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Summer 9-30-2020

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Rahman, Mohammad Rafiqur and Khare, Dr.V.P, "Utilization Of Electronic Resources By the Library Users Of Central Library Of North Bengal University, Siliguri: A Case Study" (2020). *Library Philosophy and Practice (e-journal)*. 4304.

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**Utilization Of Electronic Resources By the Library Users Of Central Library Of North
Bengal University, Siliguri: A Case Study**

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Abstract:

The present study assessed the utilization of electronic resources by the faculty members, research scholars, and UG, PG students of the central library of north Bengal university. Out of hundred, ninety respondent's data considered as sample for analysis. The study reveals that 41.11% of patrons of North Bengal university utilizing the electronic resource. The main purpose of using electronic resources is to teach i.e. 94.44%, the bibliographic database is the most frequently used electronic resources (80%), the study also disclosed that the unavailability of remote access is the barrier of utilizing electronic resource by the patrons (82.22%). On the basis of result some recommendations provided to accelerate and enhance the effective use of electronic resources.

Keywords: *E-resource, Web Resource, E-database, E-journals, Students, Research Scholars, Faculty members.*

1. Introduction

Today we are living in the time of data. Data is a dynamic and ceaseless asset which influences all the controls and varying backgrounds. The appearance of personal computers in the 1950s has gotten radical changes all circles of life in the manner by which data is accumulated, put away, sorted out, prepared and devoured. Since a couple of decades ago, electronic assets have gotten a generous part of the archive assortment in scholastic libraries. The effect of e-resources in the scholastic world is phenomenal and driving to the widespread accessibility of them. The web and web-based assets are continually impacting the improvement of new methods of insightful correspondence. With the developing

prominence of electronic assets, the current conventional libraries are currently changing into half breed libraries. Further, some of them are in the cycle of digitizing, and numerous others have digitized their archives and changing from electronic to computerized libraries.

There are a few structures and kinds of electronic assets, specifically digital books, e-resources, CD-ROM/DVD assets, on the web assets, information bases and numerous other web-based assets. Those libraries which gained e-resources are sparing space, time and cash, more helpful for simple access, generally simple to keep up and now it is workable for the users to access from their home or office.

Electronic assets are playing a fundamental part in the field of science and innovation. The client network is getting more and more acquainted with these instruments, and now they have begun utilizing them routinely. This study evaluates the utilization of e-resources by users and educators of North Bengal University.

Central Library Of North Bengal University

The focal library was recognized close by the establishment of the University in 1962 to meet the academic instructive program activities and examination needs of the students, teachers and exploration researchers. The library has great assortments of books, periodicals just as refreshed data on different field of study for the University networks. Since the start, the library serves its networks to satisfy their goals. The library is the fundamental library in North Bengal area, which helps investigate and higher enduring learning by advancing books, serials, and various reports to its customers. The library has three-story stories working with 28660.37sq.ft. Floor covering an area and its region is at the western side of the University administrative structure and north of Padmaja Park.

- Member of UGC-Infonet Consortium for online participation of serials.
- Library LAN has become a bit of grounds wide Network, which has made it useful for the academic organization of various workplaces to get to information from their adobe.
- The library has additionally University Archive and Digital vault to digitized propositions, uncommon records and regulatory reports by utilizing open source programming D-space.
- Library Services: Bibliographic, reference, Reprographic, Online Access to diaries, information base inquiry, Lending, Display of new Arrivals, OPAC& Web OPAC, assets Sharing/ILL, perusing offices for Retired personnel and study and examination Support.

2. Review of Literature

In recent time resources have picked up prominence. Libraries are confronting an extreme change in the manner of the individuals to find and use data resources, a change that everything data experts require to comprehend. E-resources converse to numerous difficulties at each degree of their choice, acquisitions, protection, systems for upkeeps and the board. Simultaneously, these resources have likewise accompanied numerous favourable circumstances offering answers for some expert issues like the answer for space issues, giving far off access, place being used, expanded readerships with improved administrations, prompting more open doors for profitable examination yields and scholarly greatness inside a brief timeframe. Ongoing contemplated have additionally demonstrated that in analysts feelings, improved admittance to e-resources have decidedly impacted their exploration action by assisting with staying up with the latest and by sparing time (Anjana, 2016)

Elavazhagan and Udaykumar (2013) endeavoured to examine the introduction and measure the degree utilization of e-resources by the employees and examination researchers BITS, Pilani, Hyderabad a survey was conducted with a question-based overview. The investigation affirmed that there is a lot of mindfulness among both personnel and exploration researchers on the e-resources and different kinds of e-resources, e-information bases and e-journals. The electronic resources (e-resources) accessible in a library assume a noticeable function in encouraging admittance to expected data to the patrons quickly and straightforwardly. The e-resources, like CD-ROM information bases, online journals, online books, OPACs, and the web are gradually supplanting the significance and utilization of print media.

The data needs of the patrons due to the coming of the data innovation changed radically. The issue is whether the client network is utilizing suitable sources? Are the patrons fulfilled? Is it accurate to say that they are mindful of the adjustment in the presence of electronic resources? To address the above inquiries, an investigation was embraced whereby the connection between the effect of electronic resources and its use in scholastic libraries in Koforidua Polytechnic and All Nations University College, Ghana was contemplated. The examination was a quantitative methodology utilizing survey to accumulate information. All the four agreements (achievement level, favoured information base, time and recurrence, and level of awareness) on noteworthiness of electronic resources demonstrated a huge positive relationship with utilization among the patrons. The investigation suggested escalated advertising systems ought to be received to build use of electronic resources in scholarly establishments in Ghana (Akussah, Asante and Adu-Sarkodue, 2015).

In a present report, Ankrah and Atuase (2018) inspected the utilization of electronic resources by postgraduate students of the University of Cape Coast, with a view on giving proposals dependent on finding. Their examination discovered that most postgraduate students rather like to get to data from Google scholars, and other web-based information bases more as often as possible than the information bases in the library. The respondents distinguished helpless web associations as the most noteworthy compelled for incapable access to e-resources.

3. Objectives of the Study: The main aim of the study is to analyze the use of e-resources by the academic community of NBU. Following are the specific objectives of the study:

- i. To examine the use of print and electronic format preferences.
- ii. To examine the purpose of using E-resources.
- iii. To know the advantage of e-resources over print resources
- iv. To find out the frequency of use of e-resources
- v. To identify the most frequently used e-resource.
- vi. To find out the most frequently used e-databases.
- vii. To know the barriers in the use of e-resources

4. Methodology: For present study survey method used to collect data with the help of structured questionnaire, and on the basis of random sampling, the questionnaire was distributed to 100 users, Out of which 90 responses received. The data then organised tabulated and organised. The analysis done with the help of MS Excel and MS Access.

5. Analysis of Data:

5.1. Category-wise Distribution of Format Preferred:

Table 1 below reveals that 41.11 % user of the central library of north Bengal university preferred electronic format followed by print format (36.67%). 22.22 % preferred both formats. PG student is the leading user of electronic resources (32.42%) followed by faculty and UG students (24.32%), while UG students mostly (36.36%) preferred printed format followed by research scholars (24.24%).

Table 1: Category-wise Distribution of Format Preferred

Category of Users	No. of respondents			Total
	Electronic	Print	Both	
Faculty	9	6	4	19
Research Scholars	7	8	2	17
UG	09	12	6	27

PG	12	07	08	27
Total	37	33	20	90
Percentage (%)	41.11	36.67	22.22	100.00

5.2. Purpose of Using Electronic Resources:

Table 2, displays the purpose of utilizing electronic resources by the users. It is found that 94.44% of users used electronic resources for teaching, while 72.22% used the electronic resources for research activities, followed by 65.56% user consumed electronic resources for learning. It reveals that the minimum number of patrons 53.33% of used electronic information to know the current information.

Table 2: Purpose of Using Electronic Resources

No. of Users (90)	No. of respondents			
	Research	Learning	Current Information	Teaching
	65 (72.22%)	59 (65.56%)	48 (53.33%)	85 (94.44%)

*(Multiple answers were permitted)

5.3. Advantage of Using Electronic Resource:

Table 3: Advantage of Using Electronic Resource

Category of Users	No. of respondents			
	Time saving	Easy to use	More informative	More useful
Faculty	63%	81%	75%	93%
Research scholars	66%	56%	84%	68%
UG	48%	86%	69%	73%
PG	72%	68%	65%	48%

(Multiple answers were permitted)

The table 3, demonstrated the advantage of using electronics resources by the users of different Central library of north Bengal University. Faculty member addressed that utilizing electronic resources are more useful (93%), followed by Easy to use (81%), more informative, voted by 75% of the patrons; 63% said utilizing electronic resource is time-saving. Research scholars expressed that utilizing electronic information resources is more informative (84%), (68%) says more useful, time-saving (66%) and Easy to use (56%). UG

students discouraged the benefits of using electronic resources mainly due to easy to use (86%), followed by 73% more useful. PG students express that using electronic resources helps in time-saving (72%), followed by easy to use (68%) and more informative (65%).

5.4. Frequency of Using Electronic Resources:

Table 4 below shows the frequency of electronic resources. The data shows most of the faculty members use e-resources once in a week i.e. 6.67%, fortnightly 5.56%, while 2.22% using electronic resources daily or twice a week, and monthly. 1.11% of faculty members use three times a week and rarely. The faculty and research scholars always use electronic resources, while 3.33% of UG students express that they have never used electronic resources, followed by 1.11% PG students. 4.44% UG students using electronic library resources daily, once in a week and rarely, 6.66% user using electronic resources three times a week. 5.56% PG reveals that they use electronic resource twice a week, followed by 5.56% daily. 4.44% research scholars said that they use electronic resources twice in a week.

Table 4: Frequency of Using Electronic Resources

	Library Patrons	Daily	3/times week	Twice/ week	Once/week	Fortnightly	Monthly	Rarely	Never
No. of Users (N=90)	Faculty	2(2.22%)	1(1.11%)	2(2.22%)	6(6.67%)	5(5.56%)	2(2.22%)	1(1.11%)	Nil
	UG	4(4.44%)	6(6.67%)	2(2.22%)	4(4.44%)	1(1.11%)	3(3.33%)	4(4.44%)	3(3.33%)
	PG	5(5.56%)	4(4.44%)	6(6.67%)	2(2.22%)	3(3.33%)	2(2.22%)	4(4.44%)	1(1.11%)
	RS	2(2.22%)	3(3.33%)	4(4.44%)	3(3.33%)	2(2.22%)	3(3.33%)	Nil	Nil

*(Multiple answers were permitted)

5.5. Most Frequently Used E-resources:

Table 5: Most Frequently Used E-resources

No. of Users (N=90)	Library Catalogue	Bibliographic Databases	E-Books	E-Journals
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	55(61.11%)	72 (80%)	61 (67.78%)	47 (52.22%)
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*(Multiple answers were permitted)

The table 5 above, demonstrated the most frequently used electronic resources. It is found that bibliographic database 72 (80%) is the most frequent used electronic resources by the user of the central library of north Bengal university followed by 61 (67.78%). Library catalogue used by 56 (61.11%) while e-journal 47 (52.22%) is the least used electronic resources by the user of the central library of north Bengal university.

5.6. Most Often Used E-databases

Table 6: Most Often Used E-databases

No. of Users (N=90)	E-books	Online e-journals	Emerald	EBSCO	Scopus	Google Scholar	Shodhganga	Shodhgangotri
	50(55.56%)	64(71.11%)	45(50%)	30(33.33%)	23(25.56%)	60(66.67%)	47(52.22%)	74(82.22%)

*(Multiple answers were permitted)

Table 6 shows the most often used e-database by the patron. It is found that 74 (82.22%) user utilizes shodhgangotri for their research work and study purpose, followed by online e-journals 64 (71.11%), Google Scholar 60 (66.67%), e-book 50(56%), Shodhganga 47(52.22%), Emerald 45 (50%), Ebsco 30(33.33%), Scopus 23 (25.56%) respectively.

5.7. Barriers in Using E-resources:

Table shows the barriers while using electronic resources. It is found that most of the respondents 80% denoted that 'cannot be accessed electronic resource from home', followed by 'restricted access to back issues' 72.22%, 'restricted number of titles' 71.11%, 'difficulty in finding relevant information' 64.44%, 'slow download speed' 53.33%, and 'restricted access to computer' i.e.46.67%.

Table 7: Barriers in Using E-resources

No. of Users (N=90)	Restricted number of titles	Restricted access to back issues	Difficulty in finding relevant information	cannot be accessed from home	Restricted access to computers	Slow download speed
	64 (71.11%)	65 (72.22%)	58 (64.44%)	72 (80%)	42 (46.67%)	48 (53.33%)

*(Multiple answers were permitted)

6. Findings

- It is found from the data analysis that 41.11 % user of the central library of North Bengal University preferred electronic format.
- It is found that main purpose of using electronic resources is for academic use 94.44%.

- Faculty members addressed that utilizing electronic resources are more useful (93%), followed by Easy to use (81%).
- Research scholars expressed that utilizing electronic information resources is more informative (84%) and more useful (68%).UG students voted the benefits of using electronic resources mainly due to ‘easy to use’ (86%), and 73% says‘more useful’.PG students express that using electronic resources helps in time-saving (72%).
- The faculty members leading in the use of electronics resources i.e. once in a week (6.67%).
- The study shows that 4.44% of UG students using electronic library resources daily, 4.44% of research scholars use electronic resources twice in a week.
- Bibliographic database 72 (80%) is the most frequent used electronic resources and e-journal 47 (52.22%) is the least used electronic resources.
- The most often used e-database 74 (82.22%) is Shodhgangotri.
- The barriers in using electronic resources are 80% ‘cannot be accessed electronic resource from home’ and 53.33% issues of ‘slow speed’ and ‘restricted access to computer, 46.67%.

7. Suggestions:

Continuous library direction/preparing projects ought to be directed for the compelling usage of e-resources as well as the library. Accessibility of the different kinds of e-resources ought to be upgraded. Continuous assessment on the utilization of e-resources just as administrations advertised by the library ought to be directed.

Conclusions

The electronic resources in the libraries meant to serve the need of the timely information from all around the world and ease of remote access. The electronic resources took the education and R&D into upper level. Therefore, it essential to access the utilization of e-resources regularly, to provide smooth services to the patrons. The study reveals that central library of North Bengal University is keeping up with the challenges in terms of providing services in the utilization of e-resources to their patron. The academicians are using resources frequently and PG & UG found the ease of access to the resources. Perhaps there are some issues arising in providing services such as ‘slow speed’ and unavailability of remote access but library has directives to address it sooner. Also study has presented some

recommendation and suggestion to give new direction in terms of utilizing the library e-resources.

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