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RESEARCH ARTICLE

USE OF WEB BASED LIBRARY SERVICES: A STUDY AMONG ENGINEERING STUDENTS

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ABSTRACT

The paper examines the various communication services and system based services which are used by the students who are pursuing engineering education in engineering colleges located in and around Chennai. The questionnaire method was adopted to collect data from the respondents. It is found from the study that majority of students are using e-mail service for communication and digital library service to collect information for their academic purposes. Further, it is found that the Bulletin Board and Inter library Loan (ILL) services were used by less numbers of students. It is recommended that the librarians and library staff should create awareness about the communication services such as discussion forum, bulletin board and system based services like information literacy, institutional repository and inter library loan. In this context the services mentioned above will help to maximize the usage of library resources, services and also to share among other users.

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INTRODUCTION

Internet is a powerful tool for global communication and exchange of information. The usage of internet is considerably increased to collect information for teaching, learning and research activities. The application of Information and Communication Technology (ICT) in libraries has totally changed the entire services of Library & Information centres in respect of accessing, processing and retrieving of information. Today, libraries are also interested to share resources among other libraries to satisfy the users' requirements. It is necessary for the libraries to design, develop and evaluate information needs of users. The library staff are also well trained to update their skills with latest technologies in order to provide web based services and resources to the user community. Since, the user demand for information is also frequently changed. The application of Information and Communication Technology (ICT) helps the libraries to exchange and share the resources.

OBJECTIVES OF THE STUDY

- ❖ To identify the web based Communication Services used by the Engineering Students.
- ❖ To analysis the system based Library Services used by Engineering Students.

REVIEW OF LITERATURE

Thanuskodi and Ravi (2011)¹ emphasized that the utilization of digital resources by faculty and research scholars and found

that majority respondents are browsed the Internet for teaching, research, and learning. Sharma, Shawla and Madaam (2011)² found that mostly the faculty members and students in various discipline use internet services like e-mail, chatting, search engines, remote login, FTP, FAQ and also found less numbers of users use archives, Listserv. Sivakumaren, Jeyaprakash, Gopalakrishnan and Geetha (2011)³ analyzed that majority of respondents have positive attitude on ICT and also recommended that the librarians should encourage the LIS professionals to attend various innovative programmes such as seminars, conferences /workshops to update their skills. Sudhier and Seethalakshmi (2011)⁴ observed that majority of respondents use e-mail services for research activities and also suggested that academic institutions and libraries should facilitate to increase the usage of resources. Sharma and Gobind (2009)⁵ highlighted that the preference and importance of online resources among the teachers and research scholars. Singh and Jindal (2009)⁶ described the implications of information literacy programme for library staff, resources and services.

METHODOLOGY

The study was adopted survey method to collect data randomly among the Under Graduate, Post Graduate Students and Research Scholars in engineering colleges located in and around Chennai. A well structured questionnaire was designed and it was divided into three sections namely Personal Information, Communication Services and System based Services. A total of 156 questionnaires were distributed and 121 respondents have returned back after filling the data. The data were entered into the SPSS for analysis.

Table 1. Demographic information

Sl.No	Description	No. of Users	%	Total	
1	QUALIFICATION	UG	58	47.9	121 (100%)
		PG	38	31.4	
		Research	25	20.7	
		Scholar			

Table 2. Communication services

S.No	Description	SD	DA	UD	A	SA	Total	Mean	Rank
1	E-mail	13 10.7%	5 4.1%	34 28.1%	52 43.0%	17 14.0%	121 100%	3.45	1
2	Bulletin Board	2 1.7%	11 9.1%	81 66.9%	20 16.5%	7 5.8%	121 100%	3.15	5
3	Discussion Forum	2 1.7%	10 8.3%	80 66.1%	21 17.4%	8 6.6%	121 100%	3.19	4
4	FTP (File Transfer Protocol)	1 .8%	9 7.4%	79 65.3%	27 22.3%	5 4.1%	121 100%	3.21	3
5	Ask Librarian	4 3.3%	8 6.6%	72 59.5%	24 19.8%	13 10.7%	121 100%	3.28	2

(SD= Strongly Disagree, DA= Disagree, UD= Undecided, A=Agree, SA= Strongly Agree)

Table 3. Communication services vs Users

S.No	Description	UG STUDENTS n=58							PG STUDENTS n=38							RESEARCH SCHOLARS n=25						
		SD	DA	UD	A	SA	M	R	SD	DA	UD	A	SA	M	R	SD	DA	UD	A	SA	M	R
1	E-mail	8	4	15	26	5	3.27	3	3	1	11	14	9	3.65	1	2	0	8	12	3	3.56	1
		13.8 %	6.9 %	25.9 %	44.8 %	8.6 %			7.9% %	2.6 %	28.9 %	36.8 %	23.7 %			8.0 %	.0% %	32.0 %	48.0 %	12.0 %		
2	Bulletin Board	0	3	40	10	5	3.29	2	0	4	26	7	1	3.13	5	2	4	15	3	1	2.88	4
		.0% %	5.2 %	69.0 %	17.2 %	8.6 %			.0% %	10.5 %	68.4 %	18.4 %	2.6% %			8.0 %	16.0 %	60.0 %	12.0 %	4.0% %		
3	Discussion Forum	0	4	37	11	6	3.32	1	0	2	26	8	2	3.26	4	2	4	17	2	0	2.76	5
		.0% %	6.9 %	63.8 %	19.0 %	10.3 %			.0% %	5.3 %	68.4 %	21.1 %	5.3% %			8.0 %	16.0 %	68.0 %	8.0% %	.0% %		
4	FTP (File Transfer Protocol)	0	5	37	15	1	3.20	5	0	1	25	10	2	3.34	3	1	3	17	2	2	3.04	3
		.0% %	8.6 %	63.8 %	25.9 %	1.7 %			.0% %	2.6 %	65.8 %	26.3 %	5.3% %			4.0 %	12.0 %	68.0 %	8.0% %	8.0% %		
5	Ask Librarian	2	6	34	9	7	3.22	4	0	1	23	8	6	3.50	2	2	1	15	7	0	3.08	2
		3.4 %	10.3 %	58.6 %	15.5 %	12.1 %			.0% %	2.6 %	60.5 %	21.1 %	15.8 %			8.0 %	4.0 %	60.0 %	28.0 %	.0% %		

(SD= Strongly Disagree, DA= Disagree, UD= Undecided, A=Agree, SA= Strongly Agree)

Table 4. System based library services

Sl.No	Description	SD	DA	UD	A	SA	Total	Mean	Rank
1	OPAC / WebOPAC	1 .8%	9 7.4%	78 64.5%	25 20.7%	8 6.6%	121 100%	3.24	4
2	Digital Library	3 2.5%	10 8.3%	64 52.9%	29 24.0%	15 12.4%	121 100%	3.35	1
3	Information Literacy Service	2 1.7%	11 9.1%	82 67.8%	22 18.2%	4 3.3%	121 100%	3.12	7
4	Institutional Repository Service	1 .8%	10 8.3%	87 71.9%	18 14.9%	5 4.1%	121 100%	3.13	6
5	E-Learning Services	2 1.7%	13 10.7%	72 59.5%	25 20.7%	9 7.4%	121 100%	3.21	5
6	CD-ROM Database Service	0 .0%	12 9.9%	69 57.0%	28 23.1%	12 9.9%	121 100%	3.33	2
7	Online Database Service	0 .0%	8 6.6%	77 63.6%	26 21.5%	10 8.3%	121 100%	3.31	3
8	ILL (Inter Library Loan)	4 3.3%	12 9.9%	85 70.2%	14 11.6%	6 5.0%	121 100%	3.04	8

(SD= Strongly Disagree, DA= Disagree, UD= Undecided, A=Agree, SA= Strongly Agree)

Table 5. System based library Services vs Students

Sl.No	Description	UG STUDENTS n=58						PG STUDENTS n=38						RESEARCH SCHOLARS n=25								
		SD	DA	UD	A	SA	M	R	SD	DA	UD	A	SA	M	R	SD	DA	UD	A	SA	M	R
1	OPAC / WebOPAC	0 .0%	2 3.4%	39 67.2%	13 22.4%	4 6.9%	3.32	3	0 .0%	2 5.3%	25 65.8%	9 23.7%	2 5.3%	3.28	5	1 4.0%	5 20.0%	14 56.0%	3 12.0%	2 8.0%	3.00	1
2	Digital Library	0 .0%	4 6.9%	33 56.9%	15 25.9%	6 10.3%	3.39	2	1 2.6%	2 5.3%	19 50.0%	8 21.1%	8 21.1%	3.52	1	2 8.0%	4 16.0%	12 48.0%	6 24.0%	1 4.0%	3.00	1
3	Information Literacy Service	0 .0%	6 10.3%	37 63.8%	14 24.1%	1 1.7%	3.17	7	1 2.6%	3 7.9%	26 68.4%	5 13.2%	3 7.9%	3.15	6	1 4.0%	2 8.0%	19 76.0%	3 12.0%	0 .0%	2.96	3
4	Institutional Repository Service	1 1.7%	3 5.2%	40 69.0%	10 17.2%	4 6.9%	3.22	6	0 .0%	3 7.9%	28 73.7%	6 15.8%	1 2.6%	3.13	8	0 .0%	4 16.0%	19 76.0%	2 8.0%	0 .0%	2.92	5
5	E-Learning Services	1 1.7%	4 6.9%	34 58.6%	14 24.1%	5 8.6%	3.31	5	1 2.6%	3 7.9%	21 55.3%	9 23.7%	4 10.5%	3.31	4	0 .0%	6 24.0%	17 68.0%	2 8.0%	0 .0%	2.84	7
6	CD-ROM Database Service	0 .0%	4 6.9%	32 55.2%	13 22.4%	9 15.5%	3.46	1	0 .0%	3 7.9%	20 52.6%	12 31.6%	3 7.9%	3.39	3	0 .0%	5 20.0%	17 68.0%	3 12.0%	0 .0%	2.92	5
7	Online Database Service	0 .0%	3 5.2%	37 63.8%	14 24.1%	4 6.9%	3.32	3	0 .0%	1 2.6%	22 57.9%	9 23.7%	6 15.8%	3.52	1	0 .0%	4 16.0%	18 72.0%	3 12.0%	0 .0%	2.96	3
8	ILL (Inter Library Loan)	1 1.7%	5 8.6%	41 70.7%	6 10.3%	5 8.6%	3.15	8	1 2.6%	2 5.3%	27 71.1%	7 18.4%	1 2.6%	3.13	8	2 8.0%	5 20.0%	17 68.0%	1 4.0%	0 .0%	2.68	8

(SD= Strongly Disagree, DA= Disagree, UD= Undecided, A=Agree, SA= Strongly Agree)

DATA ANALYSIS AND INTERPRETATIONS

The study was carried out among 121 students pursuing engineering education and the same is given in Table 1. The table 1 shows that 156 Questionnaires were distributed and 121 Users were responded. Hence, the total rate of response is 77.56%. The qualification-wise distributions of respondents are Under Graduate 58 (47.9%), Post Graduate 38 (31.4%) and Research Scholars. 25 (20.7%).

COMMUNICATION SERVICES

The study is focused to find out the various communication services used by the user. Five services were identified and analysed on Likert's five points scale and the same is given Table 2. The respondents were asked to indicate the Communication Services used by them. It is found from table 2 that majority of respondents (Mean 3.45 and Rank 1) are used "Email" followed by "Ask Librarian"(Mean 3.28 and Rank 2). It is further found that (Mean 3.21 and Rank 3) respondents are used "FTP", "Discussion Forum" (Mean 3.19 and Rank 4). It is concluded that a very few (Mean 3.15 and Rank 5) respondents are used "Bulletin Board" Communication Service.

COMMUNICATION SERVICES Vs STUDENTS

It is necessary to know the Communication Services accessed by user-wise. The analysis shows that the communication services used by Under Graduate, Post Graduate students and Research Scholars'. The result of the analysis is given in Table 3. It is observed from the table 3 that a large number of 58 UG students are used "Discussion Forum" (Mean 3.32 and Rank 1), "Bulletin Board" (Mean 3.29 and Rank 2), "E-mail" (Mean 3.27 and Rank 3), "Ask Librarian" (Mean 3.22 and Rank 4), and "FTP" (Mean 3.20 and Rank 5). It is also analysed from table 4 that a large number of 38 PG students used "E-mail" (Mean 3.56 and Rank 1), "Ask Librarian" (Mean 3.50 and Rank 2), "FTP (File Transfer Protocol)" (Mean 3.04 and Rank 3), "Discussion Forum" (Mean 3.26 and Rank 4) and "Bulletin Board" (Mean 3.13 and Rank 5). In case of Research Scholars, "E-mail" (Mean 3.65 and Rank 1), "Ask Librarian" (Mean 3.08 and Rank 2), "FTP (File Transfer Protocol)" (Mean 3.04 and Rank 3), "Bulletin Board" (Mean 2.88 and Rank 4) and "Discussion Forum" (Mean 2.76 and Rank 5) are used.

SYSTEM BASED LIBRARY SERVICES

It is necessary to know the system based library services used by the students. The result of the analysis is given in Table 5. The respondents were asked to indicate the System based Library Services used by them. It is observed from the table 5 that a large number of UG students are used " CD-ROM Database Service " (Mean 3.46 and Rank 1), PG students are used "Online Database Service" and Digital Library" (Mean 3.52, Rank 1), whereas majority of Research Scholars are used "OPAC/WebOPAC Service" and "Digital Library Service" (Mean 3.00, Rank 1).It is followed that (Mean 3.39, Rank 2) of UG students are used "Digital Library Service", PG students (Mean 3.39, Rank 3) are used "Online Database Service", Research Scholars (Mean 2.96,Rank 3) are also used "Online Database Service". It is also found that (3.15, Rank 8) of UG students, (Mean 3.13, Rank 8) of PG students

and (Mean 2.68, Rank 8) of Research Scholars are used "Inter Library Loan"

SYSTEM BASED LIBRARY SERVICES Vs USERS

It is necessary to know the System based System Services used by the students. The result of the analysis is given in Table 5. The respondents were asked to indicate the System based Services used by them. It is observed from the table 5 that a large number of UG students are used " CD-ROM Database Service " (Mean 3.46 and Rank 1), PG students are used "Online Database Service" and Digital Library" (Mean 3.52, Rank 1), whereas majority of Research Scholars are used "OPAC/WebOPAC Service" and "Digital Library Service" (Mean 3.00, Rank 1).It is followed that (Mean 3.39) of UG students are used "Digital Library Service",PG students (Mean 3.39, Rank 3) are used "Online Database Service", Research Scholars (Mean 2.96,Rank 3) are also used "Online Database Service". It is also found that (3.15, Rank 8) of UG students, (Mean 3.13, Rank 8) of PG students and (Mean 2.68, Rank 8) of Research Scholars are used "Inter Library Loan"

CONCLUSION AND RECOMMENDATIONS

Information and Communication Technology (ICT) plays most important role to provide web based library services to the user community. The library and information centres are gradually changed from traditional services to ICT based services. The librarians and library staff should be equipped and update their ICT skills to provide web based library services to the right reader and the right time in a right personal way.

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