



USERS' SATISFACTION OF LIBRARY RESOURCES IN THE DIGITAL ERA IN NORTH EASTERN HILL UNIVERSITY

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ABSTRACT :

The author is having a case study among the faculty about users' satisfaction of the library services in the digital world under School of Life Sciences in North Eastern Hill University. The Schools covers four departments, namely, Biochemistry, Biotechnology & Bioinformatics, Botany and Zoology. The author found that most of the faculties are aware with the new technology available for accessing the e-resources. Despite the easy access of e-resources, textbook is still heavily access by the faculty in the digital world.

KEYWORDS : e-resources, digital literacy, information communication technology.

1.INTRODUCTION

It is believed that most of the information seekers in this new millennium will prior to the electronic sources for getting their information than documentary sources. Despite all the easy access and easy retrieve of information from the electronic sources, the information contains to that sources can be out of endorsement as many users can uploaded or posted the information which they feel to be true to their knowledge to the internet. So, the documentary sources like books, print media etc. still plays a very dominant role in the digital era as the information contains are authentic and verifiable which enhance the users' knowledge for creating a massive output to the information society.

The library plays a pre-dominant role in satisfying the users by updating the library resources and facilities. As library is approaches from different corners from several fields, the information contents, therefore, should be diversity in forms of documentary as well as electronic sources so as to meet the users' satisfaction. When the library is resource with new equipment and facility, the users' awareness programs should be conducted occasionally so as to ease away the doubt knowledge on the users.

2. REVIEW OF LITERATURE:

Some of the literatures based on the topic have been reviewed for the study:

Kundu (2010) in 'Information as a Marketable Commodity' discussed on the need and importance of information in present context and he mentioned that the traditional types of information sources can still be the most access sources compared to the electronic sources in our presents environment.

Scott and Karen (2010) on the topic 'Mobile social networking as information ground: A study' viewed that, mobile messaging systems, particularly those that incorporate social networking capabilities, affect how



individuals interest and how they exchange information. This paper reports the impact of a mobile-device-based social networking service that enables users to form groups and share necessary information to others. Survey and system usage data from 19 participants over 16 months were analyzed using information ground theory, which focuses on how people share everyday information in informal social settings.

Kacherki and Kannur (2011) on 'Impact of Information Communication Technology on Job Satisfaction of Engineering College Librarians in Maharashtra' discussed that with the emergence of the internet, advances in communication media and such other developments in information technology and related fields have thrown greater challenges before librarians. The priorities of users in accessing information have been transforming from print media to electronic. Financial stringency forcing the librarians to devise means to ensure access to information rather than storing information. These factors call for change in the attitude in the minds of librarians in addition to the acquisition of new skills and knowledge in the field. Library professionals have to be properly and adequately motivated, developed, maintained and utilized to provide efficient services. For proper management and functioning of a library, the importance of a librarian cannot be ignored. Libraries can play a vital role only under the guidance of professionally qualified and well-satisfied librarian.

Lewis and Mallaiah (2014) in their paper on 'Use of information resources in engineering college libraries of Dakshina Kannada and Udupi Districts: A comparative study' made a comparative study on the use of information resources by students, faculty members and research scholars in the engineering college libraries and they found that the library users have a different level of satisfaction in different areas according to their respondents. Further, their studies revealed that the libraries need to be regularized or update their services in different sectors to fulfill their users' satisfaction.

Gupta, Gautam and Khare (2014) in their paper on 'Awareness and use of social media applications among library staff of power sector organizations' studied about the users of library staffs about the social media applications and their knowledge level of social media in their working environment and they found that, the library staffs are not much aware of the application of social media in their workstation and suggested for training on the use of this social media application in library services.

Balasubramanion and Vijaya Kumar (2014) on 'Attitudes of Faculty Members, Research Scholars and Students Towards Information Literacy' studied about the attitudes of faculty members, research scholars and students towards information literacy in Manonmaniam Sundaranar University and pointed out that, information literacy is the most convenient literacy in the present society as it manages and maintains all the problems and issues.

3. SIGNIFICANCE AND SCOPE OF THE STUDY:

In the digital world, the electronic resources are very easy to access and achieve by different information seekers and make the most use of it. But, the documentary sources cannot be neglected too, as they are the product of peer-reviewed sources and many are familiar to this conventional type of resources. Therefore, a users' study is necessary to find out what sources is reigning among the information seekers in the digital era. The present study covers the faculty from five departments under School of Life Sciences in NEHU viz. Biochemistry Department, Biotechnology & Bioinformatics Departments, Botany Departments and Zoology Department, which comprises of 41 faculty.

4. OBJECTIVES OF THE STUDY:

The following are the objectives of the study:-

- 1) To find out the usage of library resources.
- 2) To find out the most preferred information sources.
- 3) To carry out the tools used for accessing the e-resources

5. METHODOLOGY:

A structured questionnaire was designed and distributed to the total population of 41 faculty and a total responded questionnaire of 38 was received which constitute to a total population of 93%. An interview method was also used for carrying out specific information to some of the study area.

6. DATA ANALYSIS AND FINDINGS:

6.1 Analysis by Respondents:

The following Table-1 shows the detail respondents from each department of faculty under School of Life Sciences:-

Table 1: Numbers of Research Scholar and Faculty in School of Life Sciences

Sl. No.	Department	Questionnaire Distributed	Questionnaire Received	% of Respondents	% of Sample Representation
1.	Biochemistry	10	9	90	24
2.	Biotechnology & Bioinformatics	7	7	100	18
3.	Botany	11	11	100	29
4.	Zoology	13	11	85	29
	Total	41	38	93	100

Source: Field Survey

The first table shows that there is a good response from every department under study which is a very good mark that the faculties are interest to give their opinion for carrying out the work. All faculty from Biotechnology & Bioinformatics and Botany departments responded the questionnaire whereas Botany and Zoology departments gives the highest percentage of sample representation.

6.2 Accessing of Library Resources:

To find out the most usage of library resources, the respondents were asked to give their most use of library resources which is display in the following Table – 2.

Table-2: Accessing of Library Resources

Sl. No	Types of Documents	Biochemistry	Biotechnology & Bioinformatics	Botany	Zoology
1.	Textbook	9 (28%)	7 (28%)	11 (25%)	11 (31%)
2.	Periodicals	6 (19%)	5 (20%)	9 (20%)	7 (20%)
3.	Reference	4 (13%)	2 (8%)	5 (11%)	4 (11%)
4.	Conference/ Seminar Proceeding	5 (16%)	3 (12%)	7 (16%)	5 (14%)
5.	Bibliographies	3 (9%)	4 (16%)	7 (16%)	3 (9%)
6.	Theses/ Dissertation	5 (16%)	4 (16%)	5 (11%)	5 (14%)
	Total	32	25	44	35

Source: Field Survey, N=38, n=136

As seen from the table-2, the total number has increased with regard to the total number of respondents, this is due to that the respondents have opted more than one sources while accessing the library resources.

It is found that the entire faculty i.e 100% under School of Life Sciences are accessing textbook for their academic purpose which is followed by periodicals as their second source of information by the faculty of every department. Bibliographies are the least consulted in Biochemistry and Zoology department while reference is the least consulted in Biotechnology & Bioinformatics and Botany department.

6.3 Use of Electronic Resources:

Electronic resources play a vital role in our present environment, therefore it is necessary to point out whether the faculties were aware with it or have access to it. The following table displays the use of electronic resources.

Table-3: Use of E-Resources

Sl. No	E-Resources	Biochemistry	Biotechnology & Bioinformatics	Botany	Zoology	Mean	Median
1.	CD-ROM	2 (12%)	3 (20%)	3 (16%)	5 (18%)	3.25	3
2.	DVDs	1 (6%)	2 (13%)	1 (5%)	5 (18%)	2.25	1.5
3.	E-journals	8 (47%)	6 (40%)	9 (47%)	10 (36%)	1.25	8.5
4.	E-books	6 (35%)	4 (27%)	6 (32%)	8 (29%)	1	6
	Total	17	15	19	28		

Source: Field Survey, N=38,n=79

The Table-3 shows that most of the faculties from every department under study have access to all the e-resources provided in the questionnaire. Majority of them from each department have used the e-journal and DVDs among the e-resources is the least use by the entire faculty under study. 8 (47%) out of 17 faculty respondents in Biochemistry are using e-journals, while in Biotechnology & Bioinformatics departments, 6 (40%) out of 15 respondents use e-journal. In Botany department, 9 (47%) out of 19 respondents access to e-journal while 10 (36%) out of 28 respondents access to e-journal in Zoology department.

Further analysis shows that the mean value for CD-ROM is the highest which is 3.25 and the median value for e-journals is the highest i.e. 8.5. in which the mean value for e-books got the least i.e. 1 and the median value for DVDs got the least i.e. 1.5.

6.4 Preference of Information Sources:

Table-4 display the preference of information sources by the faculty members under School of Life Sciences.

Table-4: Preference of Information Sources

Sl. No	Information Sources	Biochemistry	Biotechnology & Bioinformatics	Botany	Zoology
1.	Printed	5 (33%)	5 (42%)	7 (32%)	9 (39%)
2.	Online	7 (47%)	6 (50%)	9 (41%)	11 (48%)
3.	CD-ROM	2 (13%)	1 (8%)	4 (18%)	2 (9%)
4.	Audio-Video Tapes	1 (7%)	0	2 (9%)	1 (4%)
	Total	15	12	22	23

Source: Field Survey, N=38,n=72

Table-4 shows that in Biochemistry department, majority of the faculty 7 (47%) prefer to use online sources of information which is followed by printed sources i.e. 5 (33%). In Biotechnology & Bioinformatics

department maximum of the faculty i.e. 6 (50%) prefer to use online sources of information followed by 5 (42%) who prefer to use printed sources. Likewise in Botany and Zoology department majority of the faculty i.e. 9 (41%) and 11 (48%) respectively prefer to use online sources of information which is followed by printed sources i.e. 7 (32%) and 9 (39%) in Botany and Zoology department respectively.

Therefore, majority of the faculty from each department prefer to use an online source which is followed by printed sources of information.

6.5 Materials for Accessing the e-resources:

Different materials have ascended in the modern world for accessing the e-resources whether in the institute or at home. The following table-5 shows the most used materials for accessing the e-resources.

Table-5: Tools for Accessing e-resources

Sl. No	Information Sources	Biochemistry	Biotechnology & Bioinformatics	Botany	Zoology
1.	Desktop Computer	8 (40%)	7 (44%)	6 (27%)	8 (27%)
2.	Smart Phone	4 (20%)	5 (31%)	4 (18%)	7 (23%)
3.	Laptop	6 (30%)	3 (19%)	8 (36%)	10 (33%)
4.	Tablet	2 (10%)	1 (6%)	4 (18%)	5 (17%)
	Total	20	16	22	30

Source: Field Survey, N=38,n=88

As shown in Table-5, in Biochemistry department most of the faculty 8 (40%) are using desktop computer for accessing e-resources which is followed by Laptop 6 (30%). In Biotechnology & Bioinformatics department, majority of the faculty are using Desktop Computer 7 (44%) which is followed by Smart Phone 5 (31%). But in Botany and Zoology department, majority of the faculty are using Laptop i.e. 8 (36%) and 10 (33%) respectively for accessing the e-resources which is followed by Desktop i.e. 6 (27%) and 8 (27%) respectively.

7. FINDINGS:

- 1) Botany and Zoology departments give the highest percentage of sample representation.
- 2) It is found that the entire faculty i.e. 100% under School of Life Sciences are accessing textbook for their academic purpose.
- 3) Bibliographies are the least consulted in Biochemistry and Zoology department while reference is the least consulted in Biotechnology & Bioinformatics and Botany department.
- 3) Most of the faculties have used the e-journal and DVDs is the least use by the entire faculty under study.
- 4) Majority of the faculty from each department prefer to use an online source which is followed by printed sources of information.
- 5) In Biochemistry department and Biotechnology & Bioinformatics department, large number of the faculty are using desktop computer for accessing e-resources. While in Botany and Zoology department, majority of the faculty are using Laptop for accessing the e-resources.

8. CONCLUSION

The present environment is a digital environment. Multiple kinds of information accessing tools are available for retrieving the information, therefore the information seekers must have the ability to access those tools for accessing the necessity, without the knowledge of accessing those materials, it will be impossible to survive in the digital world. The libraries now a day, whether the collection is traditional or electronic resources, have come up with information and communication technology, the information

contents in the library are easily accessible through the use of modern technology. It is, therefore, suggested all the library users or information seekers outside the library too, must be well aware with the new tools arises in our present days.

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