

# Extent of E-Resource Information Service to the Faculty Members of Pondicherry University and its Affiliated Colleges: A User Perspective

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## Abstract

We are living in an age of information explosion. Computer and other electronic resources has become an indispensable tool in our society [1]. The main function of a library is to provide information to the users. With the help of electronic resources the staff, students and the researchers can access to the huge volume of information with speed and accuracy. The present paper makes an attempt to adjudicate the performance of libraries having e resource facilities. Through the evaluation the Pondicherry University and its affiliated colleges may acquire an idea regarding the improvement and further development. In addition they may be able to know the users attitude about the Library services. Therefore based on the above context this paper is significant one.

**Keywords:** Academic Libraries, E Resources, Information Services

## 1. Introduction

Information plays a very important role in every aspect of human life [4]. It is especially true in the context of fast pace of today's life, where information becomes absolute too soon. The value of information is a crucial factor in the social and economic development and progress of a nation is increasing recognized. To a remarkable extent, information is a source of power. It consists of statements made by individuals or groups of individual about ideas, which they assimilated, into their knowledge store. Information is an element of knowledge that is publicly available which can be shared and passed through the world [1].

## 2. Scope of the Study

Library is one of the important resources for inputting the knowledge to the human being [2]. The Library plays a significant role among the teachers, scholars and students to enrich their knowledge and to know the latest information. In the present digital era e-resources play

a significant role every where. Studying of effectiveness of e-resources and the users' attitude about e-resources are very significant one for any libraries for the improvement and overall development [3]. In this context, the performances of the college libraries can be improved if they concentrate on electronic resources which are very significant one. So the researcher makes an attempt to adjudicate the performance of libraries having e resource facilities. Through the evaluation the university and colleges may acquire an idea regarding the improvement and further development. In addition they may be able to know the users attitude about the Library services. Therefore based on the above context this research is significant one.

## 3. Selection of Samples

There have been totally 5633 faculty members working in Pondicherry University and its affiliated colleges. The total number of educational institutions in Pondicherry is 87. Among them, only Pondicherry University has INFLIBNET and some affiliated colleges have Delnet

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through which they access e-resources in their libraries. There were 1200 questionnaires distributed to those faculty members who were actively using e-resources. Yet the total collected sample from the faculty members is 625 and the response rate is poor at the level of 52 percentages. As the response rate is more than 50 percentages, the findings of the study would bring out the real picture of e resources related issues and its merits in the study institutions.

#### 4. Objectives of the Study

1. To study the electronic sources of information available in Pondicherry University libraries and its affiliated colleges.
2. To study the importance of e-resource information for the academic purpose in Pondicherry University libraries and its affiliated colleges.
3. To study the purpose of using e-resource information by the respondents.
4. To analyze the extent of use of electronic resources by the respondents.
5. To find out the key e-book databases used by the respondents,
6. To find out the major full text journal databases used by the respondents,
7. To find out the problems faced while using E-resources and services in the Pondicherry University and its affiliated college.

#### 5. Hypotheses of the Study

1. There is no association between designations of respondents and the channels of e-resource information dissemination.

2. There is no association between modes of use of accessing electronic resources on the basis of designation of respondents
3. There is no association between the designation and the opinion about suitability of key e-resources in the field of specialization.
4. There is no association between the channels of accessing e-resources on the basis of designation of respondents
5. There is no association between the designation of respondents and the level of satisfaction on the e-resources provided

From Table 1, it is summarized that the Professors category of respondents stand to be the first and Assistant Professors category occupies the second in position and the Associate Professors fall in the third position whereas, the institution wise analysis explains that the respondents from Pondicherry University are in the highest level followed by aided institutions and self financing institutions respectively.

From Table 2, it is summarized that the designation wise data of Professors, Associate Professors and Assistant Professors are using EBSCO host at the highest level. This e-book database ranked to first among all the designations. The second rank goes to sage e-reference. Professors and Assistant Professors rank business and Management e-book databases to the 3<sup>rd</sup> rank, whereas the Associate Professors rank e-book perpetual access to the 3<sup>rd</sup> rank. The other e-book databases are less in usages by all the categories.

Table 3 focuses on the designation wise analysis on the extent of use of full text journal database by the respondents. The Professors are highly using the databases namely science direct, Taylor and Francis and JSTOR [7]. Yet they are also found using some databases at moderate level are springerlink, Elsevier and Emerald whereas

**Table 1.** Analysis of Selection of Respondents from various type of Institution

Type of Institution	Professors		Assistant professors		Associate professors		Total	
	Respon-dents	%	Respon-dents	%	Respon-dents	%	Respon-dents	%
Pondicherry University	100	40.00	89	45.88	96	53.04	285	45.60
Aided Colleges	110	44.00	55	28.35	15	8.29	180	28.80
Self-financing Colleges	40	16.00	50	25.77	70	38.67	160	25.60
<b>Total</b>	<b>250</b>	<b>40.00</b>	<b>194</b>	<b>31.04</b>	<b>181</b>	<b>28.96</b>	<b>625</b>	<b>100</b>

**Table 2.** Showing Analysis on the extend of use of e-book databases by the respondents

Titles of e-book databases	Professors			Associate Professors			Assistant Professor		
	Accessed	Not Accessed	Total	Accessed	Not Accessed	Total	Accessed	Not Accessed	Total
Cambridge Histories Online	30	220	250	11	170	181	32	162	194
Sage E-reference [7]	114	136	250	106	75	181	105	89	194
EBSCOhost [7]	185	65	250	124	57	181	112	82	194
Economics [16]	01	249	250	06	175	181	09	185	194
e-Books-Perpetual Access [6]	112	138	250	102	79	181	94	100	194
Anthropology	13	237	250	01	180	181	08	186	194
Classics	9	241	250	09	172	181	22	172	194
CRCnetBASE	24	226	250	14	167	181	18	176	194
Credo Reference	21	229	250	13	168	181	33	161	194
Springer Protocols [6]	92	158	250	94	97	181	86	108	194
History	19	231	250	03	178	181	20	174	194
Indiastat	62	188	250	52	129	181	41	153	194
Blackwell Reference Online	31	219	250	17	164	181	45	159	194
Business and Management [7]	110	140	250	95	86	181	92	102	194
Cultural Studies	30	220	250	23	158	181	28	166	194
Linguistics [16]	02	248	250	04	177	181	04	190	194
Literature	13	237	250	10	171	181	05	189	194
Philosophy	15	235	250	12	169	181	18	176	194
Psychology	08	242	250	07	184	181	09	185	194
Religion	40	210	250	35	146	181	32	162	194
Sociology	75	175	250	62	119	181	44	150	194
Cambridge EBooks Collections	62	188	250	51	130	181	42	152	194

they are not at all using the databases Annual Reviews, American physical society and Project muse.

In the case of Associate Professors the topmost used databases among them are Taylor and Francis, Science direct and JSTOR. The databases that are unpopular among them are Annual Reviews, Project muse and American Physical Society. The Assistant Professors make use of databases like Science direct, Taylor and Francis and Elsevier. The Unaware databases among these categories are American Physical Society, Annual Reviews and Project muse.

While analyzing the designation wise data the Professors are supporting the benefit of current information access as the prime most benefit of e-resources.

Whereas the Associate Professors feel that the benefit of faster access information is the highest benefit that they get by using e-resources. The Assistant Professors place the benefit of wider range of information to the first rank as far as they are concerned. Yet, all the three categories rank the benefit of improving academic performance at the last rank. [Table 4]

Table 5 depicts the majority of the Professors are facing the problem of time consuming it is ranked to first by them 46.8%(152). The other problems faced by them are too much of information retrieved and limited access of terminals [8].

In the case of Associate Professors, the prime most problem faced by them is too much information retrieved

**Table 3.** Showing Analysis on the extent of use of full text journal database by the respondents

Sl.No	Titles of Full text Journals	Professors			Associate Professors			Assistant Professor		
		Accessed	Not Accessed	Total	Accessed	Not Accessed	Total	Accessed	Not Accessed	Total
1	International Journals Subscribed - 2009	55	195	250	15	166	181	35	159	194
2	Back Files	39	211	250	12	169	181	12	182	194
3	Science Direct [7]	<b>240</b>	<b>08</b>	<b>250</b>	<b>164</b>	<b>17</b>	<b>181</b>	<b>190</b>	<b>04</b>	<b>194</b>
4	American Chemical Society	46	204	250	13	168	181	19	175	194
5	American Institute of Physics	20	230	250	11	170	181	15	179	194
6	Blackwell	200	50	250	136	45	181	157	37	194
7	Elsevier [6]	<b>218</b>	<b>32</b>	<b>250</b>	<b>152</b>	<b>29</b>	<b>181</b>	<b>185</b>	<b>09</b>	<b>194</b>
8	Institute of Physics	04	246	250	09	172	181	30	164	194
9	Nature	15	235	250	18	163	181	20	174	194
10	Portland Press	05	245	250	07	174	181	06	188	194
11	Project Muse [16]	<b>03</b>	<b>247</b>	<b>250</b>	<b>04</b>	<b>177</b>	<b>181</b>	<b>05</b>	<b>189</b>	<b>194</b>
12	Society for Industrial and Applied Mathematics	09	241	250	07	174	181	08	186	194
13	Taylor and Francis Journals	<b>242</b>	<b>13</b>	<b>250</b>	<b>178</b>	<b>3</b>	<b>181</b>	<b>189</b>	<b>05</b>	194
14	Science Online	182	68	250	138	43	181	170	24	194
15	e-Journals - UGC-Infonet Consortia	07	243	250	14	167	181	11	183	194
16	American Physical Society [16]	<b>03</b>	<b>247</b>	<b>250</b>	<b>02</b>	<b>179</b>	<b>181</b>	<b>04</b>	<b>190</b>	<b>194</b>
17	Annual Reviews [16]	<b>01</b>	<b>249</b>	<b>250</b>	<b>01</b>	<b>180</b>	<b>181</b>	<b>02</b>	<b>192</b>	<b>194</b>
18	Cambridge University Press	10	240	250	06	174	181	07	187	194
19	Emerald [6]	<b>215</b>	<b>35</b>	<b>250</b>	<b>150</b>	<b>31</b>	<b>181</b>	<b>176</b>	<b>18</b>	<b>194</b>
20	JSTOR [11]	<b>236</b>	<b>14</b>	<b>250</b>	<b>174</b>	<b>07</b>	<b>181</b>	<b>184</b>	<b>10</b>	<b>194</b>
21	Oxford University Press	204	46	250	150	31	181	164	30	194
22	Project Euclid	230	20	250	159	22	181	179	15	194
23	Royal Society of Chemistry	06	244	250	05	176	181	21	173	194
24	Springer Link [6]	<b>224</b>	<b>26</b>	<b>250</b>	<b>149</b>	<b>32</b>	<b>181</b>	<b>175</b>	<b>19</b>	<b>194</b>
25	IEEE	195	55	250	150	31	181	159	35	194
25	National Journals - Subscribed -2009 [16]	07	243	250	09	172	181	19	175	194

**Table 4.** Showing Analysis of the improved benefits of using e-resources by the respondents

Access Benefit	Professors			Associate Professors			Assistant Professor		
	Yes	No	Total	Yes	No	Total	Yes	No	Total
<b>Wider range of Information</b>	231	19	<b>250</b>	170	11	<b>181</b>	187	07	<b>194</b>
<b>Faster access to information</b>	229	21	<b>250</b>	178	03	<b>181</b>	179	15	<b>194</b>
<b>Current information access</b>	232	18	<b>250</b>	164	17	<b>181</b>	181	13	<b>194</b>
<b>Easy Access of Information</b>	230	20	<b>250</b>	158	23	<b>181</b>	145	49	<b>194</b>
<b>Improving Academic Performance</b>	210	40	<b>250</b>	155	26	<b>181</b>	142	52	<b>194</b>

**Table 5.** Showing Analysis on Problems Faced by the respondents while using e- resources

Problems	Professors	Associate Professors	Assistant Professors	Total
<b>Too much information Retrieval (Noise)</b>	42 (23.6%)	108 (60.7%)	28 (15.7%)	<b>178 (29.48%)</b>
<b>Time Consuming</b>	152 (46.8%)	39 (12%)	134 (41.2%)	<b>325 (52%)</b>
<b>Limited Access of Terminals</b>	35 (44.87%)	24 (30.76%)	19 (24.35%)	<b>78 (12.48%)</b>
<b>Lake of IT Knowledge</b>	15 (62.5%)	4 (16.66%)	5 (20.83%)	<b>24 (3.84%)</b>
<b>Un co-operative Staff</b>	3 (30%)	2 (20%)	5 (50%)	<b>10 (1.6%)</b>
<b>System Slow Speed</b>	3 (30%)	4 (40%)	3 (30%)	<b>10 (1.6%)</b>
<b>Total</b>	<b>250</b>	<b>181</b>	<b>194</b>	<b>625</b>

60.74% (108). The Problem of 'time consuming' stands to be the second one to them whereas the Assistant Professors feel the problem of time consuming is highly faced by them. All the three categories unanimously say that they rarely face the problems of non co-operative staff and system slow speed.

## 6. Findings of the Study

The Professors category of respondents stand to be the first and Assistant Professors category occupies the second in position and the Associate Professors fall in the third position whereas, the institution wise analysis explains that the respondents from Pondicherry University are in the highest level followed by aided institutions and self financing institutions respectively.

The top most e-book databases in usage are EBSCOhost, Sage e-reference and Business and Management. Yet, eBook perpetual access is also used by all the faculty members with a slight difference in use. The least used e-book databases are Economics and Linguistics.

The maximum use of full text journal databases by the respondents is Taylor and Francis, Science direct and JSTOR. The most unpopular databases observed among the respondents are Annual Reviews, American Physical Society and Project muse.

The benefits that are highly credited by the faculty members are the current information access, faster information access and wider range of information. Yet all the faculty members do not highly accept that the benefit of improving academic performance is possible only by using e-resources it may be one of the factors for it.

The problems of time consuming and too much information retrieval are the major problems faced by the faculty members while accessing e-resources. Yet, some of the faculty members feel that the number of terminals may be increased and extended for the effective access of e-resources.

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