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Access, Use And Level Of Satisfaction Of Availability Of Electronic Resources By The Students Of Kuppam Engineering College, Kuppam Chittoor District, Andhra Pradesh – A Case Study

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Abstract: *The present study highlights on the use and satisfaction of availability of electronic resources in the library by the B.Tech. Students of Kuppam Engineering College, Kuppam, Chittoor District, Andhra Pradesh. A majority of respondents 64 percent are female students. A majority of the respondents 170 (68%) are visiting the Library daily. A majority of the respondents 27 percent preferred to use electronic resources. A majority of 32 percent of respondents spend 4-10 hours. A majority of respondents 37 percent prefer library as the place to accessing the electronic resources. A majority of the respondents 33 percent used to read e-journals. A majority of 40 percent of respondents satisfied with the available electronic resources in the library between 76%-100%. On the whole, a large majority of the respondents were using the library. It is a good sign.*

Keywords: *Electronic Resources, students, ICT, Satisfaction.*

INTRODUCTION

Today, Information and Communication Technologies (ICT) are playing a pivotal role in libraries and its services. The libraries are acquiring the library resources i.e. print as well as e-resources as per the needs of the users. Electronic resources are the electronic representation of information. These are available in various forms like e-books, digital libraries, online journal magazine, e-learning tutors and online test. Because of the effective presentation with multimedia tools, these e-resources have become the source of information Electronic resources delivers the collection of information as full-text databases, e-journals, multimedia in the form of CDs, internet, web-technology etc. E-resources may include e-journals, e-discussions, e-news, (e.g.: USE NET), data archives, e-mail, online chatting, etc., can be called as electronic resources. Electronic information source is a wide range of products going from electronic periodicals to CD-ROMs, from the mailing list to databases, all of them having a common feature of being used and sometimes modified by a computer.

E-resources play a significant role in academic libraries as they are mostly tuned for the promotion of academic excellence and research. Therefore, e-information is a key element for any research and development work. In the recent years, academic users have become more dependent on their research needs. Most of the Universities and colleges are providing pinpointed electronic information to their users.

Electronic Resources provide up-to-date information. The user can access these electronic resources with internet facility. The significance of the electronic resources is recognized in all the libraries of academic institutions to meet their demands of the users for their academic purpose. The UGC is also encouraging the academic institutions by supporting financially for the usage of Electronic resources.

The Kuppam Engineering College (KEC) (2011): A Profile

The college was established in 2001. The main objective of the college is to provide engineering education at mandal level. It was constructed on a sprawling 50 acres campus of elevated land surrounded by pollution-free lush green scenic vegetation on the north fringe. It is only 105 Kms. away from Bangalore. It is the first rural college in India.

The Central Library is equipped with 28924 volumes of books in various engineering disciplines and is continuously being strengthened by adding new technical literature in the form of periodicals, encyclopedias, and Textbooks, Reference Books, National and International Journals. Library subscribes more than 142 EEE e-journals through INDEST-AICTE consortium and 4,200 e-journals from J-gate.

About Digital Library: The Digital Library has 20 systems to provide services such as on-line Journals/magazines, open courseware, open access Journals, Subject, and magazine compact discs and Internet facility. It provides more than 1,562 e-books, e-databases, previous question papers and Project Reports. The library has ASME, IEL, and ASCE online subscription and membership in development Library Network (DELNET) through which one can have access to specialized bibliographic database of books, serials, and non-book materials.

REVIEW OF LITERATURE

There are a number of studies related to the use of e-resources by the students and researchers of various institutions. There are many factors which affect the use of electronic resources. The related studies discuss some of these issues. The present study is conducted in the light of the earlier studies.

Sudhier, K.G. and Seethalakshmi, K.P., analysed the use of internet and e-resources among students and research scholars of Faculty of Arts, University of Kerala. The study reveals that internet resources are the most used e-resources among the respondents from the Arts Faculty. It is also found from the analysis of the data given by the respondents that most of the students of Arts department are not giving enough facility to use e-resources. The study of this kind is very useful for the teachers, librarians and also for the parents. The fast growth of information and communication technologies and particularly internet and electronic resources has changed the traditional method of research, storage, retrieval and communication of scholarly information. Gangadharaiah, G., Padmaja, B. and Nalini, B. discussed the usage of E-resources in University Libraries and reveals that the University libraries in India have challenges to make the best use of electronic media in order to meet the needs and requirements of clientele. E-resources are an indispensable part and process of e-learning. Electronic resources stand to offer significant benefits to libraries. Also, electronic resources may be a good way to deal with limited physical space in libraries. Jayaprakash, M., Balachandran, S. and Nirmala, S. discussed the E-Resources and Institutional Repository Facilities at Dhirajlal Gandhi College of Technology Salem: A Case Study and reveals that the proposed work of intranet website facility included in the Digital Library of Dhirajlal Gandhi College of Technology was made very successful by attracting many users for the library and it is obvious that the use of these techniques in the library makes the library more efficient and save the time. Sudhakar, E. and Suneetha, P. discussed the Usage of Electronic Information Resources by the Post-Graduate students at Sri Venkateswara University, Tirupati: A Study and found that Electronic resources are popular and extensively used. Electronic resources represent a significant and growing part of an academic and research environment libraries offer a way to identify the acceptance of e-resources, usefulness, and advantages while accessing e-resources.

OBJECTIVES

For the present, the following objectives were made:

1. To know the importance and status of e-resources at Kuppam Digital Library.
2. To know the frequency of the visit, purpose of the visit and time spent in the library;
3. To know the awareness of the EIRs and place of access by the engineering students;
4. To know the purpose for usage of Electronic Resources;
5. To know the usefulness of the Electronic resources i.e. e-books, e-journals, e-databases, audio-visual materials, and internet resources.
6. To know the level of satisfaction of available electronic resources in the Library.
7. To provide better suggestions for better usage of e-resources.

METHODOLOGY

For the present study, the data was collected through questionnaires from 250 B.Tech. Students of Kuppam Engineering College. The response rate was 100%.

Data Analysis: The collected data was analyzed and the results were discussed in the following tables.

1. Gender-wise distribution of Respondents: The distribution of students according to their gender is shown in Table No.1.

Table-1: Gender-wise Distribution of Respondents

Sl. No.	Gender	No. of Respondents	Percentage
1.	Male	90	36
2.	Female	160	64
	Total	250	100

Source: Primary data.

Table No.1 indicates that a majority of the respondents 64 percent participated in the survey are female students and the remaining 36 percent are male students. It shows that female students are more than the male students.

2. The frequency of visit to the Library: The distribution of respondents according to the frequency of visit to the library is shown in Table No.2.

Table-2: Distribution of respondents according to frequency of visit to the Library

Sl. No.	Frequency	No. of Respondents	percentage
1.	Daily	170	68
2.	Once in a week	50	20
3.	twice in a week	20	8
4.	Occasionally	10	4
	Total	250	100

Table No.2 shows that a majority of the respondents 170 (68%) are visiting the Library daily followed by 20 percent of the respondents visit once in a week, 8 percent of the respondents visit twice in a week, and the remaining 4 percent of the respondent visit occasionally. It can be concluded that majority of the respondents (68%) visit daily which is a good sign.

3. Purpose of the visit to the Library: The distribution of respondents according to their purpose to visit the Library is shown in Table No.3.

Table-3: Purpose to visit the Library

Sl. No.	Purpose of Visit	No. of Respondents	Percentage
1.	To borrow Books	50	9
2.	To refer Books & Journals	120	22
3.	To read Periodicals and Newspapers	100	18
4.	To Search Internet Resources	125	23
5.	To use Electronic Resources	150	27

Note: Respondents were permitted for multiple answers.

Table No.3 explains that the majority of the respondents 27 percent preferred to use electronic resources followed by 23 percent preferred to search Internet resources, 22 percent preferred to reference books and journals, 18 percent preferred to read periodicals and Newspapers, and the remaining 9 percent for borrowing books.

4. Time spent in the Library: A researcher has asked regarding ‘Time spent in the Library’ and information sought and presented in the Table No.4.

Table-4: Distribution of respondents according to Time spent in the Library

Sl. No.	Frequency	No. of Respondents	Percentage
1.	Less than 1	60	24
2.	1 to 4 hours	70	28
3.	4 to 10 hours	80	32
4.	More than 10 hours	40	16
	Total	250	100

Table No.4 explains that the majority of 32 percent of respondents spent 4-10 hours, followed by 28 percent spends 1-4 hours per day, 24 percent spends less than an hour and the remaining 16 percent of respondents spend more than 10 hours in the Library. It is pertinent to note that ‘Time is very precious’. So, the respondents found the value of time and they were spent more time to utilise the EIRs for academic purpose.

5. Awareness on ICT: The distribution of respondents according to their awareness on ICT as shown in Table. No.5.

Table-5: Distribution of respondents according to Awareness of ICT

Sl. No.	Awareness on EIR	No. of Respondents	Percentage
1.	Yes	250	100
2.	No	-	-
	Total	250	100

Table No.5 shows that 100 percent of the respondents having awareness on ICT. It is a good sign to use more e-resources.

6. Location of Accessing the Electronic Resources: The distribution of respondents according to the location of access of electronic resources as shown in Table No.6.

Table-6: Location of Access

Sl. No.	Location of Access	No. of Respondents	Percentage
1.	Library	130	37
2.	Through Internet Centre	90	26
3.	Home	73	21
4.	Smart Phones	55	16

Note: Respondents were permitted for multiple answers.

Table No.6 shows that majority of respondents 37 percent prefer library as the place to access the electronic resources followed by 26 percent of respondents access electronic resources through Internet Centres; 21 percent of respondents access electronic resources at their Home itself, and the remaining 16 percent of the respondents access through their smartphones. It is pertinent to note that a majority of respondents are utilising the library resources for their study.

7. The purpose for Usage of Electronic Resources: The distribution of respondents according to their purpose of using electronic resources is shown in Table No.7.

Table-7: Purpose of using Electronic Resources

Sl. No.	Usage of Electronic Resources	No. of respondents	Percentage
1.	e-journals, e-books	180	33
2.	Electronic Theses and Dissertations (ETD's)	70	13
3.	e-Lessons	60	11
4.	e-mails	110	20
5.	Entertainment	20	4
6.	Social Networking	30	5
7.	News and local information	80	15

Note: Respondents were permitted for multiple answers.

Table No.7 explains that majority of the respondents 33 percent read e-journals and e-books; followed by 20 percent of respondents use internet for checking e-mails; 15 percent for News & Local Information; 13 percent for Electronic Theses and Dissertations (ETD's); 11 percent for e-lessons; 5 percent for social networking and the remaining 4 percent for Entertainment.

8. Preference of usage of Electronic Resources: The distribution of respondents according to their preference for using electronic resources is shown in Table No.8.

Table-8: Preference of using Electronic Resources

Sl. No.	Using Electronic Resources	No. of Respondents	Percentage
1.	e-Journals	150	31
2.	e-books	125	26
3.	E-Databases	70	14
4.	Audio-visual materials (CDs, DVDs)	48	10
5.	Internet Resources (Websites, etc.,)	90	19

Note: Respondents were permitted for multiple answers.

Table No.8 explains that the majority of the respondents 31 percent gave their first preference to e-journals; followed by 26 percent as second preference to e-books, 19 percent gave third option for Internet Resources (Websites, etc.); 14 percent respondents preferred E-Databases and the remaining 10 percent for Audio-visual materials (CDs, DVDs). It is clear that the engineering students are giving much preference to electronic resources.

9. Usefulness of Electronic Resources: The distribution of respondents according to their use of electronic resources i.e. e-Journals, e-Books and e-Databases are shown in Table No.9a, 9b, 9c respectively.

Table-9a: Usefulness of e-Journals

Sl. No.	e-journals	No. of Respondents	Percentage
1.	Very useful	140	56
2.	Useful	90	36
3.	Useful to some extent	20	8
	Total	250	100

Table No.9a shows that the majority of 140 (56 percent) of respondents clearly said that the e-journals are very useful; followed by 36 percent said that it is useful, and the remaining 8 percent said that it is useful to some extent. Hence, it is understood that majority of respondents opined that e-resources are very useful.

Table-9b: Usefulness of e-Books

Sl. No.	e-Books	No. of Respondents	Percentage
1.	Very useful	150	60
2.	Useful	60	24
3.	Not at all useful	40	16
	Total	250	100

Table No.9b shows that the majority of 60 percent of respondents clearly said that the e-books are very useful; followed by 24 percent said that it is useful, and the remaining 16 percent said that it is Not at all useful.

Table 9c: Usefulness of e-databases

Sl. No.	e-Databases	No. of Respondents	Percentage
1.	Very useful	65	26
2.	Useful	75	30
3.	Useful to some extent	80	32
4.	Not at all useful	30	12
	Total	250	100

Table No.9c depicts that the majority of 32 percent of respondents said that the e-Databases are useful to some extent; followed by 30 percent said that it is useful; 26 percent said that it is very useful and the remaining 12 percent said that it is Not at all useful.

10. Facing problems while accessing Electronic Resources: The distribution of respondents according to their problems facing in referring electronic resources is shown in Table No.10.

Table-10: Problems facing while accessing Electronic Resources

Sl. No.	Problems facing while referring electronic resources	No. of Respondents	Percentage
1.	Lack of searching knowledge	50	15
3.	Lack of knowledge in using database	70	21
4.	Internet connectivity related problems	90	27
5.	Lack of Infrastructure	50	15
6.	Inconvenience	15	4
7.	Too much information is retrieved	40	12
8.	Radiation and other Health related problems	20	6

Note: Respondents were permitted for multiple answers.

Table No.10 reveals that 27 percent of respondents are facing problems due to internet connectivity related problems, followed by 21 percent due to lack of knowledge in using database, 15 percent face problems due to lack of sufficient infrastructure and lack of searching knowledge respectively, 12 percent of respondents are facing problems due to too much of information retrieval, 6 percent for radiation and other health-related problems and 4 percent for inconvenience.

11. Level of satisfaction with the available Electronic Resources in their Library: The distribution of respondents according to their Level of satisfaction with the available electronic resources in their library is shown in Table No.11.

Table-11: Level of satisfaction with the available Electronic Resources in the Library

Sl. No.	Level of Satisfaction	No. of Respondents	Percentage
1.	76% - 100%	50	20
2.	51% - 75%	100	40
3.	25% - 50%	60	24
4.	1% - 25%	40	16
	Total	250	100

Table No.11 shows that the majority of 40 percent of respondents satisfied with the available electronic resources in their library between 76%-100%; followed by 24 percent between 25%-50%; 20 percent for 76%-100% and the remaining 16% satisfied with the level of 1%-25%.

CONCLUSION

The study aimed at finding the use and level of satisfaction of available electronic resources in the library by the students of Kuppam Engineering College, Kuppam, Chittoor District, and Andhra Pradesh. The study reveals that electronic resources are the most used e-resources among the respondents in engineering colleges. The students used the e-resources for the collection of information in their specialisation and for preparation of assignments, research projects and publishing seminar articles.

Electronic resources are very useful and also needful to the student community for their academic and their bright future. Hence, it concludes that the Kuppam Engineering College Library should be strengthening with more Electronic Resources, which are most useful to the users.

SUGGESTIONS

The following suggestions were made for the development of EIRs and Digital Library.

1. There is urgent need to acquire more e-resources for use of the students.
2. The management should be taken immediate steps to provide more infrastructure facilities at Digital Library.
3. There is urgent need to develop OERs (Open Educational Resources).
4. There is also need to conduct Workshops, Seminars and Orientation Programmes to B.Tech. Students to utilise more EIRs.
5. Finally, it is suggested that the college library should be acquired various EIRs to use to prepare project works and also develop their ICT skills which are very important to the students.

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