

## Impact of ICT on the users of Manipur University Library

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### Abstract

*The present paper highlights the impact of the ICT services to the users of Manipur University Library. For collecting data, questionnaire method is adopted. ICT based services of the Library are also highlighted. Major findings and conclusion are summarized in a suggestive way to use in providing better services in future to meet the needs of the users.*

**Keywords :** Impact of ICT, Users Study, Manipur University Library

### 1. Introduction

The Manipur University Library (MUL) was an offshoot of the JNU Centre of P.G. Studies Imphal which was established in 1972. The Centre was converted to Manipur University on June 5, 1980 under the Manipur University Act 1980. The University is located at Canchipur about 8 km. from the Imphal city. The library will have four storeys. The ground floor and the first floor have already occupied by different sections and the remaining two storeys are near completion. The library is at the heart of the university and it is the nerve centre of academic activities for students, teachers and staff of the university. Besides, it also a referral library of the state. Upto 31st March 2007 the library has a collection of 1,29,997 books, 2,218 theses and dissertations, 200 CD-ROMS and subscribes to 225 National Journals and 51 Foreign Journals as hard copies.

In 1993, the library was declared as one of the INFLIBNET nodes in the first phase. Since then, the library has been actively participating in the INFLIBNET programmes. Application of Information Communication Technology (ICT) in Manipur University Library was started from 1989. By now, the library has completed the computerization of some house keeping operations of the library such as cataloguing (OPAC), Circulation, periodical control. Besides, the library has also completed the creation of databases of books, serials and theses and dissertations and newly acquired documents are added to the existing databases from time to time. The library is providing various ICT based services to the users. In this backdrop, considering Manipur University Library as a case study, the present paper is designed to analyse the impact of ICT on the users of the library. Therefore, our paper is an attempt to find out the different purposes of using such services as well as how far the services are beneficial to the users and their suggestion towards the improvement of the said services.

#### 1.1 Library Users

The teachers, research scholars, P.G. students, officers and non-teaching staff of the Manipur University are the regular members of the library. The library has 2326 regular members. Besides a

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member of outside visitors come to the library for availing the facilities. The library is visited by about 300 readers daily and the reading rooms are fully occupied at the peak hours.

### **1.2 ICT based services in the Manipur University Library**

The library is providing various ICT based services to the users free of charge. Such services are made available from 9 a.m. to 5 p.m. on all working days and from 10 a.m. to 5 p.m. on Sundays. There are 36 computers in the library. Out of which 21 computers are made available for the use of the clientele. The library provides internet service to the users for browsing information of their choice and it also provides, CD-ROM search, OPAC as well as access to networks such as INFLIBNET, Biological Abstracts, Chemical Abstracts, Physical Abstracts. The LAN of the Library is connected to the Campus Net of the University which is supported by a V-SAT so as to enable the library users to access the databases from their own departments. The entire databases of the library is available on OPAC within the campus. Moreover, the library also has the collections of maps, reading materials in CD-ROM and Diskettes. Earlier the library was subscribing to 475 COPSAT titles. But now the library can access to about 4000 E-journals under the UGC-Infonet services.

### **1.3 Prospects of the Library**

The library is one of the most modern and busiest libraries of the North East. At present, the circulation, the periodicals, stacks, general administrative office and internet terminals are accommodated in the ground floor. Sections like acquisition, processing, textbooks, reference and general reading room are accommodated in the 1st floor, on completion of the two floors which are now under construction, the library will have its serial unit (journal section) in the second floor with the modern facilities. The third floor will be fully air-conditioned and sufficient number of browsing points will be provided for the users. The floor will also provide facility for interaction and tele-conferencing. The library is planning to install RFID and to upgrade the speed of the internet.

## **2. Objectives**

The main objectives of the present studying include :

- ◆ To find out the purposes of using ICT based services;
- ◆ To bring out the requirements of the users;
- ◆ To check the problems and difficulties while using the services; and

- ◆ To seek suggestion from the users for the improvement of the services.

### 3. Methodology

The study has been made by surveying the different user groups of the Manipur University Library by distributing questionnaires. 200 questionnaires were distributed, out of which 170

users returned the duly filled in questionnaires making 85 percent response. It is happy to know that all the respondents have the knowledge of computer handling as well as they are using the ICT based services in the library.

### 4. Analysis

Analysis has been done according to the serial number of the questionnaire. Simple statistical calculations and tables have been used in analysing the collected data. Analysis of the impact of ICT on the users is provided under the following heads.

#### 4.1 Personal Identification

Table A1 shows that 170 users returned the duly filled in questionnaire. The number of respondent from PG students is highest (48.82%) followed by Research Scholars (22.94%); Teachers (14.70%) and Non-Teaching Staff (13.53%) respectively.

**Table A1 Personal Identification**

**Total No. of Respondents**

**(N) = 170**

User Category	No. of Respondent	Male (%)	Female (%)	Total Percentage
PG Student	83	39 (22.94)	44 (25.88)	48.82
Research Scholar	39	20 (11.76)	19 (11.78)	22.94
Teacher	25	13 (7.65)	12 (7.05)	14.70
Non-Teaching Staff	23	12 (7.05)	11 (6.47)	13

**Source : Questionnaire**

#### 4.2 Purpose of using ICT Services

In the table, five purposes are given. Almost all the user category are using the services for the purpose of updating knowledge (100%), followed by updating work (98.23%), then for research work (49.41%), academic work (68.82%) and for attending seminar Conferences/Workshops (56.47%).

Table A2 Purpose of Using ICT Services

N = 170

User Category	No. of respondent	For updating knowledge (%)	For updating work (%)	For research work (%)	For academic work (%)	For attending seminar conferences/workshops
PG Student	83	83 (100)	80 (96.38)	30 (36.14)	79 (95.18)	25 (30.12)
Research Scholar	39	29 (100)	39 (100)	39 (100)	17 (43.59)	38 (97.43)
Teacher	25	25 (100)	25 (100)	10 (40)	21 (84)	22 (88)
Non-Teaching Staff	23	23 (100)	23 (100)	5 (21.74)	—	11 (47.83)
Total	170	170 (100)	167 (98.23)	84 (49.41)	117 (68.82)	96 (56.47)

Source : Questionnaire

#### 4.3 Types of search engines/tools used

The types of search engines/tools which are preferably used by users are analysed in Table A3. Maximum number of respondents like google most (44.12%) and then followed by yahoo (24.12%), rediff (17.06%), altavista (10%) and other (4.70%). However, unfortunately, the respondent of 'other' category didn't mentioned the type of the search engine.

Table A3 Type of search engines/tools users like most

N = 170

User Category	No. of respondent	Google (%)	Yahoo (%)	Altavista (%)	Rediff (%)	Other (%)
PG Student	83	40 (48.19)	18 (21.69)	8 (9.64)	15 (18.07)	2 (2.41)
Research Scholar	39	15 (38.46)	5 (12.82)	5 (12.82)	8 (20.51)	6 (15.38)
Teacher	25	11 (44)	7 (28)	3 (12)	4 (16)	—
Non-Teaching Staff	23	9 (39.13)	11 (47.83)	1 (4.35)	2 (8.69)	—
Total	170	75 (44.12)	41 (24.12)	17 (10)	29 (17.06)	8 (4.70)

Source : Questionnaire

#### 4.4 Access to OPAC

The Table shows the number of respondents who access to OPAC as well as the place where the users access to OPAC. Out of 170 respondents, 103 respondents access to OPAC. It is interesting to know that almost all the respondents of teacher category (100%) access to OPAC in both library (100%) and department (100%). However, maximum number of respondents access to library (78.64%) and followed by departments (47.57%).

**Table A4 Access to OPAC**

**N = 170**

User Category	No. of Respondent	Access to OPAC (%)	Access in MUL (%)	Access in Department (%)
PG Student	83	35 (42.17)	25 (71.43)	15 (42.86)
Research Scholar	39	32 (82.05)	27 (84.37)	5 (15.62)
Teacher	25	25 (100)	25 (100)	25 (100)
Non-Teaching Staff	23	11 (47.83)	7 (63.64)	4 (36.36)
Total	170	103 (60.59)	81 (78.64)	49 (47.57)

Source : Questionnaire

#### 4.5 Access to the electronic modes of information

Table A5 shows the electronic modes of information access by the users. Access to internet (97.65%) is the highest modes of information access by the users, followed by E-Journals (81.76%), CD-ROM search (39.41%), COPSAT (37.06%) and LAN (37.06%) respectively.

**Table A5 Access to the electronic modes of information N = 170**

User Category	No. of respondent	CD-ROM search (%)	COPSAT (%)	E-Journals (%)	Internet (%)	LAN (%)
PG Student	83	25 (30.12)	17 (20.48)	60 (72.29)	83 (100)	15 (18.07)
Research Scholar	39	25 (64.10)	25 (64.10)	39 (100)	39 (100)	20 (51.28)
Teacher	25	15 (60)	17 (68)	25 (100)	25 (100)	21 (84)
Non-Teaching Staff	23	2 (8.69)	4 (17.39)	15 (65.22)	19 (82.60)	7 (30.43)
Total	170	67 (39.41)	63 (37.06)	139 (81.76)	166 (97.65)	63 (37.06)

Source : Questionnaire

#### 4.6 Level of satisfaction of the users with ICT services

The Table shows the level of satisfaction of the users regarding ICT services. There is four different levels of satisfaction. The users expressed their opinion to those levels. Most of the users are partly satisfied (52.35%), some users are fully satisfied (30.59%), then some other are, not satisfied (8.82%) and uncertain (8.24%).

**Table A6 Level of satisfaction of the users from ICT services N = 170**

User Category	No. of respondent	Fully satisfied (%)	Partly satisfied (%)	Uncertain (%)	Not Satisfied (%)
PG Student	83	25 (30.12)	45 (54.22)	6 (7.23)	7 (8.43)
Research Scholar	39	12 (30.77)	18 (46.15)	5 (12.82)	4 (10.26)
Teacher	25	7 (28)	16 (64)	1 (4)	1 (4)
Non-Teaching Staff	23	8 (34.78)	10 (43.48)	2 (8.69)	3 (13.04)
Total	170	52 (30.59)	89 (52.35)	14 (8.24)	15 (8.82)

Source : Questionnaire

#### 4.7 Identification of problems/ difficulties in the use of ICT services

Table A7 highlights the identification of problems/difficulties in the use of ICT services in the library. The number of uses facing the problem of shortage of computer (39.41%) is the highest then other problems like insufficient of e-journals (35.88%), information is not updated (30.59%), system is not user friendly (12.94%) and other (10%) respectively.

**Table A7 Identification of Problems/difficulties in the use of ICT Services N = 170**

User Category	No. of respondent	Shortage of computer (%)	System is not user friendly (%)	Insufficient of e-journals (%)	Information is not updated (%)	Other (%)
PG Student	83	30 (36.14)	10 (12.05)	20 (24.09)	35 (42.17)	8 (9.64)
Research Scholar	39	25 (64.10)	5 (12.82)	28 (71.79)	15 (38.46)	5 (12.82)
Teacher	25	7 (28)	3 (12)	10 (40)	2 (8)	3 (12)
Non-Teaching Staff	23	5 (21.74)	4 (17.39)	3 (13.04)	—	1 (4.34)
Total	170	67 (39.41)	22 (12.94)	61 (35.88)	52 (30.59)	17 (10)

Source : Questionnaire

- ◆ An arrangement should be made for regular ICT awareness programme to all the departments/institutions so that every users will be able to take the advantages of ICT services.
- ◆ Computerization of all activities of the library should be made so as to cope with the new challenges.
- ◆ Regular internet service should be made available.
- ◆ More e-journals should be provided and the full text of the documents should be made available to the users.

## 6. Conclusion

The major findings of the present impact study can be concluded as,

- ◆ The overall awareness about ICT services among users is very encouraging.
- ◆ However, some of the users suggest to conduct regular ICT awareness programme.
- ◆ MUL is providing good ICT services to the users as well as it also getting positive response from the users.
- ◆ Eventhough, the users are not fully satisfied with the services.
- ◆ The services should be made more user friendly so that users can get maximum benefit.
- ◆ The users also suggested to improve upon the services in many ways.

The findings of the present study, will be helpful in providing ICT based services more promptly to the library users of Manipur University.

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