

E-Resources and User Satisfaction of Users of Central Library, Bundelkhand University Jhansi: A Study

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ABSTRACT

The purpose of this paper is to examine the perception of and attitude of the users of Central Library of Bundelkhand University, Jhansi. In this era of information explosion managing and providing the right information to right user at right time is being a very difficult task to library and information centre but the assistance of information communication technology (ICT) make it easier and speedy. One of the basic reasons behind the success of ICT is the adoptability of users and users want their information on their fingertips which is only possible with providing access to e-resources. Further the papers discuss the level of satisfaction with e-resources and provide suggestions to reshape the services.

Keywords: E-Resources, Open Resources

I. INTRODUCTION

Information is the vital element for human beings in today's world it has become the basic need of the man as food, Shelter, cloths and electricity. From the beginning of libraries, they have been trying to manage the available literatures, In the beginning of 20 centaury, informal libraries got converted into well managed and formal library system. On one hand various publishers had taken publishing as their role profession and on other hand libraries are to fulfil the need of researchers, libraries were depend on publishers computer has started putting its effect on various research and development activities and finally computer introduced in the libraries during the 60s and 70s of the 20 centaury. The active library professionals started using computer as a tool to manage libraries as well as fulfil the information needs of end users. Appearance of World Wide Web changes with the help of computer libraries started changing its nature from traditional libraries to automated libraries and then electronic libraries and now in the beginning of 21st century, we are dealing with online or digital libraries.

The same way print publishing industry has also shifted toe-publishing. The information demands of user are also getting changed with reference to format and speed to access the information. The library managers, its users as well as the publishers dealing with print documents were facing various difficulties. The emergences of electronic resources came to remove these difficulties and are being welcomed by the whole world. Today, to subscribe and manage electronic resources is cutthroat need of the hour. In everyday life, we often find ourselves needing information to user questions posed by ourselves as well as others, although we sometimes do not know exactly what information we wanted for this, we often ask for help from other people like librarians search for the information in places like libraries or take advantage of other available information resources and systems With the advent of computer technology more information database have become available in machine readable formats and many information systems have been developed and designed for facilitating information retrieval.

Computer technology also provided an opportunity to explore the solutions for not only the storage but also the retrieval problems. Computer technology, In conjunction with communication Technology enforced a paradigm shift in the way people generate communicate, retrieve and use information. The access of information became than ever before. Technology substantially democratized the generation of information anybody from any part of the world at any point. of time can generate and publish information instantaneously . Giant search engines such as Google, Bing, Yahoo etc extended the retrieval capabilities to every one without any cost from the users of information.

II. ELECTRONIC RESOURCES

“A general term for electronic information stored online, in CD-ROMS or in databases” The electronic resources made available by the library include databases, e-journals and e-books. Most of the resources are accessed via internet but a few CD-ROM databases can be used in the library only. The licences for most of the services to which the library subscribes allow using by current staff and students of electronic resources. Electronic resources are defined as these electronic information resources and services that. Users access electronically via computer networks inside the library or remote access to- the library resources. Electronic resources consist of materials that are computer controlled including materials that acquire the use of periodicals attached to a computer

III. OBJECTIVES

The allied objectives of the study are as follows to know the extent of awareness about electronic resources used by the users of Central Library , Bundelkhand University, Jhansi.

- To identify the types of electronic resources used by users of library.
- To find out the frequency of use of electronic resources by users of library.
- To identify the information gathering pattern of users of library.
- To find out the usefulness of library.
- To identify the use acceptance and impact of E-resources.
- To know the significance of e-resources over print resources.
- To know the problems faced by research scholars while using E-Resource.
- To ascertain the need to user education programme in accessing E-Resources.
- To suggest the ways and means for effective use of E-Resources.

IV. HYPOTHESIS

Central library of Bundelkhand University, Jhansi provides facility of electronic resources and services to the users are fully satisfied, and maximum number of users is satisfied with the services and expects more e-resources in the library. Majority of users does not feel any constraints during searching and retrieving information from e-resources

V. METHODOLOGY

This study was designed to investigate the use of Electronic Resource in Central library of Bundelkhand University, Jhansi by the faculty members, research scholars and Students. In this study survey method was considered suitable and questionnaires is used to take response from respondent, which are distributed to 150 respondent among them 114 answered.

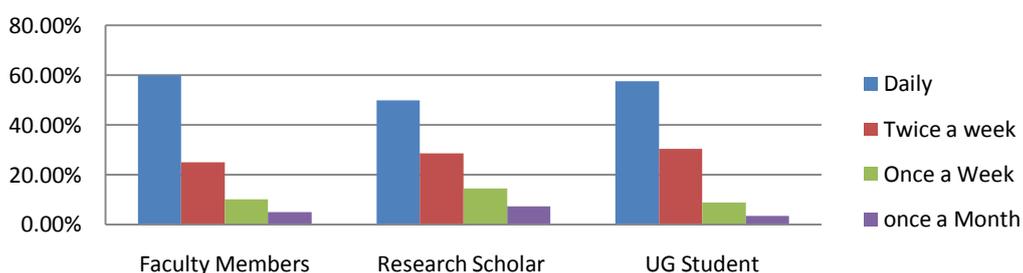
VI. DATA ANALYSIS

Table: 1 Population of the Study

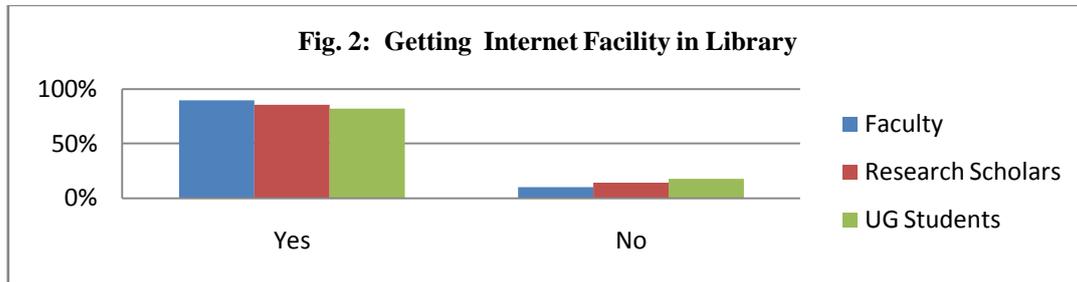
Sr. No.	Particulars	No. Of Questioners Distributed	No. Of Questioners Received	Rate of Response
1.	Faculty	50	40	80%
2.	Research Scholar	50	28	56%
3.	UG Students	50	46	92%
	Total	150	114	76%

Table one shows that the response of UG Students are highest (92%) followed by faculty members (80%) and least of Research Scholars (76%).

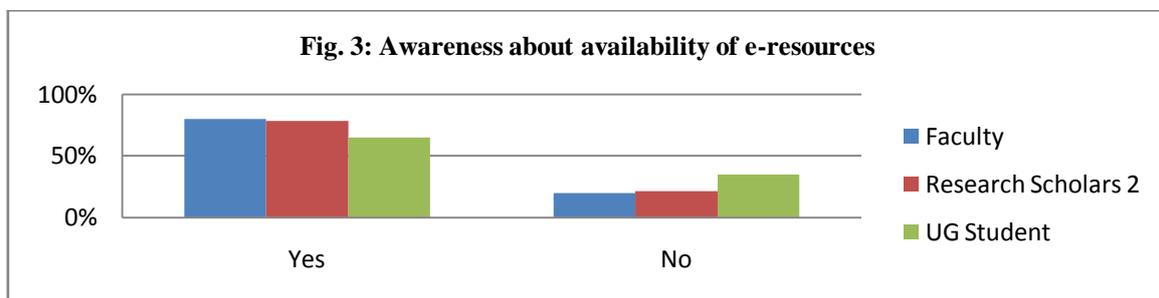
Fig.1: Shows Frequency of visiting Library



The Fig. 1 Depicted frequency of visiting the library out of users 57.90% visit the library daily and 28.07% visiting the library twice a week.10.53% once a week and 1075% visit the library once in a month, so this shows that the frequency of visiting the library is good among the population



In Fig. 2 it is observed that out of 87.72% responded that they are aware with the e-resources lab of Central library of Bundelkhand University, getting the access to internet and 12.28% not getting this services it may be due to unawareness.



The Fig. 3 indicates that 73.68% users are aware with availability and usability of e-resources and 26.32 % are unaware with the use of e-resources providing by Central library of Bundelkhand University.

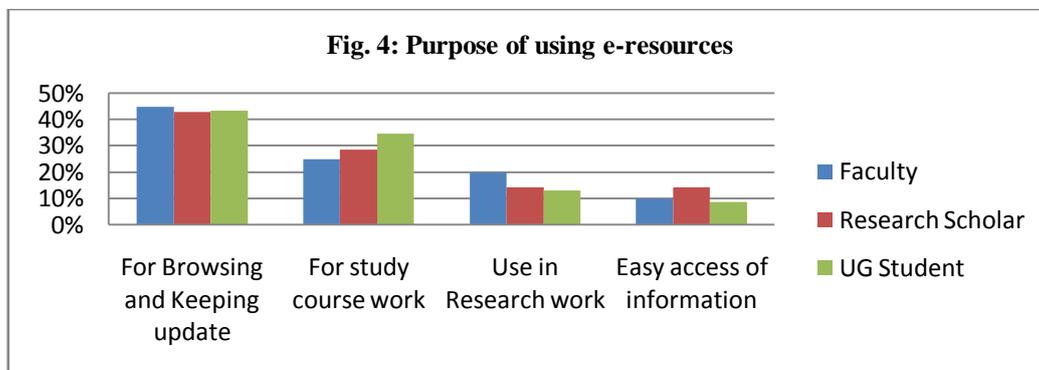


Fig. 4 shows that 53.63% users use e-resources for browsing and keeping update 29.82% for study course work 15.78% use in research activity and 10.52% for the easy access to the information

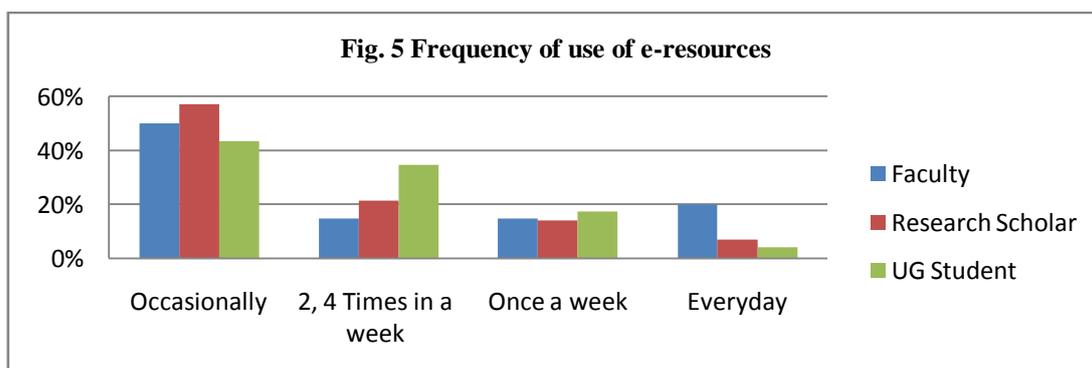
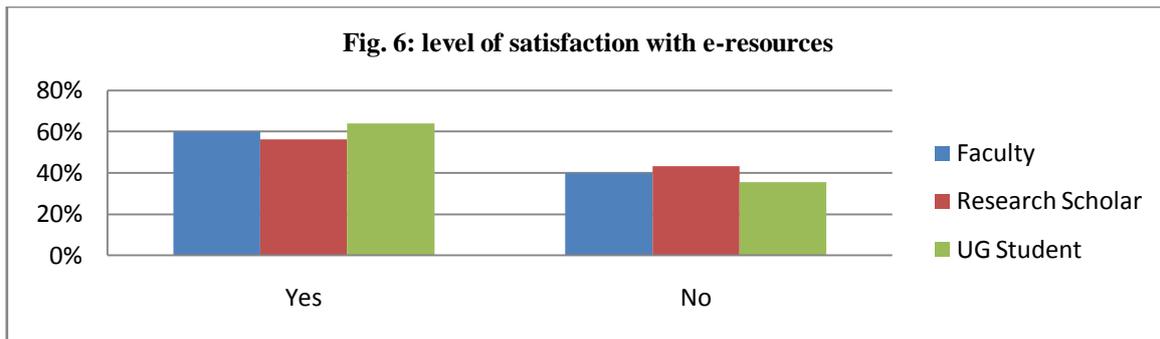


Fig. 5 shows that the all the patrons use the e-resources very frequently, 49.13% user use e-resources occasionally, and 28.07% user use e-resources 2,4 times a week , 15.78% user use once a week and 7.02% use them daily



From the Fig. 6 it is clearly noted that that 59.64% patrons are satisfied with services of e-resources while 40.36% users are not satisfied with the services of e-resources

CONCLUSION WITH SUGGESTION

In the present era, e-resources constitute an important source for library and information centres and they need to create an environment in which every patron can access the resource. The study carried at Central Library of Bundelkhand University reveal that e-resources are the vital part of the services that been being Provide by the same library. Lack of awareness among users and paper infrastructure in the library is major de-motivating factor but it is clear from the study that patrons had accepted the digital reading environment. This study will help the library and information professional to build or reshape their strategies. Library should have to provide a wide display about the accessibility and availability of each and every online journal or subscribed material, and it should be regularly updated. User orientation program should be held to increase the awareness about use of e-resources. Library should subscribed more journals and provide training to staff.

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