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Use of Cyber Library: A comparative study of undergraduate and postgraduate students

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Abstract

The present study attempts to find out the Internet usage pattern of the students of the Cyber Library at the University of Lucknow, Lucknow. The main objectives are to find out the awareness level, frequency of usage, satisfaction level and the problems faced while accessing the internet at the cyber library. To fulfil these objectives, a survey method was adopted and a structured questionnaire was used to collect data. A sample of 150 students was collected comprising 75 undergraduates and 75 postgraduates. The findings revealed that 114 (76.00%) students were aware of the cyber library services; most students who visit the library visit it daily; the overall satisfaction level received from the internet facility was satisfactory. This study also makes some suggestions to improve the library services based on the findings.

Keywords: Internet; Internet Usage; Academic Library; Lucknow University Library

1. Introduction

"The Internet is becoming the town square for the global village of tomorrow." - **Bill Gates**

Internet has also become a vital tool used by students for education. It facilitates research, teaching and communication. A lot of students, researchers, as well as teachers, use the Internet to enrich their academic work. There's an exponential growth of information and internet plays a very crucial role in disseminating it. The paradigm of information dissemination has swiftly shifted over the last couple of decades and libraries have not failed to notice such change. Libraries are nowadays, incorporating new technologies and the use of the internet in their daily functions such as acquisition, classification, cataloguing, circulation, reference and more. Internet has become an integral part of such libraries for providing library and information services in the most efficient and timely manner. Additionally, more and more libraries are now providing internet facilities as an independent service to their users.

University of Lucknow, Lucknow, took an initiative in the same direction and built a "Cyber Library" as a part of its Tagore Library to avail internet services to the students. It was built in 2019, to bring together all open access e-resources in form of e-books, e-journals, video lectures, subject gateways, databases, useful websites etc. in all disciplines of the University at one place, so that the students, research scholars and faculty members belonging to various disciplines of University may make optimum use of these resources. (University of Lucknow, n.d.) This step was taken in the purview to enhance the skills and capabilities

of the students that can facilitate their studies and professional life. Therefore, a need was felt to acquire much information about internet usage among students at the Cyber Library.

2. Review of Literature

Naik and Kumar (2019) studied the users need of Internet in college libraries in India. The main objective is to find out the use of the Internet, analyse the use of the Internet in relation to other information sources and how they perceive the advantages of the Internet and problems for accessing them. **Rai and Kaur (2018)** worked on library visits and use of the Internet among undergraduate students of Punjab Agricultural University, Ludhiana. It was found that there was a significant association was observed between the academic performance of the students with the use of the Internet. **Patel and Darbar (2016)** conducted a study on Internet usage among Students of C. K. Shah Vijapurwala Institute of Management Library, Vadodara. The purpose of the study is to examine the MBA students of CKSVIM Library use the Internet services for their learning, study and research activities.

Sinha (2011) evaluated Internet literacy skills and Internet usage patterns to access e-resources by Assam University library users. The results revealed 62% of participants gave the response that Internet use cannot replace library services whereas only 37% of users gave the response that the Internet cannot replace library services. **Mulimani and Gudimani (2008)** worked on the usage of the Internet by students and research scholars of the Karnataka University Library. The findings revealed that the majority of the respondents use the Internet to keep abreast with the research and academic purpose. **Loan (2011)** studied Internet use by college students across disciplines to identify the problems they encounter in using and searching the Internet. The results found that students of computer science make use of the Internet most of all followed by students of business and commerce, general science, social sciences and humanities students respectively.

3. Objectives of the Study

The objectives of the study are:

- To trace the awareness level of the cyber library services.
- To find out the frequency of internet usage at the cyber library.
- To know the satisfaction level of the students in terms of internet facilities provided.
- To find out the problems faced by the students in using the internet.
- To make suggestions based on the findings to improve the library services.

4. Methodology

The present study covers the students of the University of Lucknow, Lucknow only. The study is descriptive in nature and adopts survey method. A well-structured questionnaire was distributed among 150 students comprising of 75 undergraduate and 75 postgraduate students. The purposive sampling technique was used to draw out the sample.

5. Data Analysis and Interpretation

The data collected from the students have been examined, analysed and tabulated using Microsoft Excel and is presented through Tables and Graphs.

5.1 Awareness of Cyber Library

Table 5.1
Awareness of cyber library

Awareness of Cyber Library	Undergraduate		Postgraduate		Total Students	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Yes	56	74.67%	58	77.33%	114	76.00%
No	19	25.33%	17	22.67%	36	24.00%
Grand Total	**75**	**100.00%**	**75**	**100.00%**	**150**	**100.00%**

The students were asked if they were aware of the Internet facility provided by the university library, also known as the cyber library. As per Table 5.1, out of the 150 students, 114 (76.00%) students answered yes, meaning that they were aware of the cyber library services while 36 (24.00%) students answered no, i.e., they were not aware of the cyber library services. Among 75 undergraduates, 56 (74.67%) students were aware, while 19 (25.33%) answered no. Among postgraduates, 58 (77.33%) answered yes, while 17 (22.67%) answered no. By observation, it can be seen that there isn't a major difference between the awareness level of the cyber library of the undergraduates and postgraduates.
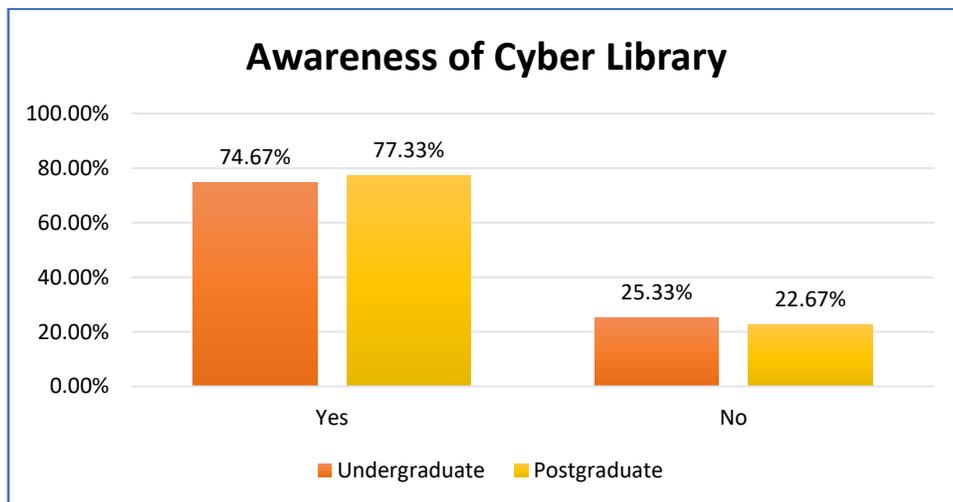
Figure 5.1

5.2 Frequency of Internet Usage

Table 5.2
Frequency of cyber library

Frequency of Internet Usage	Undergraduate		Postgraduate		Total Students	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Daily	22	44.00%	25	49.02%	47	46.53%
Weekly	12	24.00%	14	27.45%	26	25.74%
Monthly	14	28.00%	10	19.61%	24	23.76%
Other	2	4.00%	2	3.92%	4	3.96%
Grand Total	**50**	**100.00%**	**51**	**100.00%**	**101**	**100.00%**

Out of the 114 students who were aware of the cyber library services, 101 (88.59%) students visit the cyber library. Respondents were asked how often they use its services. Table 5.2 illustrates out of 101 students, 47 (46.53%) students visit the library daily, followed by 26 (25.74%) visit weekly, 24 (23.76%) visit monthly and 4 (3.96%) gave other responses such as when needed, once in a while and occasionally. Among 50 undergraduates, 22 (44.00%) visit the library daily, followed by 14 (28.00%) visit monthly, 12 (24.00%) visit weekly and 2 (4.00%) gave other responses. Among 51 postgraduates, 25 (49.02%) visit the cyber library daily, followed by 14 (27.45%) visit weekly, 10 (19.61%) visit monthly and 2 (3.92%) gave other responses. It can be seen that a majority of both undergraduates and postgraduates visit the library daily.
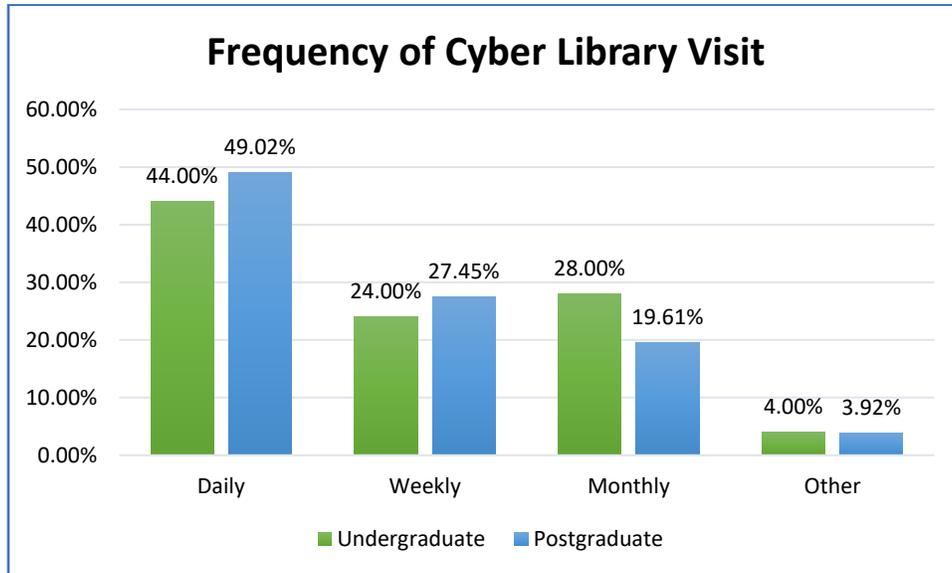

Figure 5.2

5.3 Satisfaction Level of Cyber Library Services

Table 5.3
Satisfaction level of cyber library services

Satisfaction Level of Cyber Library Services	Undergraduate		Postgraduate		Total Students	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Dissatisfied	2	4.00%	3	5.88%	5	4.95%
Somewhat Dissatisfied	1	2.00%	6	11.76%	7	6.93%
Neither Dissatisfied nor Satisfied	10	20.00%	7	13.73%	17	16.83%
Somewhat Satisfied	19	38.00%	11	21.57%	30	29.70%
Satisfied	18	36.00%	24	47.06%	42	41.58%
Grand Total	**50**	**100.00%**	**51**	**100.00%**	**101**	**100.00%**

Students were asked to rate their satisfaction level received from the cyber library services on a 5-point Likert Scale. Table 5.3 indicates, among 101 students 42 (41.58%) students found themselves satisfied with services; followed by 30 (29.70%) who were somewhat satisfied, 17 (16.83%) were neither dissatisfied nor satisfied, 7 (6.93%) were somewhat dissatisfied and 5 (4.95%) were dissatisfied. Thus, it is evident that the overall satisfaction level received from the cyber library services is found to be satisfactory.

Among 50 undergraduates, 19 (38.00%) students were somewhat satisfied with the cyber library services, followed by 18 (36.00%) who were satisfied, 10 (20.00%) were neither dissatisfied nor satisfied, 2 (4.00%) were dissatisfied and 1 (2.00%) was somewhat dissatisfied. While among 51 postgraduates, 24 (47.06%) were satisfied, followed by 11 (21.57%) were somewhat satisfied, 7 were neither dissatisfied nor satisfied, 6 (11.76%) were somewhat dissatisfied and 3 (5.88%) were dissatisfied. It is observed that the satisfaction level of undergraduates who are somewhat satisfied differ from that of the postgraduates who are satisfied with the library services.
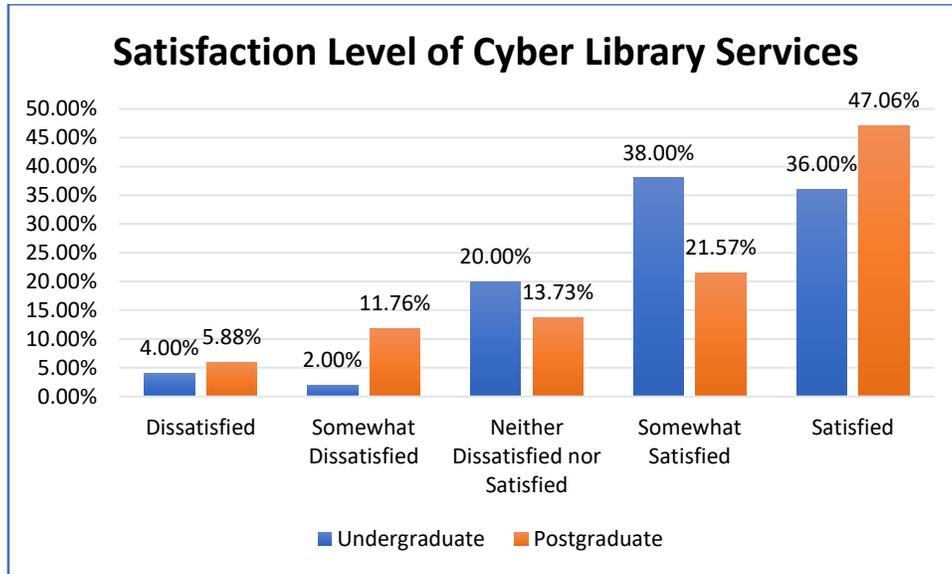

Figure 5.3

## 5.4 Problems faced while accessing Internet Facility at Cyber Library

Table 5.4
Problems faced while accessing internet facility at the cyber library

Problems faced while accessing internet facility at Cyber Library	Undergraduate		Postgraduate		Total Students	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Poor connection/speed	21	55.26%	26	56.52%	47	55.95%
Privacy and security reasons	8	21.05%	7	15.22%	15	17.86%
Limited terminals with working internet	6	15.79%	16	34.78%	22	26.19%
Hardware-related problems	8	21.05%	10	21.74%	18	21.43%
Software related problems	6	15.79%	8	17.39%	14	16.67%
Irregular power supply	2	5.26%	4	8.70%	6	7.14%
Uncooperative Staff	3	7.89%	1	2.17%	4	4.76%
Limited library hours	6	15.79%	3	6.52%	9	10.71%
Poor working environment	1	2.63%	1	2.17%	2	2.38%
Note: Undergraduates = 38; Postgraduates = 46; Total Students = 84						

Students were asked which problems they face while accessing the internet at the Cyber Library and were allowed to choose multiple options. Table 5.4 shows that out of 101 students who visit the library 84 (83.16%) faced some kind of problem. The most common problem was Poor connection/speed faced by 47 (55.95%) students. It was followed by Limited terminals with working internet by 22 (26.19%), Hardware-related problems by 18 (21.43%), Privacy and security reasons by 15 (17.86%). The least reported problem was Poor working environment by 2 (2.38%) followed by Uncooperative Staff by 4 (4.76%).

There are separate sections allotted for undergraduate and postgraduate students at the Cyber Library. Among 50 undergraduates who visit the library 38 (76.00%) students faced a problem. The most common problem faced was Poor connection/speed by 21 (55.26%) followed by Privacy and security reasons by 8 (21.05%) and Hardware-related problems by 8 (21.05%) students as well. Among 51 postgraduates, 46 (90.19%) faced problems. The most common problem was Poor connection/speed by 26 (56.52%) followed by Limited terminals with working internet by 16 (34.78%) and Hardware-related problems by 10 (21.74%) students. It is noted that more postgraduate students face problems than undergraduate students. While the most common problem is found to be the same i.e., Poor connection/speed; more postgraduates face the problem of Limited terminals with working internet than undergraduates.
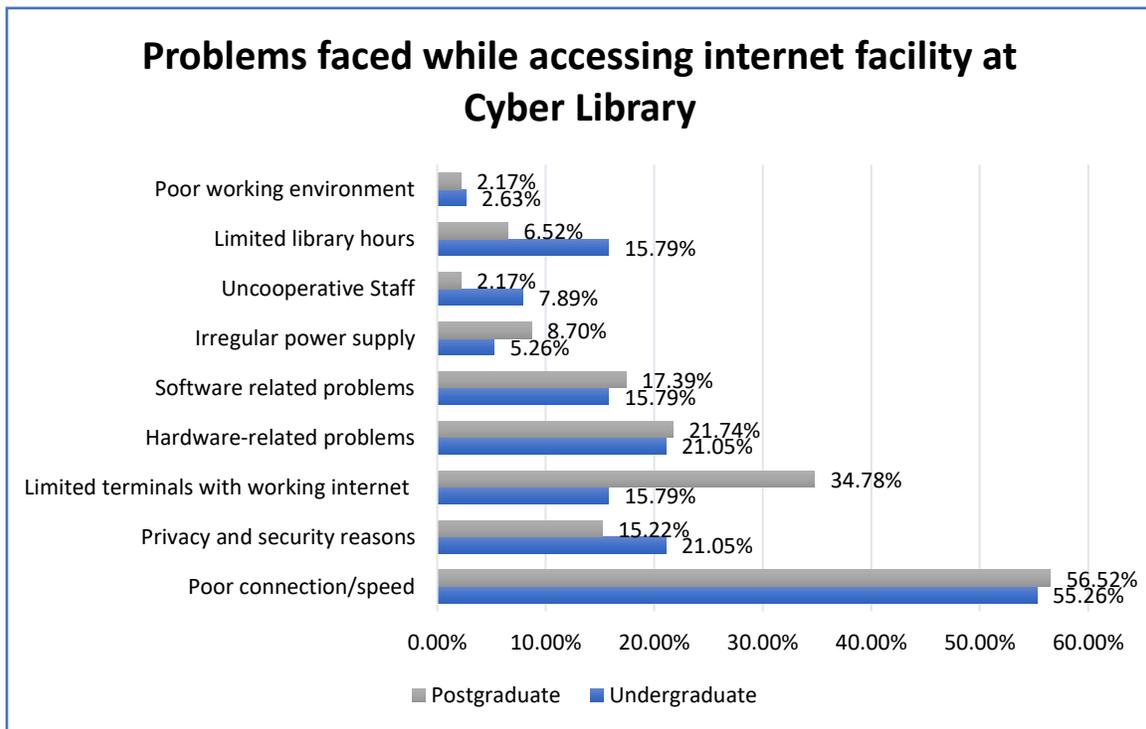
Figure 5.4

6. Key Findings

(i)   Out of the 150 students, 114 (76.00%) students were aware of the cyber library services.
(ii)   Among 114 aware students, 101 (88.59%) students visit the cyber library.
(iii) 47 (46.53%) students visit the library on a daily basis.

(iv)   The overall satisfaction level received from the cyber library services is found to be satisfactory with 41.58%.

(v)   The satisfaction level of undergraduates who are somewhat satisfied differs from that of the postgraduates who are satisfied with the library services.

(vi)   The most common problem was Poor connection/speed faced by 47 (55.95%) students.

(vii)   16 (34.78%) postgraduate students face the problem of Limited terminals with working internet than 6 (15.79%) undergraduate students.

7. Conclusion & Suggestions

This study emphasizes the importance of having internet as a service in an academic library. Nowadays, the younger generation has accepted the Internet as a means for accessing information for academics and research work. Thus, to achieve that academic growth and development, it has become imperative that students are provided with good internet facility at their educational institution. Moving in the same direction, University of Lucknow has made an appreciable effort towards making their students more empowered by providing them with internet facilities. As established by this study, the services of the cyber library have been found satisfactory by the students; with most students visiting it on a daily basis. There are few problems mentioned by the students including poor connection/speed and limited terminals with working internet but these can be easily resolved by the university making few efforts and keeping a check on the amenities provided.

Suggestions were asked from the students to improve the internet facilities provided by the Cyber Library. These were carefully examined and keeping the findings of this study in mind the following suggestions have been made:

- Steps should be undertaken to make students aware of the internet facility at the university library.
- Library should hold Internet literacy and awareness programmes to make the optimum utilisation of the internet facilities available.
- E-resource awareness events can be held to educate students about the various e-resources of the library and how it can benefit them academically.
- Library hours should be extended so that students may visit the library even after their university hours.
- As the problem of poor connection/speed was expressed by the students, it is recommended to increase the increase bandwidth for seamless access to internet.
- It should be ensured that all the terminals present should have working internet connectivity and faulty terminals should be repaired.
- Library staff should be available for maintaining proper vigilance and to help in case of any problems faced by students.
- Having a wi-fi facility throughout the library can increase internet access.
- A printing and scanning service at nominal charges should be provided for students' convenience.

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