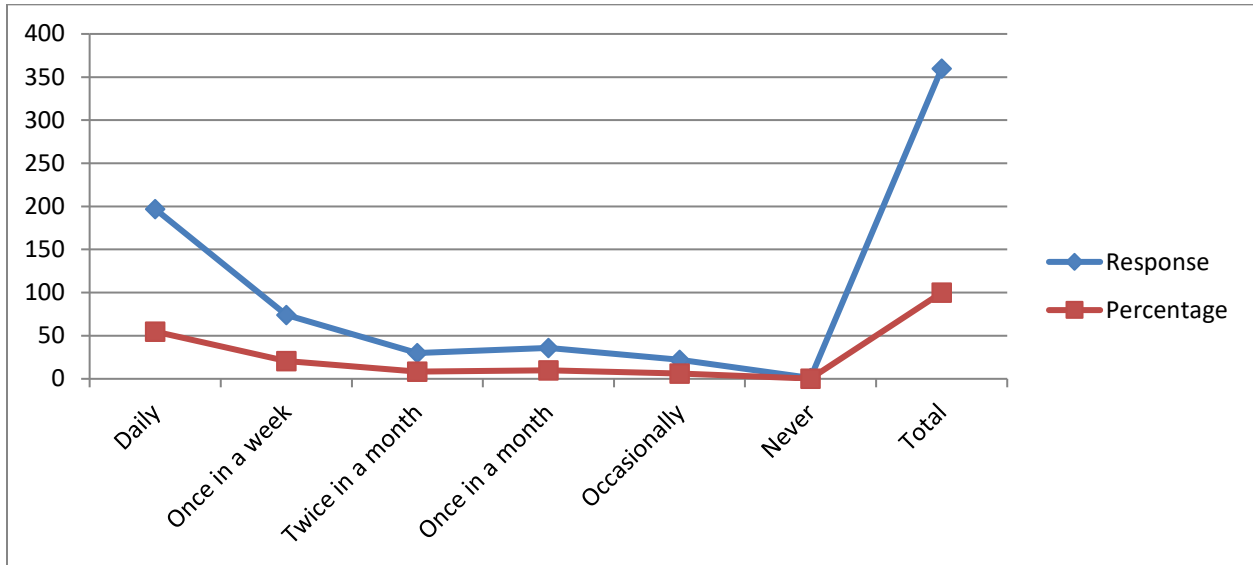


**Figure.2**

The table and figure. 2 presented the response rate of the respondents. The above table and figure presented that 400 questionnaires were distributed equally among male and female users of library out of them 52.78% (190) questionnaires were received from male whereas 47.22%( 170) questionnaires were received from female users.

**Table. 3 Frequency of users visited library**

Users visited library	Response	Percentage
Daily	197	54.72
Once in a week	74	20.56
Twice in a month	30	8.33
Once in a month	36	10.00
Occasionally	22	6.11
Never	1	0.28
Total	360	100.00

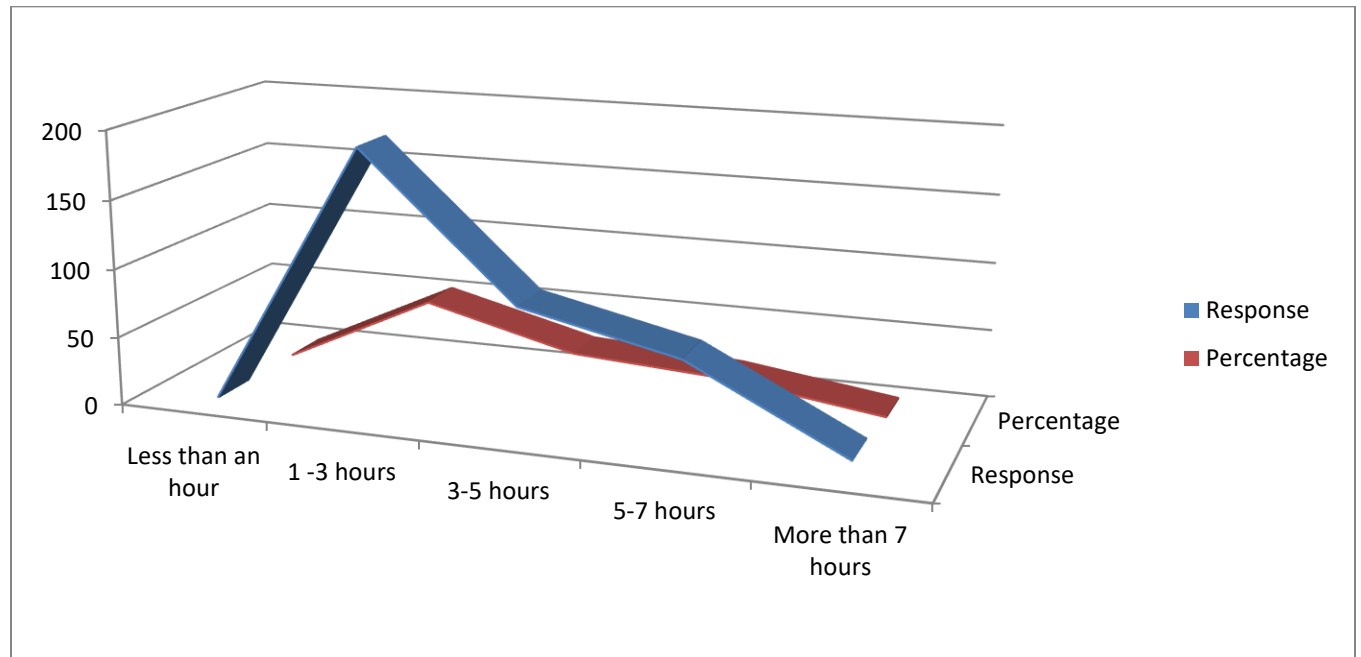


**Figure.3**

The above table and figure presented the frequency of users visited library. The result indicates that 54.72% users has daily visited library, followed by 20.56% once in a week, 8.33% twice in a month, 10% once in a month, 6.11% occasionally and 0.28% users has not visited the library.

**Table.4 Time spending of users in library**

Time spending of users in library	Response	Percentage
Less than an hour	1	0.28
1 -3 hours	193	53.62
3-5 hours	91	25.28
5-7 hours	66	18.33
More than 7 hours	9	2.5
Total	360	100



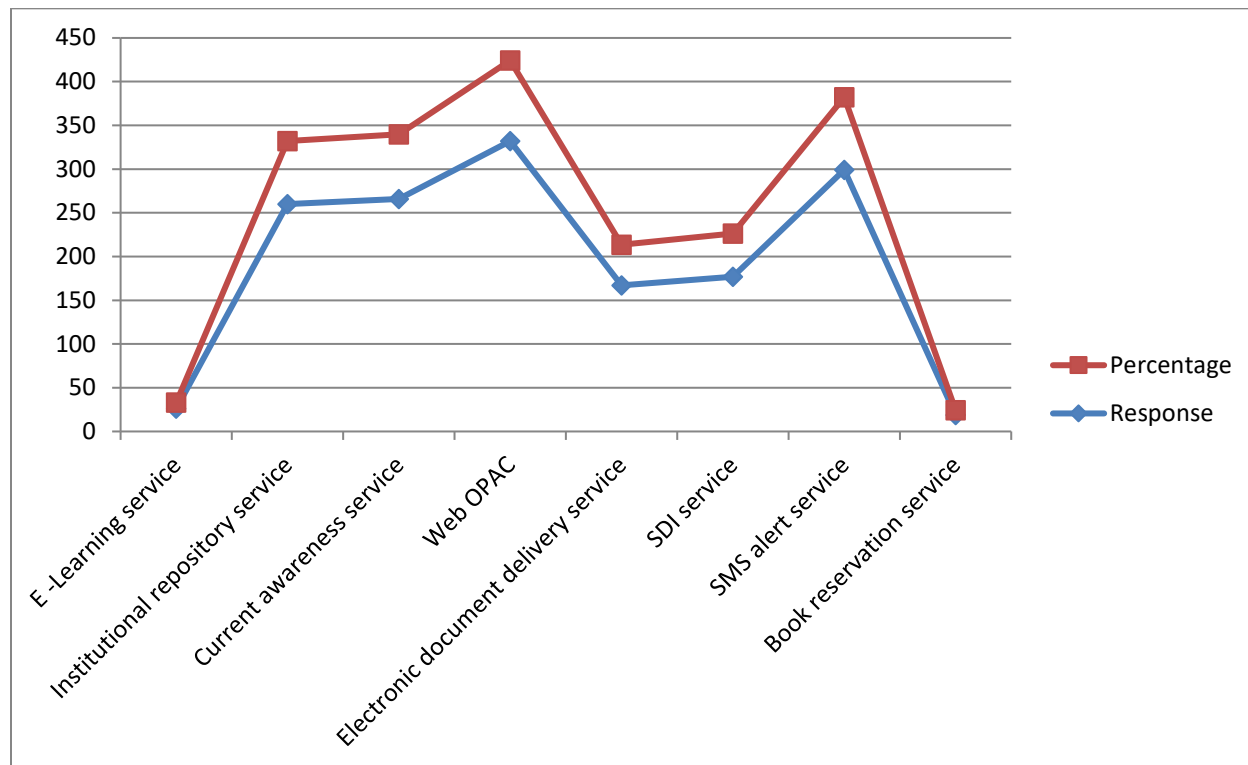
**Figure.4**

The table and figure 4 shows the time spending of users in library. The study reveals that very fewer users has spending less than an hour i. e. 0.28% followed by 53.62 users has spending 1- 3 hours; 25.28% users spending 3.5 hours; 18.33% users has spending 5-7 hours; 2.5% users has spending more than 7 hours in library.

**Table.5 Users awareness about to ICT- based Library services**

Users awareness about to ICT- based Library services	Response	Percentage
E -Learning service	26	7.22
Institutional repository service	260	72.22
Current awareness service	266	73.89
Web OPAC	332	92.22
Electronic document delivery service	167	46.39
SDI service	177	49.17
SMS alert service	299	83.06
Book reservation service	19	5.28

\*Multiple responses may be allowed



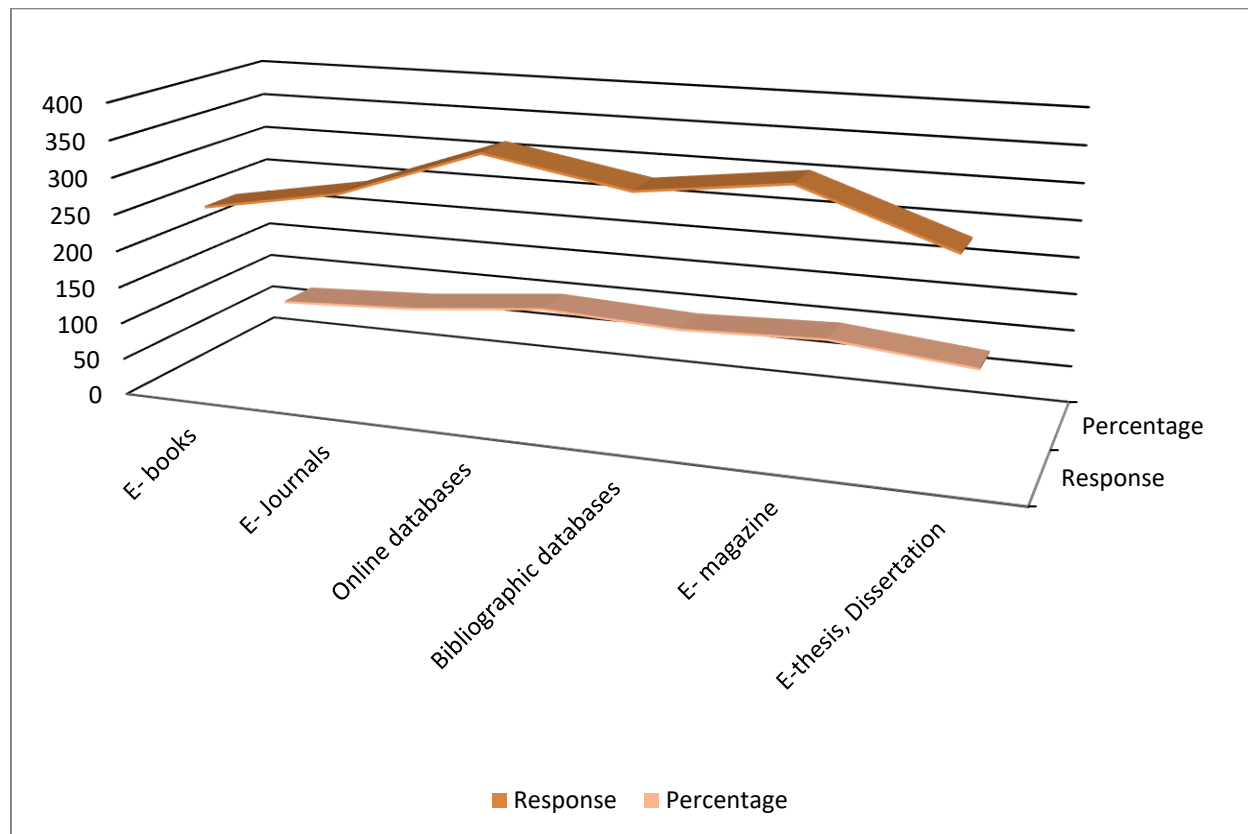
**Figure.5**

The table and figure 5 shows the awareness of users about to ICT based library services. Due to drastically development of information communication technologies and adoption of its in library, the previously studies reveals that most of the libraries has offered ICT based services to users. The results reveals that 7.22%(26) out of 360 users has awareness about to e- learning services. 72.22% users has awareness about to institutional repository service, 73.89% users has awareness about the current awareness service, 92.22% users has known about to Web OPAC service, 46.39% users has known about to electronic document delivery service, 49.17% % users has known about to SDI service, 83.06% % users has known about to SMS alert service, 5.28% (19) out of 360 users has known about to book reservation service in library

**Table.6 Users used by ICT- based resources**

Users used by ICT- based resources	Response	Percentage
E- books	255	70.83
E- Journals	288	80.00
Online databases	355	98.61
Bibliographic databases	321	89.17
E- magazine	345	95.83
E- thesis, Dissertation	277	76.94

\*Multiple responses may be allowed



**Figure.6**

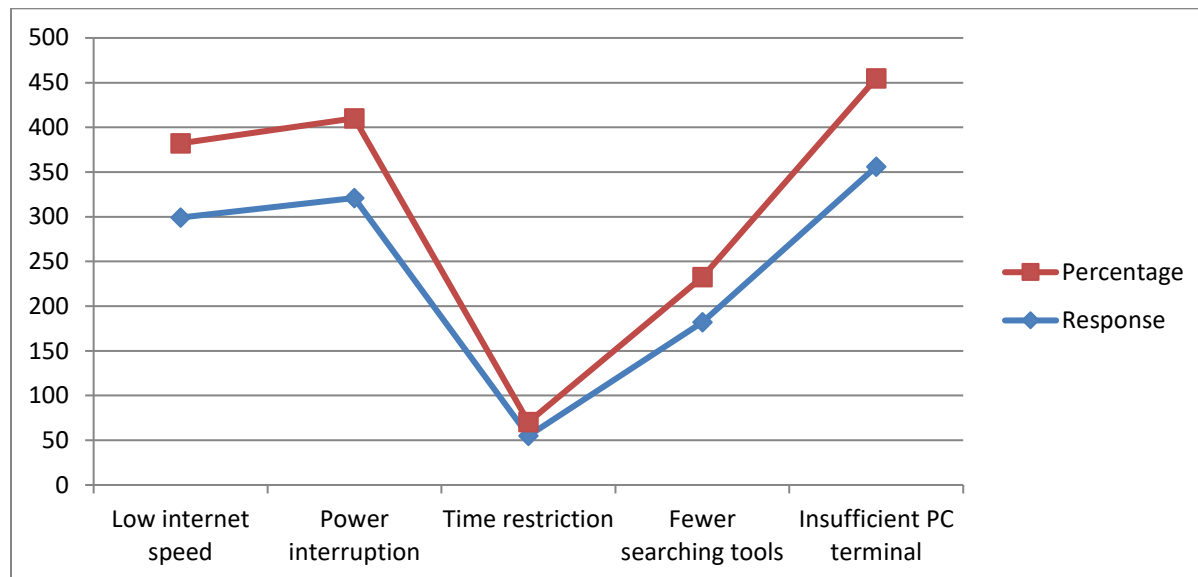
The Table and figure six show the users used by ICT based library resources. The result presented that 70.83% (255) users has used e- books, 80% (288) users has used e- journal, 98.61% users has used by online databases resources, 89.17% users has used by bibliographical data bases, 95.83% users has used e- magazine as online resources, 76.94% users has used a e- thesis, dissertation as a resources

**Table.7 Problems faced by users while using ICT- Based Services**

Problems faced by users while using ICT- Based Services	Response	Percentage
Low internet speed	299	83.06
Power interruption	321	89.17
Time restriction	55	15.28
Fewer searching tools	182	50.56
Insufficient PC terminal	356	98.89

\*Multiple responses may be allowed





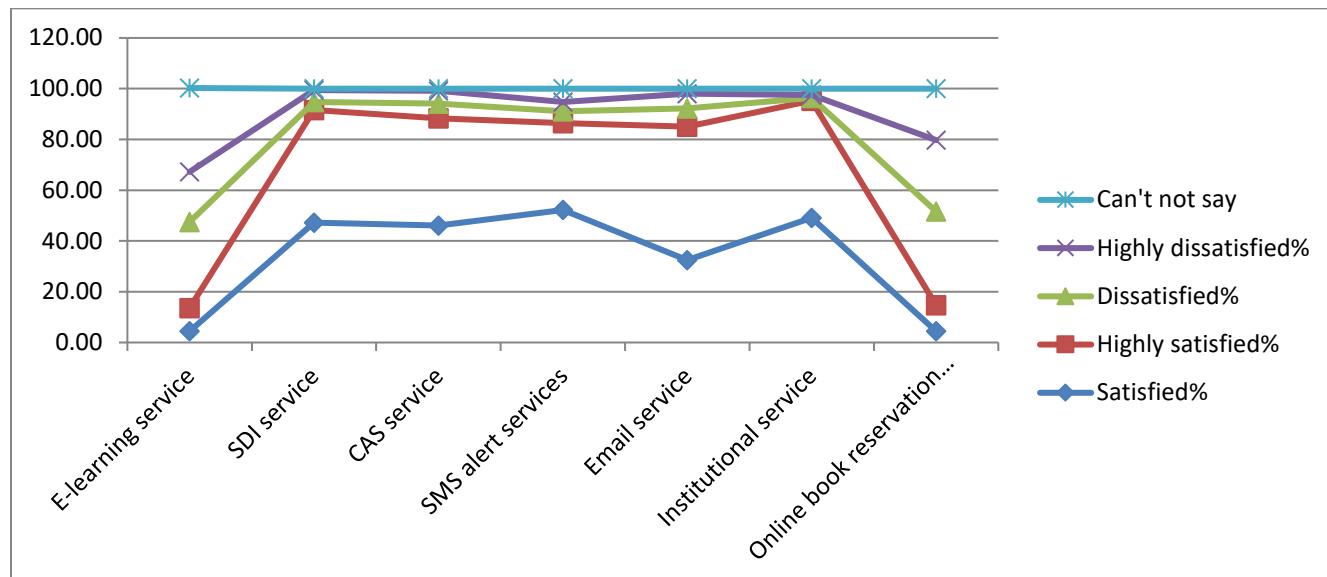
**Figure.7**

Due to adopted of information communication technologies in library, most of the services are offered ICT based but in this study significant draw has been found likewise low internet speed i.e 83.06. The above table and figure indicates that 89.17% users has faced problems power interruption during using ICT based services, 15.28% users has faced time restriction problems; 50.56 % users has faced problems due to availability of fewer searching tools; 98.89% users has faced problems because of insufficient PC terminal in library.

**Table.8 Users satisfaction towards ICT- based services**

Users satisfaction towards ICT- based services	Satisfied %	Highly satisfied %	Dissatisfied %	Highly dissatisfied %	Can't not say
E-learning service	4.44	9.17	33.89	19.72	33.06
SDI service	47.22	44.44	3.06	4.72	0.56
CAS service	46.11	42.22	5.83	5.00	0.83
SMS alert services	52.22	34.17	4.72	3.61	5.28
Email service	32.50	52.50	7.22	5.83	1.94
Institutional service	49.17	46.11	1.11	1.11	2.50
Online book reservation service	4.44	10.28	36.94	28.06	20.28

\*Multiple responses may be allowed



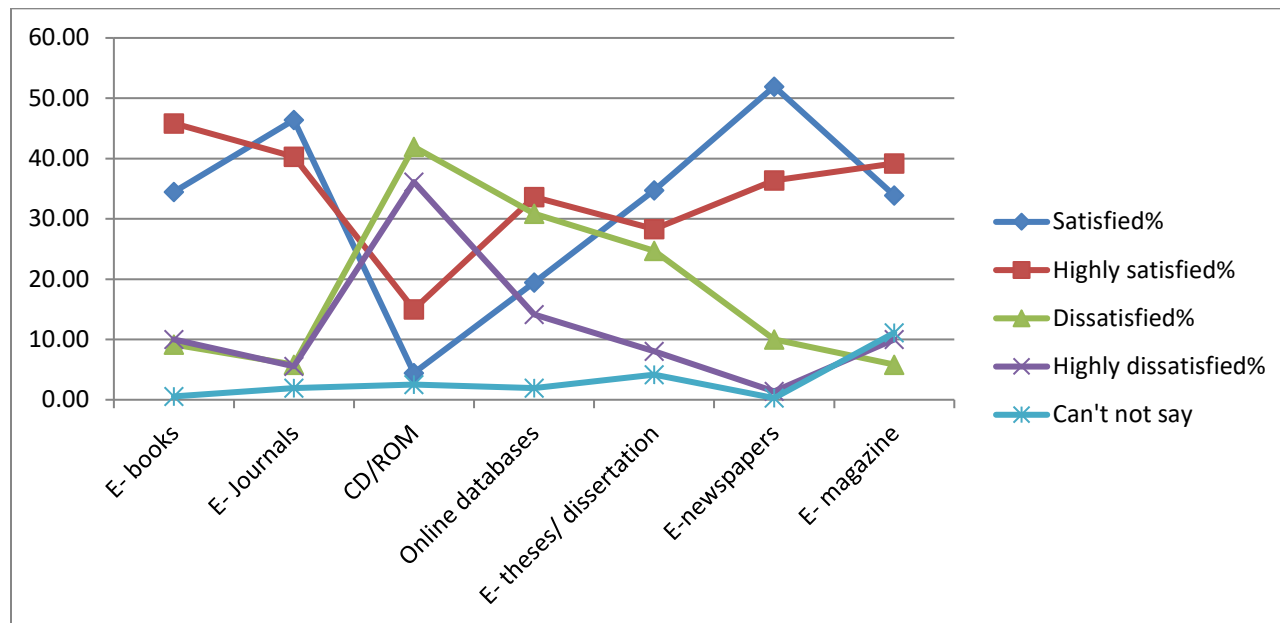
**Figure.8**

Table and figure .8 examined the user’s satisfaction towards ICT based services in library. The study reveals that 4.44% users has satisfied of e- learning service followed by 47.22% users has satisfied SDI service; 46.11% users has satisfied CAS service; 52.22% users has satisfied SMS alert services , 32.50 % users has satisfied email service; 49.17% institutional service; 4.44% online book reservation services respectively.

**Table.9 Users satisfaction towards ICT- based library resources**

Users satisfaction towards ICT- based library resources	Satisfied%	Highly satisfied%	Dissatisfied%	Highly dissatisfied%	Can't not say
E- books	34.44	45.83	9.17	10.00	0.56
E- Journals	46.39	40.28	5.83	5.56	1.94
CD/ROM	4.44	15.00	41.94	36.11	2.50
Online databases	19.44	33.61	30.83	14.17	1.94
E- theses/ dissertation	34.72	28.33	24.72	8.06	4.17
E-newspapers	51.94	36.39	10.00	1.39	0.28
E- magazine	33.89	39.17	5.83	10.00	11.11

. \*Multiple responses may be allowed



**Figure.9**

The table and figure 9 shows the users satisfaction towards ICT based resources in library. The result indicates that 34.44% users has satisfied to the e- books resources , followed by 46.39% users has satisfied to the e- journals, 4.44% users has satisfied CD/ROM resources; 19.44% users has satisfied online databases; 34.72% users has satisfied e- thesis/ dissertation, 51.94% users has satisfied e- news papers; 33.89% e-magazine resources respectively

### 7.Result discussion

The information communication technologies are widely role played in enhancing of users satisfaction through offering ICT bases services as well as resources. The study reveals that total population has been taken 360 users out of them 75.56% users demonstrate to undergraduate and post graduate students. The result indicates that mostly users has visited library daily, fewer users visited library occasionally and very few 0.28% users has never visited library. The study reveals that 53.62 % users have spending their time for study one to three hours in library, very few users i.e. 0.28% spending time less than 1 hours in library. The findings of the study, mostly users are awareness about to the institution service, CAS service, SDI service, electronic document delivery service, SMS alert service and so on but fewer users are not aware about the e- learning service of library. The analyzed data indicted that majority of the users are used all the ICT based resources of library likewise E- books, E- Journals, Online databases, Bibliographic databases, E- magazine, E- thesis, Dissertation. The study significant that most of the users are faced problems due to low internet speed, power interruption, fewer searching tools and insufficient PC terminal in library. The study reveals that most of the users are satisfied of resources and services of library fewer users are not satisfied library resources and services.

## 8. Conclusion and Suggestion

Library is one of the leading non-profit organization which is promotion of research, generation of new ideas and enhancing the users information needs. Due to drastically adoption of information communication technologies and changing users information taste, requirement 'Aakar to Nirakar' information format there is needs of present hour for library transforming their product and services. The study found that majority of the university libraries are offered various ICT based services and providing services to users. Most of the users are satisfied the library services and resources, fewer student are not satisfied due to insufficient availability of ICT based resources in library, Dominant users are facing several problems while using resources and services such as poor internet speed, power interruption, insufficient PC terminals, given limit searching tools. The study reveals that most of the university libraries are not provided online book reservation services. The university grant commission and other similar agencies should be mandatory for university libraries to adopted high speed internet facilities, mandatory PC terminal for library on the basis of user's ratio and removing the power interruption issue in library.

## References

- Chanda, A. & Sinha, M.K. (2019). RFID Technology in Academic Libraries of North- East India. Library Philosophy and Practice Retrieved From <https://digitalcommons.unl.edu/libphilprac/3005>
- Ezema1, K.C. & Gbuushi, J. A. (2019). Use of Information and Communication Technology (ICT) Facilities in Collection Development in University Libraries in South East, Nigeria. International Journal of Research and Innovation in Social Science (IJRISS), III (VIII), 344-349.
- Arnott, M. A. (2019). Evolving practices and professional identity: how the new ways we work can reshape us as professionals and profession. IFLA Journal, 45 (2), 114-135.
- Bellary, R. N. & Kashinath, S.S. (2019). E-Resources are boon for the teaching and research work of an academic institute: A survey on usage and awareness of e-resources by the NMIMS (Deemed University) engineering faculties. Library Philosophy and Practice. Retrieved from <https://digitalcommons.unl.edu/libphilprac/2369>
- Kushawaha, P. P., & Verma, S. (2018). ICT skills and attitude of library professionals of mahatma gandhi kashi vidyapith and sampurnanand sanskrit vishwavidyalaya: a comparative study. International Journal of Information Movement, XI(2), 217-221.
- Kushawaha, P.P. (2018). Impact of ICTs on libraries and its service in digital era. International Journal of Information Movement, IX(2), 69-71.
- Kaushal, M.L., Singh, S. & Singh, S. (2017). Influence of ICT on electronic information resources and services in north India: A case study of NITs libraries. International Journal of Digital Library Services, 7(3). 127-148.
- Kumar, A. (2017). Awareness and Use of Online Public Access Catalogue Services Among The Students of Department of English, Mathematics and Commerce of Kurukshetra

University, Kurukshetra, Haryana: India. *International Journal of Digital Library Services*, 7(2), 51-61.

Abubakar, D. & Aditimerin, A. (2015). Influence of Computer Literacy on Postgraduates' Use of E-Resources in Nigerian University Libraries. *Library Philosophy and Practice*, 1-17.