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IMPACT OF RESOURCE DISCOVERY & TECHNOLOGY ON SATISFACTION LEVEL OF USERS IN LIBRARIES

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ABSTRACT

A library is an organization that acts as an intermediary between knowledge and its seeker. It maintains the academic products of society, processes them and makes it available for the individual's use. Today, in the era of ICT, the functioning and role of libraries, has changed because the information is available over the internet, which can be accessed anytime and from anywhere in the world. The application of ICT in libraries has created technological transformation at a high speed during the last two decades. Academic libraries have enlarged and expanded their assistance based on advanced ICTs. Resource discovery is the cross-domain information needs of users who require access to information about relevant resources irrespective of where they are located, how they have been stored. Now the services of libraries are not limited within its four

walls, but integrated on a local and global level. Nowadays it is very common to get access to about all scholarly journals, OPAC, grey literature, e-databases, academic journals and various other related academic materials in all the fields of knowledge over the internet. In the present research study researcher used descriptive survey research method which includes presentations of facts, class of events and involves procedure and enumeration of measurements to analyze the impact of resource discovery & technology towards satisfaction level of users in libraries. Researcher used convenience to collect the information from different respondents. Data has been gathered from 100 users of the library from four central Universities of Uttar Pradesh. In present research the Central Universities of Uttar Pradesh includes Aligarh Muslim University, University of Allahabad, Banaras Hindu University and BabaSaheb Bhimrao Ambedkar University. In the present research, the Kolmogorov Smirnov test is used to test the hypothesis. It is mostly used when the researcher is interested in comparing a set of values and questions are in the form of 5 point likert scale.

Keywords: Resource Discovery, Technological Transformation, ICT, Libraries.

INTRODUCTION

Today, in the era of information and communication technology, the functioning and role of libraries has changed because the information is available over the internet, which can be accessed anytime and from anywhere in the world. This has made an impact on the collection development of the libraries. Libraries have acquired or are in the process of acquisition of collections in both the forms printed as well as electronic resources. This makes the libraries break its wall and emerge as libraries without walls because the electronic documents managed by libraries may be stored, accessed and delivered to information seekers as and when required. According to Okiki (2012) services of libraries are not limited within its four walls, but integrated on a local and global level.

Nowadays it is very common to get access to about all scholarly journals, OPAC, grey literature, e-databases, academic journals and various other related academic materials in all the fields of knowledge over the internet.

Library technology refers to those technologies which are mainly used in libraries for providing smart library services to their users. The application of Information Communication Technology (ICT) in libraries made the technological transformation at a faster pace during the last twenty years. Academic libraries have developed and diversified their services based on advanced ICTs and use different kinds of library technologies to provide smart library solutions to their clientele.

Various kinds of e-resources are available on world-wide web among these certain e-resources which have got attention which includes: electronic journals, e-standards, technical specifications, e-reports, e-patents, full text articles etc. An electronic database is that, in which the contents are revised usually on a regular basis, to provide current information or to add recently published sources and designs to provide information about a very specific topic, as opposed to a range of topics, usually for a limited audience. There are many different types of electronic databases in the world today, including statistical databases, image databases, and others. These databases are becoming very important these days as they are more up-to-date, and can be accessed anywhere, crossing all geographical boundaries. Such electronic databases are very valuable and useful for timesaving while conducting R&D activities.

As a vital trend in the library mechanization, the discovery structure model forecasts a collaborative set-up, where material combination from various sources of information is constituted with combined index copy and seeking huge data for easier exploration, regardless of where the located resources. (Breeding, 2009).

Burke (2011) described resource discovery as “all of the library’s collections, in all formats, need to be searched together and displayed in a single result set”.

Library automation commenced upon an advanced period where data and services are increased with quick applications to provide a centralized, automatic and customized system of programs depending on each other, considered as minimizing the cost in every aspect.(OCLC, 2011).

REVIEW OF LITERATURE

According to Walberg and Tsai (1985), a positive attitude towards reading is one of the strongest correlates of reading achievement.

Miller (2000) in his article titled “Electronic Resources and Academic Libraries, 1980-2000: Historical Perspective” expresses how collections are to be enlarged in a computerized environment. Over the past two decades, academic resources have developed in the sense of more importance to the e resources.

Liew (2000) in his study highlighted that many of the students and users acknowledge the functionality of e journals in comparison to printed form.

A study by Partin (2002) identified that the library environment provides significant role towards attitude of the users in comparison to the home environment.

Maharana, Choudhury and Dutta (2004) conducted a research to find out the status of e-resources in the libraries and the policies framed for the development of e-resources.

Kumbar, Raju and Praveen (2005) conducted a study that e- resources now play a vital role in human life. From the result it is found that e- resources are very helpful to scholars.

Rajagopal and Chinnasamy (2012) in their study found that there is positive and significant role of automation in libraries on users' attitudes and approaches.

Agrey Kato et al. (2021) in their study emphasized on the following points: development, awareness, adoption and usage of digital library (DL) resources at the university level among the students and research scholars.

OBJECTIVE OF RESEARCH PAPER

- To analyze the impact of resource discovery & technology towards the satisfaction level of users in libraries.

RESEARCH METHODOLOGY

Research methodology shows the set-up of the research, the design of the research and the pattern of the research. It is a blueprint and planning sheet of the whole research. Methodology is required for every researcher for getting the information related to research work.

Research Design

In the present research study researcher used descriptive survey research method which includes presentations of facts, class of events and involves procedure and enumeration of measurements to analyze the impact of resource discovery & technology towards satisfaction level of users in libraries.

Sample Design

In the present study, researcher used convenience to collect the information from different respondents. The Sample used in the Study:

Total number of Respondents – 100 Users

Research Area

In present research the Central Universities of Uttar Pradesh includes Aligarh Muslim University, University of Allahabad, Banaras Hindu University and BabaSaheb Bhimrao Ambedkar University.

Collection of Data

Primary Data: Data has been gathered from users of the library from four central Universities of Uttar Pradesh.

Secondary data: Secondary data have been collected through the internet, magazines, research papers, journals, reviews for articles etc.

HYPOTHESIS

Alternate Hypothesis (H₁): There is a positive impact of resource discovery and technology on the satisfaction level of users in libraries.

Null Hypothesis (H₀): There is no impact of resource discovery and technology on the satisfaction level of users in libraries.

STATISTICAL TECHNIQUE USED IN THE STUDY

In the present research, the Kolmogorov Smirnov test is used to test the hypothesis. It is mostly used when the researcher is interested in comparing a set of values and questions are in the form of 5 point likert scale. The researcher has to find the value of the largest absolute difference which is known as the Kolmogorov-Smirnov D value.

ANALYSIS OF DATA

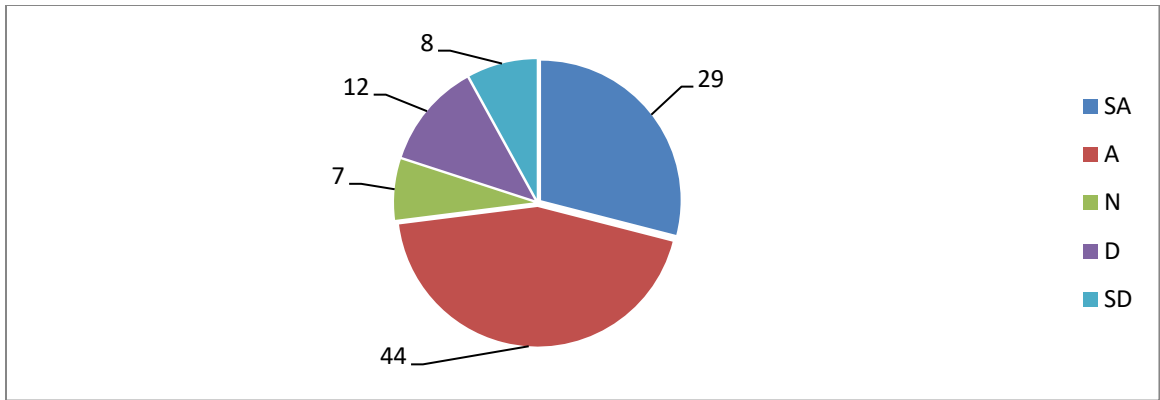


Figure 1: Response to the statement “Do you think that resource discovery & technology plays a vital impact on information quality among users in libraries”

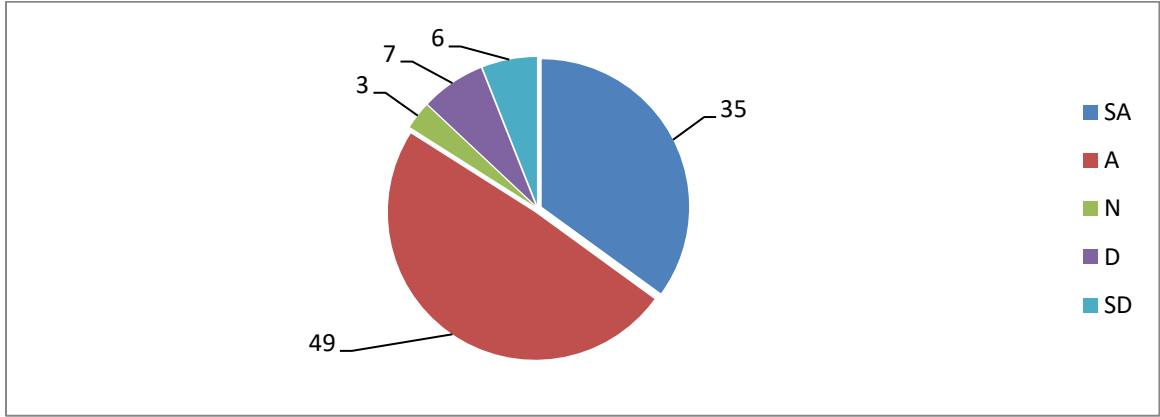


Figure 2: Response to the statement “Do you think that resource discovery & technology plays a vital impact on service quality among users in libraries”

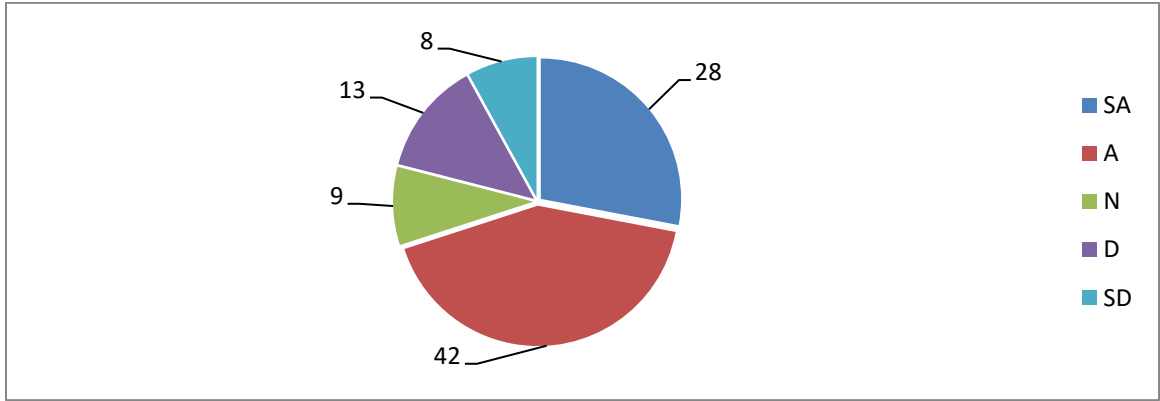


Figure 3: Response to the statement “Do you think that resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries”

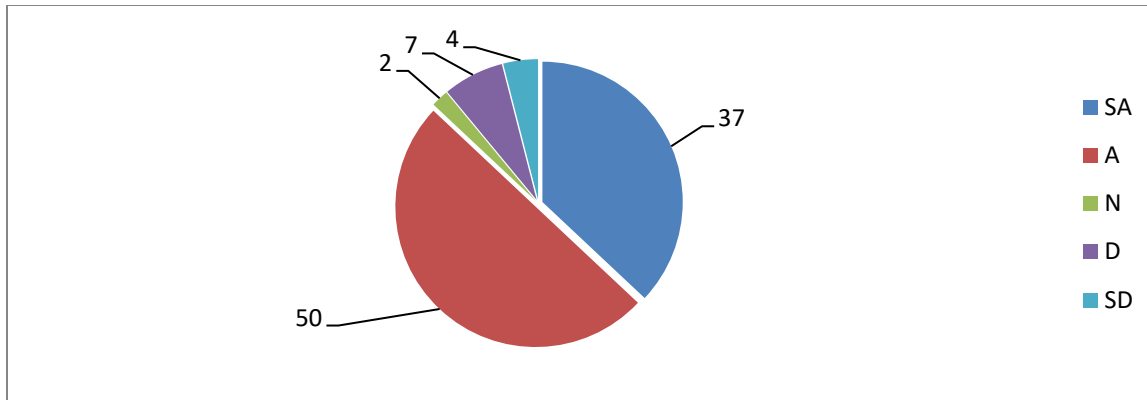


Figure 4: Response to the statement “Do you think that resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries”

Hypothesis Testing

Alternate Hypothesis (H₁): There is a positive impact of resource discovery and technology on the satisfaction level of users in libraries.

Null Hypothesis (H₀): There is no impact of resource discovery and technology on the satisfaction level of users in libraries.

Statement 1: Resource discovery & technology plays a vital impact on information quality among users in libraries.

Null Hypothesis (H₀): Resource discovery & technology plays no impact on information quality among users in libraries.

Alternate Hypothesis (H₁): Resource discovery & technology plays a vital impact on information quality among users in libraries.

Calculation of Kolmogorov Smirnov D Value:

Group	FO	PO	PCO	NP	NCP	ADON
SA	29	.29	.29	.2	.2	.09
A	44	.44	.73	.2	.4	.33
N	7	.07	.80	.2	.6	.20

D	12	.12	.92	.2	.8	.12
SD	8	.08	1.00	.2	1.0	.00

Kolmogorov Smirnov D value = the largest absolute difference Value
= .33

Calculation of Critical Value of D

$D = 1.36/\sqrt{100} = .136$

Result: KS D Value i.e. .33 > table value i.e. .136, so H₁ is accepted, it means Resource discovery & technology plays a vital impact on information quality among users in libraries.

Abbreviations Used: 1. Observed Frequency- FO

2. Observed Proportion- PO

3. Observed Cumulative Proportion- PCO

4. Null Proportion- NP

5. Null Cumulative Proportion- NCP

6. Absolute Difference Observed and Null- ADON

Statement 2: Resource discovery & technology plays a vital impact on service quality among users in libraries.

Null Hypothesis (H₀): Resource discovery & technology plays no impact on service quality among users in libraries.

Alternate Hypothesis (H₁): Resource discovery & technology plays a vital impact on service quality among users in libraries.

Calculation of Kolmogorov Smirnov D Value:

Group	FO	PO	PCO	NP	NCP	ADON
SA	35	.35	.35	.2	.2	.15
A	49	.49	.84	.2	.4	.44

N	3	.03	.87	.2	.6	.27
D	7	.07	.94	.2	.8	.14
SD	6	.06	1.00	.2	1.0	.00

Kolmogorov Smirnov D value = the largest absolute difference Value
= .44

Calculation of Critical Value of D

$D = 1.36/\sqrt{100} = .136$

Result: KS D Value i.e. .44 > table value i.e. .136, so H₁ is accepted, it means Resource discovery & technology plays a vital impact on service quality among users in libraries.

Statement 3: Resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries.

Null Hypothesis (H₀): Resource discovery & technology play no impact in enhancing perceived usefulness among users in libraries.

Alternate Hypothesis (H₁): Resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries.

Calculation of Kolmogorov Smirnov D Value:

Group	FO	PO	PCO	NP	NCP	ADON
SA	28	.28	.28	.2	.2	.08
A	42	.42	.70	.2	.4	.30
N	9	.09	.79	.2	.6	.19
D	13	.13	.92	.2	.8	.12
SD	8	.08	1.00	.2	1.0	.00

Kolmogorov Smirnov D value = the largest absolute difference Value
= .30

Calculation of Critical Value of D

$D = 1.36/\sqrt{100} = .136$

Result: KS D Value i.e. .30 > table value i.e. .136, so H₁ is accepted, it means Resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries.

Statement 4: Resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries.

Null Hypothesis (H₀): Resource discovery & technology play no impact in enhancing perceived usefulness among users in libraries.

Alternate Hypothesis (H₁): Resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries.

Calculation of Kolmogorov Smirnov D Value:

Group	FO	PO	PCO	NP	NCP	ADON
SA	37	.37	.37	.2	.2	.17
A	50	.50	.87	.2	.4	.47
N	2	.02	.89	.2	.6	.39
D	7	.07	.96	.2	.8	.16
SD	4	.04	1.00	.2	1.0	.00

Kolmogorov Smirnov D value = the largest absolute difference Value

$$= .47$$

Calculation of Critical Value of D

$$D = 1.36/\sqrt{100} = .136$$

Step 4: Result: KS D Value i.e. .47 > table value i.e. .136, so H₁ is accepted, it means Resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries.

CONCLUSION AND FINDINGS

Today, in the era of ICT, the functioning and role of libraries, has changed because the information is available over the internet, which can be accessed anytime and from anywhere in the world. The application of ICT in libraries has created technological transformation at a high speed during the last two decades. Academic libraries have enlarged and expanded their assistance based on

advanced ICTs. Resource discovery means that all of the library's collections, in all formats, need to be searched together and displayed in a single result set. Now the services of libraries are not limited within its four walls, but integrated on a local and global level. Nowadays it is very common to get access to about all scholarly journals, OPAC, grey literature, e-databases, academic journals and various other related academic materials in all the fields of knowledge over the internet. In the present study, data has been gathered from 100 users of selected central libraries of Uttar Pradesh. The Kolmogorov Smirnov test is the most appropriate statistical technique, which is used to test the hypothesis in the present research.

- For Resource discovery & technology plays a vital impact on information quality among users in libraries the result is KS D Value i.e. .33 > table value i.e. .136, so H_1 is accepted, it means discovery & technology plays a vital impact on information quality among users in libraries.
- For resource discovery & technology plays a vital impact on service quality among users in libraries, the KS D Value i.e. .44 > table value i.e. .136, so H_1 is accepted.
- For resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries, KS D Value i.e. .30 > table value i.e. .136, so H_1 is accepted.
- For resource discovery & technology plays a vital impact in enhancing perceived usefulness among users in libraries, KS D Value i.e. .47 > table value i.e. .136, so H_1 is accepted.

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