

Use of E-Resources by the Post Graduate Science Students in the Tezpur University Central Library in Assam: A Case Study

Juli Thakuria

Abstract

Electronic resources are those that are made available to the users by the producers either free of cost or on payment basis in different devices including through online or offline like in CDs. Now almost all the university libraries are procured/ subscribed e-resources for their user community. Here an attempt has been made to study the use of e-resources by the Post Graduate Science Students in the Tezpur University Central Library.

Keywords: E-Resources, Tezpur University, Post Graduate Students, Assam

1. Introduction

Now a day the information needs of the users have increased in such a way that no single library on its own can meet their needs. The library environment has changed to new generation of library and information centre with emphasis on e-resources. Due to the financial constraints and the increasing volume of available publication, all the libraries are unable to procure sufficient reading and research materials both in traditional and e-form. Therefore the libraries have to consider new ways to consolidate global resources i.e. internet, www, consortia and subject gateways. This has resulted the academic communities including students and researchers to move from print to electronic resources.

2. Objective of the Study

The objectives of the present study are:

- ❖ To study the available e- resources in the Tezpur University Central Library in Assam;

- ❖ To know the awareness of e-resources and the purpose of using these resources among the Post Graduate Science Students of Tezpur University Library;
- ❖ To find out the benefit of e-resources of the library under study;
- ❖ Examine the effectiveness of e-resources in upgrading the research works.

3. Scope of the Study

Tezpur University Central Library was established in 1994. The Central library digitizes all theses & dissertation and stored in its ETD Repository.. The users of the Central Library of Tezpur University can access book database, theses database, journal database, e-journals and other e-resources from any terminal within the university campus.

In Tezpur University there are five departments under the School of Science. These are:

- ❖ Department of Chemical Sciences
- ❖ Department of Environmental Science
- ❖ Department of Mathematical Sciences



- ❖ Department of Molecular Biology and Biotechnology (MBBT)
- ❖ Department of Physics

The scope and coverage of the present study is limited to the Post Graduate Students of these five Science Departments of Tezpur University.

4. Methodology

The methodology for the proposed study is "Survey Method" with the help of a structured questionnaire. The survey was designed to assess e-resources, online journal use, database use, computer literacy levels, user satisfaction and other characteristics. The survey was conducted in the mid of the year 2014. A total number of 250 questionnaires were distributed among the Post Graduate Science Students of Tezpur University. The data collected were tabulated and analysed. The statistical techniques of percentage of respondents have been mainly used to analyse the collective data.

5. Review of Literature

An attempt has been made here to review select studies which are most relevant for the present investigation. Biradar and D (2015) studied to identify the needs and requirements of library users in general and to know the use of UGC-INFONET e-resources in the Kuvempu University by female students of science stream in particular. Study shows that 85% of student use UGC-INFONET e-resources. J-Gate portal and American Chemical Society are considerably highest used bibliographic database and e-journal publisher in UGC-INFONET project respectively. 8.24% of students responded that they are highly dissatisfied with the accessibility issue. Many problems were faced by students while accessing to e-resources offered by

UGC-INFONET programme such as, low bandwidth/ slow Internet connection, limited number of computers, inconsistent electricity supply and lack of computers with Internet connection Paper highlights the problems of students in accessing UGC-INFONET consortium. It also tries to emphasize on users satisfaction towards this consortium. Kaur and Singh (2015) discusses the study of use of library resources and services by the female students of four women's colleges i.e. KMV College, Lyallpur Khalsa College for Women, B.D. Arya Girls College, P.C.M.S.D. College for Women of the District Jalandhar, Punjab (Affiliated to G.N.D.U. Amritsar). They studied various aspects like frequency of visit, adequacy of library hours, purpose of visit to the library, types of document used, to locate documents, field preference, uses of services, infrastructure facilities, overall functioning of the library etc.

Ahmed and Waris (2013) have studied the Use of Internet Facility by P.G. Students of J.N. Medical College, Aligarh Muslim University, Aligarh. The survey reveals that most of the P.G. students are aware of the availability of internet and largely use them for their work. They fully agree that with the usage of internet the quality of course work improves with enrichment of appurtenant contents and materials leading to high quality manuscript most of the students use internet services but ratio of services used by the students is different because it depends upon the type of disciplines. Gohain (2013) has studied the use and user awareness of e-journals by research scholars of Tezpur University. Finding revealed that 54.75 percent respondents have the habit of using e-journals every day. Habiba and Chowdhury (2012) studied the status of electronic resources facilities and services provided

by the Dhaka University Library (DUL). It also discussed the purpose of using e-resources, benefits, subject coverage status, overall user satisfactions, problems that are faced by DUL users while accessing e-resources and perceived impact of e-resources on users. Mandal, Borah and Nath (2012) analysed the usage statistics of digital-resources through UGC-INFONET in Assam University in the year 2009 and 2010. They found that the access of e-journals increases to some extent in 2010 comparatively from the year 2009. Sinha (2012) has done a survey of users, presents views on the extent of ICT/Internet awareness and status on use of e-resources by the Assam University Library users. The study reveals that more than 45% respondents do not visit library regularly. Verma and Gupta (2012) explained about the use of e-resources by the faculty members of GLA Institute of Technology and Management, Mathura. It also described various aspects like awareness of the users, use pattern of e-resources, user satisfaction level and problems encountered while accessing e-resources.

Chauhan, Prem, and Sarbjot (2011) have carried out a study on the Library Consortia in India, International Scenario of Library Consortia, and showed modest usage of e-resources by Himachal Pradesh University. The university has downloaded around 7000+ full-text articles during the year 2005 and 2006. The maximum explored electronic resource in the year 2005 and 2006, is American Institute of Physics and American Physical Society (AIP/APS). Sinha, Singha and Sinha,(2011) carried out during July- December 2009 about the usage pattern of electronic resources made available in the Assam University Library under the UGC- INFONET E-Journals/ Digital Library Consortium of UGC/

INFLIBNET amongst the research scholars and teachers of Northeastern Region of India with special reference to Assam University, Silchar. Borthakur, Das and Gohain (2010) trace the availability of e-resources under the UGC- IINFONET E-journal Consortium in University Libraries of Assam and usage statistic for full text access in the year 2009. Mishra and Gohain (2010) examined the use, evaluation and management of e-resources in central library, Tezpur University where the user community take the opportunities to make the best use of e-resources provided by the said library. Bhatt and Joshi (2009) evaluated the usage of E-resources available under UGC-INFONET Digital Library Consortium accessible in MSU campus and its impact on research output. After the access of e-resources through UGC INFONET Digital Library Consortium, the research output has increased significantly due to increase in awareness, infrastructure availability and adaptability by Scientists as compared to Social Scientists and Humanists.

6. Data Analysis and Interpretation

The survey is conducted using a questionnaire tool to know the usage and the impact of e-resources among the user community. Respondents completed 30 item questionnaires which included questions on personal data, computer skills, frequency of internet use, satisfaction with e-resources, performance of the library in satisfying user needs and barriers to use the e-resources. Out of 250 a total no of 189 questionnaires was received from the Post Graduate Science Students of Tezpur University with 75.6% response rate. The collected data are analysed below:

6.1 Department Wise Respondent

Table 1: Department wise Respondent

Department	Respondents
Chemical Science (Che. Sc.)	37 (14.8%)
Environmental Science (Env. Sc.)	20 (08%)
Mathematical Sciences (Math. Sc.)	42 (16.8%)
Molecular Biology and Biotechnology (MBBT)	47 (18.8%)
Physics (Phy)	43 (17.2%)
Total	189 (75.6%)

Table 1, indicates that maximum respondents hail from the department of Molecular Biology and Biotechnology followed by Physics, Mathematical

Science, Chemical Science and Environmental Science.

6.2 Gender- wise Distribution of Respondent

Among the 189 respondents, 54 percent are male whereas 46 percent of the respondents are female. Therefore the male respondents are more than the number of female respondents.

6.3 Purpose of Using Internet

The users use internet for many purposes. According to the respondents in Tezpur University majority of the students uses internet for updating knowledge followed by preparing class notes/ lessons, sending/receiving e-mails, visiting social networking site, entertainments etc.(Table2)

Table 2: Purpose of Using Internet

Purpose	Che. Sc	Env.Sc.	Math. Sc.	MBBT	Phy.	Total
For Visiting Social Networking Sites	12 (32.43%)	7 (35.0%)	16 (38.09%)	29 (61.70%)	15 (41.86%)	82 (43.39%)
For Sending / Receiving E-mails	13 (35.13%)	8 (40.0%)	19 (45.23%)	31 (65.95%)	20 (46.51)	91 (48.15%)
Updating Knowledge	19 (51.35%)	7 (35.0%)	26 (61.90%)	33 (70.12%)	22 (51.16%)	107 (56.61%)
For Preparing Class Notes/ Lessons / Papers	15 (40.54%)	8 (40.0%)	15 (35.71%)	32 (68.08%)	21 (48.83%)	91 (48.15%)
Carrying Out Research Work	3 (8.10%)	7 (35.0%)	11 (26.19%)	21 (44.68%)	16 (37.20%)	58 (30.69%)
For Entertainment(Games /Chatting	3 (8.10%)	8 (40.0%)	8 (19.04%)	19 (40.42%)	14 (32.55%)	52 (27.51%)
Other	4 (10.8%)	-	2 (4.76%)	8 (17.02%)	11 (25.58%)	25 (13.23%)

6.4 Time Spent for Internet

The users spend their time for internet access and found good for internet service. In Tezpur University 25 percent users spend less than five hours in a week, 34 percent spend 5 to 9 hours in a week, 27 percent spend 10-14 hours and 14 percent spend 15-19 hours in a week for internet access

6.5 Awareness of E-resources

When the students were asked about the availability of e-resources in the central library, most of the students said yes and the rest are do not know about the e-resources. Most of the students do not respond to every item of the questionnaire. From the data it is found that maximum number of students visit the library for e- resources (Chart 1)

followed by e-journals (55; 135.30 percent), open access journal (39;94.08 percent), e-news(34; 80.21%),e-database (16; 36.08%), e-thesis/ dissertation (10; 23.38%) and e-abstract/index(7; 15.72%). the lowest number (1; 2.70%) of total respondents use CD-ROM database. But, if we see the individual department usage, we could see that MBBT user's i.e. 53.19% use e-journal in big portion among the surveyed department (Table 3).

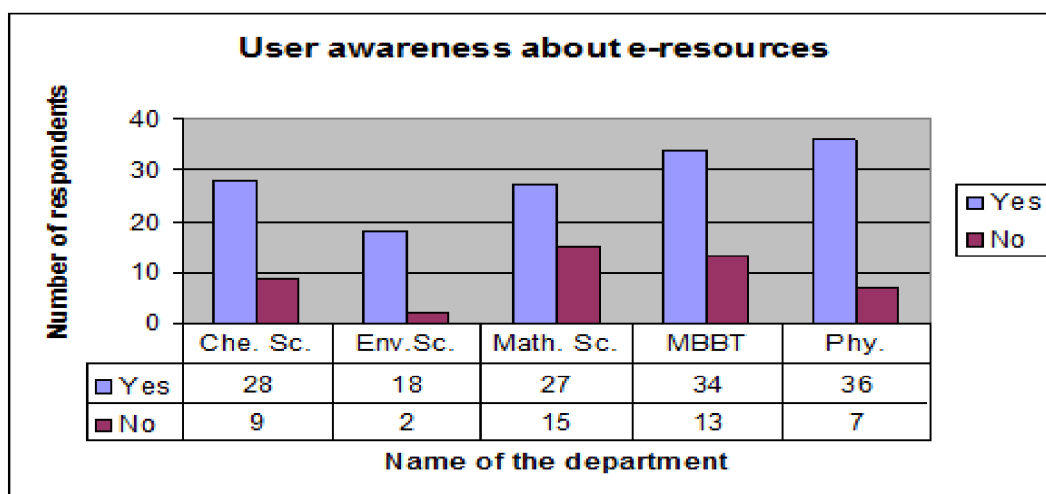


Chart 1: Awareness of E-resource

6.6 Types of Electronic Resources Preferred by the Users

Analyzing the respondents reply, it has been found that in Tezpur University the majority of users (59; 154.93 percent) prefer to use electronic books,

Table 3: Type of E-resources Used by the User

Type	Che. Sc	Env.Sc.	Math. Sc.	MBBT	Phy.	Total
E-database	2 (5.40%)	-	2 (4.76%)	10 (21.27%)	2 (4.65%)	16 (8.46%)
E-journals	18 (48.64%)	2 (10.0%)	4 (9.52%)	25 (53.19%)	6 (13.95%)	55 (29.10%)
E-books	13 (35.13%)	6 (30.0%)	10 (23.80%)	19 (40.42%)	11 (25.58%)	59 (31.22%)
E-news	9 (24.32%)	- -	6 (14.28%)	13 (27.66%)	6 (13.95%)	34 (17.99%)
Open access journals	11 (29.72%)	4 (20.0%)	2 (4.76%)	18 (30.30%)	4 (9.30%)	39 (20.63%)
CD-ROM database	1 (2.70%)	0	0	0	0	1 (0.53%)
E-Thesis/ Dissertation	2 (5.40%)	0	3 (7.14%)	4 (8.51%)	1 (2.33%)	10 (5.29%)
E-abstract/Index	1 (2.70%)	0	1 (2.38%)	5 (10.64%)	0	7 (3.70%)

6.7 Purpose of Using Electronic Resources

The users use electronic resources for many purposes. According to the respondents, majority

6.8 Searching E-Journals

From the survey it is seen that some users are searching e-journals weekly, some fortnightly and

Table 4: Purpose of E-resources

Option	Che. Sc	Env.Sc.	Math. Sc.	MBBT	Phy.	Total
Preparing for exam	14 (37.84%)	0	9 (21.43%)	23 (48.94%)	8 (18.60%)	54 (28.57%)
Writing Seminar Paper	11 (29.73%)	4 (20%)	2 (4.76%)	26 (55.32%)	6 (13.95%)	49 (25.92%)
Assignments Projects	19 (51.35%)	5 (25%)	7 (16.67%)	24 (51.06%)	12 (27.91%)	67 (35.45%)
Support Academic Work	17 (45.95%)	8 (40%)	10 (23.81%)	12 (25.53%)	13 (30.23%)	60 (31.75%)
Research	4 (10.81%)	0	1 (2.38%)	14 (29.79%)	4 (9.30%)	23 (12.17%)
Others (Please ,specify)	0	0	2 (4.76%)	4 (8.51%)	3 (6.98%)	9 (4.76%)

of the users used electronic resources for assignment and preparing project work and for support academic work (Table 4).

majority of the users don't search regularly. However In three departments it was found that , there was no user who searched daily. (Table 5).

Table 5: E-journal Searching

Searching e-journal	Che. Sc	Env.Sc.	Math. Sc.	MBBT	Phy.	Total
Daily	0	0	0	10 (21.28%)	6 (13.95%)	16 (8.46%)
Weekly	5 (13.51%)	6 (30%)	12 (28.57%)	4 (8.51%)	6 (13.95%)	33 (17.46%)
Fortnightly	11 (29.73%)	0	0	12 (25.53%)	3 (6.98%)	26 (13.76%)
Not regularly	18 (48.65%)	14 (70%)	20 (47.62%)	16 (34.04%)	13 (30.23%)	81 (42.86%)
Never	3 (8.11%)	0	6 (14.28%)	0	0	9 (4.76%)

6.9 Access to E-journals

The users were asked about access to e-journals. The findings showed that 10 percent users acknowledge access to e-journals at Library, 16 percent accessed e-journals from Computer Centre, 30 percent access from Hostel, 10 percent access at department, and 2 percent accessed e-journal at internet cafe.

6.10 Problems for Searching

The respondents were asked about their problems while searching information and highest number of users said that due to the lack of time from class work they are not able to search regularly (Table 6).

Table 6: Problems for Searching

Option	Che. Sc	Env.Sc.	Math. Sc.	MBBT	Phy.	Total
Lack of Time from Class Work	15 (40.54%)	4 (20%)	18 (42.86%)	21 (44.68%)	14 (32.56%)	72 (38.09%)
Information Sources are Not Up to Date	3 (8.11%)	0	6 (14.28%)	4 (8.51%)	1 (2.32%)	14 (7.41%)
Problem in Using Catalogue	3 (8.11%)	0	0	6 (12.76%)	0	9 (4.76%)
Library Staff Not willing to provide services	3 (8.11%)	0	0	0	0	3 (1.59%)
Relevant Reading Materials Sought is Not Available	0	0	5 (11.90%)	6 (12.76%)	1 (2.32%)	12 (6.35%)
Resources are Scattered	3 (8.11%)	3 (15%)	3 (7.14%)	10 (21.28%)	3 (6.98%)	22 (11.64%)
Lack of Awareness about the Internet/ E-Resources	3 (8.11%)	3 (15%)	5 (11.90%)	1 (2.13%)	3 (6.98%)	15 (7.94%)
Time consuming	0	4 (20%)	3 (7.14%)	4 (8.51%)	2 (4.65%)	13 (6.88%)
Poor internet connectivity	6 (16.21%)	3 (15%)	3 (7.14%)	8 (17.02%)	3 (6.98%)	23 (12.17%)
Others(specify)	10 (27.03%)	3 (15%)	0	0	0	13 (6.88%)

6.11 Preference of E-journals Publishers

From the study it is seen that Elsevier Science are mostly used e-journal publishers followed by Springer Link, American Chemical Society, Institute of Physics, Project Muse, H. W. Wilson. (Table 7).

Table 7: E-journal Publisher

E-journals publishers	Che. Sc	Env.Sc.	Math. Sc.	MBBT	Phy.	Total
Springer Link	9 (24.32%)	5 (25%)	8 (19.05%)	18 (38.30%)	10 (23.25%)	50 (26.45%)
Project Muse	0	0	6 (14.28%)	2 (4.25%)	1 (2.32%)	9 (4.76%)
H. W. Wilson	0	0	2 (4.76%)	3 (6.38%)	0	5 (2.65%)
Elsevier Science / (Science Direct)	12 (32.43%)	4(20%)	0	29 (61.70%)	7 (16.28%)	52 (27.51%)
Institute of Physics/ OUP/ Cambridge Online	2 (5.40%)	0	2 (4.76%)	3 (6.38%)	5 (11.63%)	12 (6.35%)
American Chemical Society	18 (48.65%)	0	1 (2.38%)	5 (10.64%)	4 (9.30%)	28 (14.81%)
All Publishers	4 (10.81%)	2 (10%)	3 (7.14%)	8 (17.02%)	1 (2.32%)	18 (9.52%)

6.12 Computer Facilities in the University Library

From the analysis of these questionnaires it was found that, most of the users revealed that the computer facilities are available, 2 percent users marked that the availability of computer facilities are low, 14 percent respondents also replied that the availability of computer facilities are average, 21 percent replied that the availability of computer facilities are high 7 percent replied that the availability of computer facilities are very high.

6.13 Overall Benefit and User Satisfaction

From the analysis of the questionnaires, it was found that, the benefit and overall user satisfaction levels of e-resources are varying from user to user. It means that out of total respondents 62 users are satisfied and benefited with the factors such as, evaluation of content, technical evaluations of resources, etc. Most of the users used their benefit and satisfaction status as good and satisfied and some used as average and excellent. So, it was found that more than half of the users are generally satisfied with the e-resources use (Table 8 & 9).

Table 8: Benefits of E-Resources

Option	Che. Sc	Env.Sc.	Math. Sc.	MBBT	Phy.	Total
Excellent	8 (21.62%)	0	8 (19.05%)	9 (19.15%)	3 (6.98%)	28 (14.81%)
Good	7 (18.92%)	5 (25%)	15 (35.71%)	18 (38.30%)	14 (32.56%)	59 (31.22%)
Average	8 (21.62%)	4(20%)	0	2 (4.25%)	0	14 (7.41%)
Poor	0	0	1 (2.38%)	0	0	1 (0.53%)

Table 9: Satisfaction Level with E-resources

Option	Che. Sc	Env.Sc.	Math. Sc.	MBBT	Phy.	Total
Highly Satisfied	0	0	1 (2.38%)	0	1 (2.32%)	2 (1.06%)
Satisfied	13 (35.13%)	5 (25%)	10 (23.81%)	25 (53.19%)	9 (20.93%)	62 (32.80%)
Average	8 (21.62%)	3 (15%)	3 (7.14%)	3 (6.38%)	5 (11.63%)	22 (11.64%)
Not Satisfied	0	-	2 (4.76%)	1 (2.13%)		3 (1.59%)

6.14 Training Required for Using E-resources

In Tezpur University library out of total respondents, 88 users need training for e-resources and 63 users do not need the training.

7. Key Findings & Conclusion

The following is the summary of findings of the study:

- ❖ The highest number of respondent is from the department of Molecular Biology and Biotechnology (47; 18.8%).
- ❖ The percentage of male respondent (53.97%) is higher than the female (46.03%).
- ❖ Majority of the students (51.16%) are using internet for updating knowledge.
- ❖ 33.88% users spend 5-9 hours in a week for internet access. Another user 26.98% spend 10-14 hours, 24.86% spend less than 5 hours, and 14.28% spend 15-19 hours in a week for internet access.
- ❖ Majority of users use e-books (59; 31.22%) and e-journals (55; 29.10%) than other e-resources.
- ❖ Users use e-resources mostly for assignment and project work.
- ❖ Highest number of users use e-resources from hostel.

- ❖ Users are using e-resources because it is time saving, easy to access and more informative. However, some users are not using due to time consuming and more expensive of the e-resources.
- ❖ Users face problem in searching e-resources due to lack of time for class work.
- ❖ Elsevier Science is the mostly used e- journal publisher.
- ❖ Computer facilities are high in the university library.
- ❖ Users are not aware about university library database and they access mostly those e-resources provided by the university.
- ❖ The overall benefit of the usage of e-resources is good and users are satisfied using these resources.
- ❖ Majority of the respondents (88; 46.56%) need training for using the e-resources. Insert bullets instead of numbering

Electronic resources are very important for the post graduate students. The Tezpur University Library subscribes online resources for different department. But most of the users are not getting the benefit of these resources due to unawareness of the availability of the e-resources. So user education

and awareness programmes should be done at regular intervals among the students of the university.

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About Author

Miss Juli Thakuria, Librarian, Dr. Birinchi Kumar Barooah College, Puranigudam, Nagaon, Assam
E-mail: julithakuria@gmail.com