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# Use of Web-Based Library Services in Mysore City Engineering Colleges in Karnataka, India: A Study.

KN. Shivakumaraswamy

B G S Institute of Technology, bgsitlibrarian@gmail.com

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# Use of Web-Based Library Services in Mysore City Engineering Colleges in Karnataka, India: A Study.

Dr. Shivakumaraswamy K.N.  
Librarian  
Adi Chunachangiri University  
BGS Institute of Technology  
BG Nagara, Nagamangala (Tq)  
Mandya (Dist) – 571448  
E-mail: [bgsitlibrarian@gmail.com](mailto:bgsitlibrarian@gmail.com)

**Abstract:** This paper focusses on the Use of Web-Based Library Services in Mysore City Engineering Colleges. The study covers Web-Based Reference, Acquisition, Circulation, Cataloguing, Periodical Services, ILL/Document delivery services, problems in accessing Web-based library services by users of engineering college libraries of Mysuru city. We were also consulted to design the questionnaire. A well-designed questionnaire was an issue to engineering college's students in Mysuru city. Altogether 300 questionnaires were issued personally to users of engineering college's students of Mysuru city and 250 were collected with a response rate of 83.3%. Essential statistical techniques (SPSS) and methods will be used to examine the research data. The results given in table 7.8 reveal that ( $P < .000$ ) there is a significant difference in miscellaneous services 'Online general library policies'. It is observed that highest respondents scoring 136(54.4%) say 'highly useful' and only few accounting 3(1.2%) of them state 'moderately useful' with highest mean value of 4.30 and SD being .980.

**Key Words:** Web; Library Services; Engineering College Libraries, Mysore City; Karnataka; India.

## 1. Introduction:

The traditional methods of offering library and information services have changed greatly in recent years because of the development and application of new technology, especially the Internet and web technologies. The demands and expectations of users have also changed considerably. In this changed scenario, more and more libraries in the world over are exploring and offering new web-based library services such as Web catalogues, "Web search engines, Web forms etc. to satisfy the library and information demands of its users" (Syed, 2002). Library users value the services that they access from their desktops because the services save time (Ahmed, 2007) and users expect to access through the Internet at their convenience (Kanamadi and Kumbar, 2006). Because of their popularity with the users, an overwhelming

attention is being given to the web-based information services in libraries (Krishnamurthy and Chan, (2005). For this study, Web-based Library Services means, library services provided using the Internet as a medium and library website as a gateway with the help of integrating library management system. On the user perspective, web-based library services such as online textbooks, databases, tutorials and a virtual library of links to other useful resources. It provides the unique service of linking to full-text articles, integrating library house-keeping operations, library policies, staff listings, etc. for timely help. According to White (2001), it can be defined broadly as ‘an information access service in which users ask questions via electronic means e.g. email or web forms.

## **2. Review of Related Literature:**

**Arif & et.al. (2017)** web-based services depends on how well the target library respondents are satisfied with the use of web services. Author assess students' satisfaction with the use of web-based services. Pilot tested questionnaire-based survey was administered to collect data; the results show that majority of the students were satisfied with the use of at the web-based services except for online mailing books tracking system, library web OPAC and web radio service. ANOVA results indicate that there was no significant difference depicted in satisfaction with the use of web services among the respondents enrolled in different disciplines of the faculty. **Mary & Dhanavandan (2015)** focuses on the perception of web technology tools by library professionals in various engineering colleges in the South Tamil Nadu, India. The author determines to what extent the library professionals there are familiar with web-based tools and use them in library operations. Simple percentage and weighted average maturity (WAM) were used to analyze the data collected. a large percentage of them are expert users of many web-based tools such as digital library software, e-learning management systems, and content management systems. **Tyagi (2012)** focuses on the awareness and usage analysis of Web 2.0 technologies by library users in the library and in their personal life at their workplaces. The methodology for the proposed study is the Survey Method with the help of a structured questionnaire. The sample respondents chosen for the study consists of librarians, deputy librarians, assistant librarians, and library assistants. The respondents having excellent skills of internet usage were more inclined towards the adoption of Web technologies in their personal life. In the geographical distribution, the libraries are far away from Web technologies. **Madhusudhan & Nagabhushanam (2012)** examine the web-based library services offered by some university libraries in different sections via their websites with the help of web-based library automation software. A survey was conducted through a structured questionnaire

circulated personally, the result show that many of the surveyed university libraries are yet to exploit the full potential of the web forms, and are lagging behind ineffective use of library website. The author identified specific ways in which the web helps university libraries to improve and develop innovative and creative web-based library services, institutional characteristics and resources dedicated to web-based services. **Bhardwaj & Walia (2012)** explores the web-based information services offered by St. Stephen's College of the University of Delhi. Aside from the web site maintained by the library for students to access their e-resources collection, it also employs chat-based reference service using Trillion, Meebo and Library H3lp instant messenger aggregator. Based on the study the author conducted on the users of the St. Stephen's College Library, he found that it is time to shift from a traditional library to a teaching library. **Bajaji & Kumar (2011)** examine how much library websites are effective in providing web-based information services. The library websites of the technological universities in south India using the current web development technologies and deploying for conventional web information services is not universal as web information services are yet to take off widely in academic libraries the awareness of web-based information services, their viability, and service values can be enhanced. More emphasis to improve upon the current learning, online educational facilities and benchmarking e-services for sustainability is highlighted.

### **3. Purpose of the Study:**

The motivation of this study was to “Use of Web-Based Library Services in Mysore City Engineering Colleges in Karnataka, India: A Study.”

### **4. Specific Objectives of the Study:**

The main research objectives are:

1. To know the use of Web-Based Library Services.
2. To know the use of Web-Based Reference, Acquisition, Circulation, Cataloguing, Periodical Services, ILL/Document delivery services by users.
3. To find out the use of Web-based miscellaneous services by users.
4. To examine the use of Web forms in reference queries.
5. To find out the problems in accessing Web-based library services.

### **5. Scope and Limitation:**

The scope of study Use of Web-Based Library Services in Mysore City Engineering Colleges in Karnataka, India: A Study. Geographically the coverage of engineering colleges

of The National Institute of Engineering; Sri Jayachamarajendra College Of Engineering; Vidyavardhaka College of Engineering; NIE Institute of Technology; Vidya Vikas Institute Of Engineering And Technology; Maharaja Institute of Technology, Mysore; GSSS Institute of Engineering and Technology for Women; ATME College of Engineering; Mysore College of Engineering and Management, engineering college students included from the study.

## 6. Methodology and Survey Design:

The present study started with a literature search from LISA & LISTA database, Google Scholar, and Emerald Insight. Some important books published by the American Library Association (ALA) were also consulted to design the questionnaire. A good design questionnaire was distributed to Mysuru city engineering college's students.

## 7. Results and Discussions:

Preliminary questions in the survey sought to responses to these questions are presented in the multivariable below.

### 7.1. Use of Web-Based Library Services.

The Mysore City Engineering College Libraries (MCECL) need to provide web-based library services to support formal and informal learning processes. It should also help the user to make use of web-based services effectively as well as providing facilities that enable people to study. The engineering college library has both print and non-print collections to meet the information requirement of all categories of users. An attempt is made here to know the use of web-based library services in engineering college users towards engineering college library web-based services.

**Table 7.1**  
**Use of Web-Based Library Services.**

S/N	Web-Based Services	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	Access to Database	26 (10.4)	19 (7.6)	23 (9.2)	84 (33.6)	98 (39.2)	3.84	1.29	.000
2	Bibliographic and cataloguing service	18 (7.2)	40 (16.0)	25 (10.0)	102 (40.8)	65 (26.0)	3.62	1.23	.000
3	Bulletin board service	18 (7.2)	32 (12.8)	25 (10.0)	70 (28.0)	105 (42.0)	3.85	1.29	.000
4	Push-based services	20 (8.0)	33 (13.2)	52 (20.8)	85 (34.0)	60 (24.0)	3.53	1.21	.000
5	Current awareness services	30 (12.0)	15 (6.0)	20 (8.0)	84 (33.6)	101 (40.4)	3.84	1.33	.000
6	Profit based alert service	10 (4.0)	46 (18.4)	44 (17.6)	95 (38.0)	55 (22.0)	3.56	1.14	.000
7	E-SDI: Link to remote information	12 (4.8)	14 (5.6)	26 (10.4)	100 (40.0)	98 (39.2)	4.03	1.07	.000
8	List of acquisition	21 (8.3)	11 (4.4)	36 (14.3)	92 (36.5)	90 (35.7)	3.88	1.19	.000

9	Hosting on web	10 (4.0)	26 (10.4)	20 (8.0)	104 (41.6)	90 (36.0)	3.95	1.10	.000
10	E-mail delivery	24 (9.6)	15 (6.0)	33 (13.2)	106 (42.4)	72 (28.8)	3.75	1.21	.000
11	FAQ(frequently asked questions)	9 (3.6)	17 (6.8)	66 (26.4)	88 (35.2)	70 (28.0)	3.77	1.04	.000
12	ILL and document delivery services	14 (5.6)	25 (10.0)	29 (11.6)	82 (32.8)	100 (40.0)	3.92	1.19	.000
13	Internet Subject Gateways	22 (8.8)	9 (3.6)	66 (26.4)	72 (28.8)	81 (32.4)	3.72	1.20	.000
14	Newsletter services	23 (9.2)	27 (10.8)	39 (15.6)	106 (42.4)	55 (22.0)	3.57	1.20	.000
15	OPAC	10 (4.0)	15 (6.0)	50 (20.0)	72 (28.8)	103 (41.2)	3.97	1.10	.000
16	Web OPAC	18 (7.2)	19 (7.6)	30 (12.0)	95 (38.0)	88 (35.0)	3.86	1.18	.000
17	Patent Information Services	6 (2.4)	70 (28.0)	58 (23.2)	66 (26.4)	50 (20.0)	3.34	1.15	.000
18	Reference Services	10 (4.0)	16 (6.4)	28 (11.2)	106 (42.4)	90 (36.0)	4.00	1.04	.000
19	Whiteboard	19 (7.6)	76 (30.4)	60 (24.0)	40 (16.0)	55 (22.0)	3.14	1.27	.000
20	Virtual Library	44 (17.6)	34 (13.6)	37 (14.8)	80 (32.0)	55 (22.0)	3.27	1.40	.000

Key: 1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – strongly agree, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

There are various types of web-based library services such as Access to Database; Bibliographic and cataloguing service; Bulletin board service; Push based services; Current awareness services; Profit based alert service; E-SDI : Link to remote information; List of acquisition; Hosting on web; E-mail delivery; FAQ(frequently asked questions); ILL and document delivery services; Internet Subject Gateways; Newsletter services; OPAC and Web OPAC. The analysis of the web-based library services used by the respondents is presented in table 7.1. It may be seen from the table that, there is a significant difference ( $P < .000$ ) among the users with considering to the web services of 'Reference Services'. majority of students the biggest choice is 'agree'; with the highest mean value of 4.00 and SD is 1.14.

## 7.2. Use of Web-Based Reference Services by Users.

Mysore city Engineering College Libraries are no longer passive and archival institutions but are effective service institutions. The accountability of libraries go beyond an assembly and organizing books and journals to include an active role in spared information. One way this can be achieved is through effective reference service. Reference service handles inquiry and assists a user to find the information they require, access it and use it to meet their needs. According to Kumar (2003), reference service helps to establish contact between a user and the right document at the right time, thereby saving the time of the user. There are various types of web-based library services such as: Electronic document delivery service, Web-based

reference tools, Electronic current awareness service, Electronic research guides, Online current awareness bulletins, Electronic SDI services, Virtual reference desk/Ask-a-librarian services, Web forms, Digital reference services, Online document delivery, Interlibrary loan, Online help and information skill tutorials

**Table 7.2**  
**Web-Based Reference Services**

S/N	Reference Services	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	Electronic document delivery service	3 (1.2)	36 (14.4)	24 (9.6)	72 (28.8)	115 (46.0)	4.04	1.11	.000
2	Web-based reference tools	30 (12.0)	20 (8.0)	35 (14.0)	100 (40.0)	65 (26.0)	3.60	1.28	.000
3	Electronic current awareness service	9 (3.6)	34 (13.6)	20 (8.0)	112 (44.8)	75 (30.0)	3.84	1.10	.000
4	Electronic research guides	9 (3.6)	32 (12.8)	60 (24.0)	83 (33.2)	66 (26.4)	3.66	1.10	.000
5	Online current awareness bulletins	36 (14.4)	6 (2.4)	26 (10.4)	78 (31.2)	104 (41.6)	3.83	1.37	.000
6	Electronic SDI services	32 (12.8)	26 (10.4)	46 (18.4)	86 (34.4)	60 (24.0)	3.46	1.30	.000
7	Virtual reference desk/Ask-a-librarian services	20 (8.0)	19 (7.6)	29 (11.6)	70 (28.6)	112 (44.8)	3.94	1.26	.000
8	Web forms	6 (2.4)	32 (12.8)	59 (23.6)	62 (24.8)	91 (36.4)	3.80	1.13	.000
9	Digital reference services	10 (4.0)	14 (5.6)	66 (26.4)	110 (44.0)	50 (20.0)	3.70	.982	.000
10	Online document delivery	22 (8.8)	32 (12.8)	66 (26.4)	86 (34.4)	44 (17.6)	3.39	1.17	.000
11	Interlibrary loan	30 (12.0)	31 (12.4)	18 (7.2)	70 (28.0)	101 (40.1)	3.72	1.40	.000
12	Online help and information skill tutorials	46 (18.4)	15 (6.0)	39 (15.6)	80 (32.0)	70 (28.0)	3.45	1.42	.000

Key: 1 – Not at all useful 2 – Moderately useful, 3 – Little useful, 4 – Useful, 5 – Highly useful, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

The analysis of the web-based reference services used by the users is presented in table 7.2. The last parameter of the respondents in the using web-based reference service of ‘**Electronic document delivery service**’. It is observed that majority of users biggest choice 115(46.0%) say ‘strongly agree’ with the highest mean value of 4.04 and SD being 1.11., for using web-based reference service of engineering college students in Mysore city.

### **7.3. Use of Web-Based Acquisition Services by Users.**

Web-based acquisition services are playing a major role in engineering colleges libraries in India. Therefore, institutions have to plan for the long term when acquiring web information systems and services that will support academic activities. The acquisition of information systems can either involve external sourcing or rely on internal development or

modification. With today's highly developed digital library organization, libraries tend to acquire information systems and services from specialized vendors.

**Table 7.3**  
**Web-Based Acquisition Services**

S/N	Acquisition Services	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	List of new arrivals online	5 (2.0)	10 (4.0)	18 (7.2)	95 (38.0)	120 (48.4)	4.28	.909	.000
2	Provision of alert services	9 (3.6)	13 (5.2)	55 (22.0)	107 (42.8)	66 (26.4)	3.83	.996	.000
3	Like new additions	5 (2.0)	14 (5.6)	17 (6.8)	80 (32.0)	134 (53.6)	4.30	.961	.000
4	Electronic indexes	32 (12.8)	4 (1.6)	49 (19.6)	85 (34.0)	80 (32.0)	3.71	1.28	.000
5	Electronic reserves	13 (5.2)	21 (8.4)	26 (10.4)	81 (32.4)	109 (43.6)	4.01	1.16	.000
6	Finding aids (other than OPAC)	18 (7.2)	26 (10.4)	30 (12.0)	98 (39.2)	78 (31.2)	3.77	1.20	.000

Key: 1 – Not at all useful 2 – Moderately useful, 3 – Little useful, 4 – Useful, 5 – Highly useful, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

The Web-based acquisition services among the MCECL (Mysore City Engineering College Libraries) is shown in table 7.3 there is a range of Web-based acquisition services use from the respondents. They are: List of new arrivals online; Provision of alert services; Like new additions; Electronic indexes; Electronic reserves; Finding aids (other than OPAC). The analysis indicates that, there is a significant difference ( $P < .000$ ), the acquisition services of 'Like new additions' the majority of the respondents scoring 134(53.6%) of them say 'highly useful'; nearly 5 (52.0%) of them state 'not at all useful' with the highest mean value of 4.30 and SD being .961.

#### **7.4. Use of Web-Based Circulation Services by Users.**

The circulation division in a Mysore city engineering college's library is the department allocated the accountability for protection that orderly movement alone a circuit well kept; flowing, and complete. The division basic activity is to facilitate and observing the circulation of documents from the arranged collection. In addition, the division is usually accountable for circulating some documents from other collections and circulation of e-resources. The reservation documents operation in which documents are issued from a closed collection for restricted time periods is also often allocated to the circulation department. The Web-based circulation services among the MCECL (Mysore City Engineering College Libraries) is shown in table 7.4, there is a range of Web-based circulation services use from the users. They are: Knowing circulation data (issue/return) online, Knowing availability of particular document online, Reservation of documents online, Status of reserved documents online, Canceling of



reservation online, Online request for renewal of loan, User account status online, Online posting of overdue details.

**Table 7.4**  
**Web-Based Circulation Services**

S/N	Circulation Services	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	Knowing circulation data- (issue/return) online	4 (1.6)	26 (10.4)	16 (6.4)	84 (33.6)	120 (48.0)	4.16	1.04	.000
2	Knowing availability of – particular document online	20 (8.0)	12 (4.8)	22 (8.8)	116 (46.4)	80 (32.0)	3.90	1.14	.000
3	Reservation of documents online	7 (2.8)	28 (11.2)	37 (14.8)	88 (35.2)	90 (36.0)	3.90	1.09	.000
4	Status of reserved documents online	28 (11.2)	16 (6.4)	29 (11.6)	100 (40.0)	77 (30.8)	3.73	1.27	.000
5	Canceling of reservation online	30 (12.0)	33 (13.2)	18 (7.2)	103 (41.2)	66 (26.4)	3.57	1.32	.000
6	Online request for renewal of the loan	70 (28.0)	14 (5.6)	30 (12.0)	66 (26.4)	70 (28.0)	3.21	1.59	.000
7	User account status online	7 (2.8)	44 (17.6)	17 (6.8)	79 (31.6)	103 (41.2)	3.91	1.19	.000
8	Online posting of overdue details	24 (9.6)	66 (26.4)	25 (10.0)	50 (20.0)	85 (34.0)	3.42	1.42	.000

Key: 1 – Not at all useful 2 – Moderately useful, 3 – Little useful, 4 – Useful, 5 – Highly useful, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

Use of Web-based circulation services at the Mysore City Engineering College Libraries (MCECL) is shown in table 7.4. The table shows that there are significant differences ( $P<.000$ ) regarding the respondents with respect to the circulation services ‘**Knowing circulation data (issue/return) online**’. Many respondents scoring 120(48.0%) say ‘highly useful’. About 84(33.6%) of them say ‘useful’ and very few accounting 4(1.6%) of them state ‘not at all useful’ with a mean value of 4.16 and SD is 1.04.

### 7.5. Use of Web-Based Cataloguing Services by Users.

Cataloguing service is a playing an important role in engineering college libraries, and a comprehensive list of information technology services that institutional offers to its faculties or students.

**Table 7.5**  
**Web-Based Cataloguing Services**

S/N	Cataloguing Services	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	Searching Web OPAC	5 (2.0)	28 (11.2)	42 (16.8)	105 (42.0)	70 (28.0)	3.83	1.02	.000
2	Accessing e-journals	13 (4.8)	30 (12.0)	15 (6.0)	86 (34.4)	106 (42.8)	3.98	1.18	.000
3	Accessing online databases	11 (4.4)	15 (6.0)	22 (8.8)	110 (44.0)	92 (36.8)	4.03	1.04	.000
4	Accessing digital collections	26 (10.4)	9 (3.6)	48 (19.2)	87 (34.8)	80 (32.0)	3.74	1.23	.000

5	Searching multiple catalogues- with a single command	11 (4.4)	30 (12.0)	55 (22.0)	84 (33.6)	70 (28.0)	3.69	1.13	.000
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Key: 1 – Not at all useful 2 – Moderately useful, 3 – Little useful, 4 – Useful, 5 – Highly useful, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

This catalog is the only portion of the college library service a large that is published and provided to library users as a support to the service or delivery of documents information technology (IT) services. Cataloguing services include, Service name and its description; Services listed by category; supporting services to the main services; Service level agreements and fulfillment time frames for the services; Contacts and escalation points Service costs. It is clear from the table 7.5. That there are significant differences ( $P < .000$ ) are observed from the responses for ‘**Accessing online databases**’, where many of the respondents scoring, 110(44.0%) say ‘useful’; nearly 92(36.8%) of them say ‘highly useful’, and only 11(4.4%) of them say ‘not at all useful’ with the highest mean value of 4.03 and SD being 1.04.

## 7.6. Use of Web-Based Periodical Services by Users.

A web-based periodical is the main source of information sources in engineering college libraries in Mysore city. Main sources of information are the first published records of original research and development or description of the new application or a new interpretation of an old theme or idea used by the users of engineering colleges. These are original documents representing original ideas, thoughts, and constitute the most recent data available information. Web-based periodical article is the main medium of communication for the interchange of scientific information.

**Table 7.6**  
**Web-Based Periodical Services**

S/N	Periodical Services	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	Electronic article delivery	12 (4.8)	21 (8.4)	44 (17.6)	75 (30.0)	98 (39.2)	3.90	1.15	.000
2	Article alert service	28 (11.2)	17 (6.8)	38 (15.2)	99 (39.6)	68 (27.2)	3.65	1.26	.000
3	Open J-gate	14 (5.6)	24 (9.6)	46 (18.4)	94 (37.6)	72 (28.8)	3.74	1.14	.000
4	Pro-active web-based TOC	3 (1.2)	26 (10.4)	52 (20.6)	80 (32.0)	89 (35.6)	3.90	1.04	.000

Key: 1 – Not at all useful 2 – Moderately useful, 3 – Little useful, 4 – Useful, 5 – Highly useful, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

The Web-based periodical services among the MCECL (Mysore City Engineering College Libraries) is shown in table 7.6, there is a range of Web-based periodical services use from the users. They are: Electronic article delivery; Article alert service; Open J-gate; Pro-active web-based TOC. Use of Web-based periodical services at the Mysore City Engineering

College Libraries (MCECL) is shown in the table. The table shows that there are significant differences ( $P < .000$ ) indicating the respondents with respect to the periodical services ‘**Article alert service**’. The majority of the respondents replied that 99(39.6%) say ‘useful’. and very few accounting 17(6.8%) of them state ‘moderately useful’ with a mean value of 3.65 and SD being 1.26.

### 7.7. Use of Web-Based ILL/Document Delivery Services by Users.

Document delivery services is important service in engineering colleges library, it involves many components like request for e-document, e-document types, e-document sources and functions, electronic documents, delivery of documents takes place in digitized form. Electronic document deliveries are very important to gathered significant attention in recent years. Through electronic document delivery, one library can access journals and other research publications adequately for their users and thereby can reduce funds for document purchasing, which can be utilized for other purposes of the library.

**Table 7.7**  
**Web-Based ILL/Document Delivery Services**

S/N	ILL/Document Delivery Services	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	Electronic document delivery	25 (10.0)	15 (6.0)	26 (10.4)	64 (25.6)	120 (48.0)	3.96	1.31	.000
2	ILL based services	2 (.8)	26 (10.4)	40 (16.0)	117 (46.8)	65 (26.0)	3.87	.946	.000
3	ILL request web form	40 (16.0)	11 (4.4)	58 (23.2)	75 (30.0)	66 (26.4)	3.46	1.35	.000
4	Online inter library loan service	14 (5.6)	36 (14.4)	28 (11.2)	82 (32.8)	90 (36.0)	3.79	1.23	.000
5	Article Delivery Service	30 (12.0)	18 (7.2)	29 (11.6)	91 (36.4)	82 (32.8)	3.71	1.31	.000

Key: 1 – Not at all useful 2 – Moderately useful, 3 – Little useful, 4 – Useful, 5 – Highly useful, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

The web based ILL/Document delivery services among the MCECL (Mysore City Engineering Collage Libraries) is shown in table 7.7, there are a range of ILL/Document delivery services use from the users. They are: Electronic document delivery; ILL based services ; ILL request web form; Online inter library loan service and Article delivery service. Use web based ILL/Document delivery services at the Mysore City Engineering College Libraries (MCECL) is shown in table. The table shows that, It may be seen from the table that, there is a significant difference ( $P < .000$ ) the web based ILL/Document delivery services of ‘**Electronic document delivery**’. Many respondents scoring, 120(48.0%) says ‘highly useful’; 64(25.6%) of them replay ‘useful’; only few accounting 15(6%) of them state ‘moderately useful’ with a mean value of 3.96 and SD being 1.31.

## 7.8. Use of Web-Based Miscellaneous Services by Users.

Use of web-based miscellaneous services such as: E-mail based services; Online staff list; Online Feedback form; Online library news; Online subject gateways; Online library holidays list; Online general library policies; Online integrated push-based – services (e-mail based); Web-based library tutorials etc. The analysis of web-based miscellaneous services used by the respondents is presented in table 7.8. It may be seen from the table that, web-based miscellaneous services for MCECL users is shown in table 7.8.

**Table 7.8**  
**Web-Based Miscellaneous Services**

S/N	Miscellaneous Services	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	E-mail based services	7 (2.8)	18 (7.2)	35 (14.0)	70 (28.0)	120 (48.0)	4.11	1.07	.000
2	Online staff list	10 (4.0)	26 (10.4)	52 (20.8)	90 (36.0)	72 (28.8)	3.75	1.10	.000
3	Online Feedback form	33 (13.2)	15 (6.0)	30 (12.0)	80 (32.0)	92 (36.8)	3.73	1.36	.000
4	Online library news	4 (1.6)	36 (14.4)	45 (18.0)	87 (34.8)	78 (31.2)	3.80	1.08	.000
5	Online subject gateways	31 (12.4)	44 (17.6)	29 (11.6)	80 (32.0)	66 (26.4)	3.42	1.37	.000
6	Online library holidays list	9 (3.6)	26 (10.4)	33 (13.2)	99 (39.6)	83 (33.2)	3.88	1.09	.000
7	Online general library policies	10 (4.0)	3 (1.2)	24 (9.6)	77 (30.8)	136 (54.4)	4.30	.980	.000
8	Online integrated push-based – services (e-mail based)	8 (3.2)	17 (6.8)	19 (7.6)	111 (44.4)	95 (38.0)	4.07	1.00	.000
9	Web-based library tutorials	18 (7.2)	8 (3.2)	32 (12.8)	78 (31.2)	114 (45.6)	4.05	1.16	.000
10	Information about special exhibits	9 (3.6)	7 (2.8)	40 (16.0)	99 (39.6)	95 (38.0)	4.06	.988	.000
11	Web-based user education/virtual-library tour	7 (2.8)	26 (10.4)	56 (22.4)	92 (36.8)	69 (27.6)	3.76	1.05	.000
12	Library blogs	4 (1.6)	39 (15.6)	28 (11.2)	89 (35.6)	90 (36.0)	3.89	1.11	.000
13	Online mailboxes for user- comments or suggestions	19 (7.6)	18 (7.2)	44 (17.6)	93 (37.2)	76 (30.4)	3.76	1.18	.000
14	Library forums (e-mail based)	5 (2.0)	16 (6.4)	23 (9.2)	98 (39.2)	108 (43.2)	4.15	.970	.000
15	Change password online	7 (2.8)	11 (4.4)	52 (20.8)	101 (40.4)	79 (31.6)	3.94	.976	.000
16	Online library chat	24 (9.6)	10 (4.0)	60 (24.0)	84 (33.6)	72 (28.0)	3.68	1.20	.000

Key: 1 – Not at all useful, 2 – Moderately useful, 3 – Little useful, 4 – Useful, 5 – Highly useful, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

The parameter of ‘Online general library policies’ results given in the table 7.8 reveal that (P<.000) there is a significant difference among MCECL users in the miscellaneous

services of ‘**Online general library policies**’. It is observed that many respondents scoring 136(54.4%) say ‘highly useful’; 77(30.8%) of them say ‘useful’, and only few accounting replied 3(1.2%) of them state ‘moderately useful’ with highest mean value of 4.30 and SD being .980

### 7.9. Use of Web Forms in Reference Queries.

Web forms of reference queries is a conversation between librarian and library user, usually at the reference desk, in which the librarian responds to the library users initial statement of users information requires by first seek to clarify users need and then by directing the patrons to right information resources.

**Table 7.9**  
**Use of Web Forms in Reference Queries**

S/N	Reference Queries	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	Status of circulation accounts	9 (3.6)	18 (7.2)	36 (14.4)	82 (32.8)	105 (42.0)	4.02	1.08	.000
2	Article by e-mail	6 (2.4)	12 (4.8)	18 (7.2)	90 (36.0)	124 (49.6)	4.26	.956	.000
3	Reference queries	11 (4.4)	17 (6.8)	22 (8.8)	118 (47.2)	82 (32.8)	3.97	1.04	.000
4	Reserve/cancel/renewal status of document	10 (4.0)	6 (2.4)	34 (13.6)	110 (44.0)	90 (36.0)	4.06	.976	.000
5	Interacting online with librarian/ acquisition staff	3 (1.2)	24 (9.6)	46 (18.4)	95 (38.0)	82 (32.8)	3.92	1.00	.000
6	Interacting online with librarian/ reference staff	48 (19.2)	16 (6.4)	36 (14.4)	95 (38.0)	55 (22.0)	3.37	1.40	.000
7	Recommending a new book	20 (8.0)	9 (3.6)	30 (12.0)	88 (35.2)	103 (41.2)	3.98	1.18	.000
8	Documents on ILL	9 (3.6)	9 (3.6)	28 (11.2)	125 (50.0)	69 (31.6)	4.02	.948	.000

Key: 1 – Not at all useful 2 – Moderately useful, 3 – Little useful, 4 – Useful, 5 – Highly useful, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

The web forms of reference queries among the MCECL is shown in table 7.9. There are a range of reference queries which are useful to the respondents. They are: Status of circulation accounts; Article by e-mail; Reference queries; Reserve/cancel/renewal status of document; Interacting online with librarian/ acquisition staff; Interacting online with librarian/ reference staff; Recommending a new book and Documents on ILL. The analysis indicates that, there is a significant difference ( $P < .000$ ) of the usefulness of ‘**Documents on ILL**’. Majority of the respondents scoring, 125(50%) say ‘Documents on ILL’ are useful’; 69(31.6%) of them say ‘highly useful’; nearly 9(3.6%) of them state ‘not at all useful’ with a mean value of 4.02 and SD being .948.

### 7.10. Problems in Accessing Web-Based Library Services

There are many problems to use web based library services such as Slow internet connectivity; Insufficient time; Lack of systems; Lack of library orientation; Lack of skilled

professionals; Fear of privacy and identify thief; Lack of required IT Gadgets i.e. Scanner, Printer, Mobiles, SIM Cards, etc.; Lack of the support from the parent organisation; Confidentiality of the information; Too many web technology tools to learn and Lack of awareness and knowledge about how to use. . The analysis of problems to use web-based library services used by the respondents is presented in table 7.10.

**Table 7.10**  
**Problems**

S/N	Problems	Responses in Percentage (N=250)					Mean	SD	P Value
		1	2	3	4	5			
1	Slow internet connectivity	60 (24.0)	13 (5.2)	32 (12.8)	70 (28.0)	75 (30.0)	3.35	1.54	.000
2	Insufficient time	12 (4.8)	50 (20.0)	65 (26.0)	58 (23.2)	65 (26.0)	3.46	1.20	.000
3	Lack of systems	60 (24.0)	5 (2.0)	30 (12.0)	66 (26.4)	89 (35.6)	3.48	1.56	.000
4	Lack of library orientation	50 (20.0)	35 (14.0)	20 (8.0)	86 (34.4)	59 (23.6)	3.28	1.47	.000
5	Lack of skilled professionals	80 (32.0)	7 (2.8)	49 (19.6)	54 (21.6)	60 (24.0)	3.03	1.57	.000
6	Fear of privacy and identify thief	66 (26.4)	46 (18.4)	30 (12.0)	76 (30.4)	32 (12.8)	2.85	1.42	.000
7	Lack of required IT Gadgets i.e. Scanner, Printer, Mobiles, SIM Cards, etc.	58 (23.2)	44 (17.6)	40 (16.0)	80 (32.0)	28 (11.2)	2.90	1.36	.000
8	Lack of the support from the parent organisation	80 (32.0)	56 (22.4)	15 (6.0)	58 (23.2)	41 (16.4)	2.70	1.51	.000
9	Confidentiality of the information	40 (16.0)	66 (26.4)	22 (8.8)	56 (22.4)	66 (26.4)	3.17	1.47	.000
10	Too many web technology tools to learn	14 (5.6)	40 (16.0)	40 (16.0)	56 (22.4)	100 (40.0)	3.75	1.28	.000
11	Lack of awareness and knowledge about how to use	102 (40.8)	89 (35.6)	10 (4.0)	30 (12.0)	19 (7.6)	2.10	1.26	.000

Key: 1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – strongly agree, SD = Standard deviation, N=Number of Respondents, P = Probability, Numbers in Parentheses Indicates Percentage

It may be seen from the table that, there is a significant difference ( $P < .000$ ) to barriers of **‘Too many web technology tools to learn’**. It is observed that many respondents scoring, 100(40.0%) says ‘strongly disagree’; 56(22.4%) of them say ‘disagree’, and only few accounting 14(5.6%) of them state ‘strongly agree’ with a mean value of 3.75 and SD being 1.26.

## 8. Conclusion.

On the basis of the study, it may be concluded that the Mysore city engineering college libraries are making an effort to do well in overcoming the Web-based library services. It may be noted that very few authors have studied the Web-based library services. The results of the study reveal that there is a significant difference ( $P < .000$ ) among the respondents with regard

to the acquisition services of 'Like new additions' the majority of the respondents scoring 134(53.6%) of them say 'highly useful'; nearly 5 (52.0%) of them state 'not at all useful' with the highest mean value of 4.30 and SD being .961. Web-based library services in Mysore city engineering colleges will begin more found and revealing as the web begin commonplace every part of the world, and to be successful players in the electronic world. Engineering college libraries must continue to address the web design and execution issues. Engineering college librarians should be specialist to hold the hands of the respondents who are moving towards new communication pattern a shift from face to face human contact to human-machine interaction, from paper to electronic delivery, from text centered mode to multimedia and from physical presence to virtual presence. To meet these challenges the librarians may play a leadership role in providing better web-based library services facilities to their current technology savvy library users.

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