# AWARENESS AND UTILIZATION OF E- RESOURCES BY FACULTY MEMBERS WITH SPECIAL REFERENCE TO AN ENGINEERING COLLEGE, CHENNAI, TAMILNADU, INDIA- A CASE STUDY

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## ABSTRACT

**Purpose** - To study and investigate the awareness and utilization of library electronic resources and related issues among faculty members of SKR Engineering College (SKREC) at Chennai

**Design/methodology/Approach -** A descriptive method has been used in this research. A total of 150 questionnaires distributed but 105 were returned duly filled in as a sample. A well structured questionnaire was designed for collecting data from the chosen sample group.

**Scope and limitations -** The study covers the faculty members from all departments and was limited to Engineering college faculty members only from SKR Engineering College in Chennai.

**Findings-** 48.57 percentage of respondents are lectures, followed by 23.81% of respondents are senior lecturers, 20.0% of respondents are Asst. Professors and only 7.62% of respondents are Professors. 62.8 percentage of respondents are aware of online resources but whereas only 37.2 % o them are not aware. 28 (26.67%) and 23 (21.90%) were the most used. E- Journals and E- Books respectively and followed by use of E- Database 15.24 %; e- thesis & dissertations 13.33%; e- magazines 12.38% and only 10.48% responses indicates the use of all e- resources used by the respondents. 51.43 percentage of respondents visiting library to access E- resources weekly twice while 5.71 % of them fall under occasionally. 30.48 % of them fall under daily whereas 12.38 % of them use e-resources once in a week. 44.76 percentage of respondents are satisfied with all e- resources they are getting from the identified sources. Furthermore, 17.14% indicated fully satisfied while 10.48% and 27.62% were less satisfied and dissatisfied respectively. 56.19 percentage of respondents faced problem of slow Internet access speed which takes a lot of their slot time to retrieve the relevant information.

**Originality/value-** The study aimed at identifying that needs and the level of awareness and utilization of the staff community on networks such as internet and e- resources and the like. A study based on the same topic among various college and university and comparative study can be carried out.

**Tools used-** The collected data were obtained and analyzed using Simple Percentile analysis to generate tables and to arrive at conclusion.

**Keywords:** Library Resources, Information seeking, academic library, user survey, case study, E- Resources, Online Resources, Digital library, Web resources, SKREC, Chennai, Tamilnadu, India.

**Paper Type-** Research paper

## INTRODUCTION

In any educational or research institution, the library plays a pivotal role. SKR Engineering College (SKREC) has well equipped and up-to-date library it supports almost all engineering, technology and management studies areas taught in the college. It was founded in 2006 which is located at Panapakkam, Thiruvalluvar District. In the year 2007, was recognized by Anna University (AU), Chennai. This engineering college is located in Agarmel near Nazareth pet with 6 U.G departments and 2 P.G departments under Anna University. The present strength of the students at SCET is about 1700. At this step the students ought to learn the various resources and services and how to utilize the information in right manner.

Changes in technology in recent years have dramatically altered how information is accessed, stored and disseminated. Whereas information provision in academic libraries was previously based upon the collection of physical library materials, it is now increasingly the case that academic libraries are moving into the virtual arena. With advances in technology and e-publishing access to information on a local, regional, national and international basis, by overcoming the traditional barriers of time and space has become easy. Large amount of scholarly literature in the form of full-text journals, books, reports, etc., are published in electronic medium. Recognizing the fact that the use of ICT opens new avenues for better services in new found digital environment, the libraries in higher education are adapting to new technologies.

## E- RESOURCES AND SERVICES

The electronic resources are systems in which information is stored electronically and made accessible through electronic systems and computer networks. These resources include OPAC, CD-ROMs, Online- Databases, E-journals E-books, Internet resources etc. Multiple accesses speed, richer in content, reuse, timeliness, anywhere access is some of the features of e-resources. IEEE Explore, Elsevier Science Direct, ASCE Journals, ASME Journals, EBSCO, Springer, etc. are the example of some famous e-resources available in India and overseas. These resources are paid resources and only accessible

after payment. These resources are only limited access. These are available in so many different packages in different price ranges. In India, these resources are available through INDEST-AICTE consortium and UGC-INFONET consortium on some discounted prices.

Electronic resources provide access to information that might be restricted to the user because of geographical location or finances. Electronic resources also provide access to current information as these are often updated frequently. Through their various search techniques electronic resources provide extensive links to explore additional resources or related content. In addition, electronic resources are considered as important resources of teaching, research and training. Thus, most of libraries as well as the universities of the present day provide electronic resources for higher education and research.

## OBJECTIVES OF THE STUDY

The study was an attempt to find out the awareness and utilization of library electronic resources and services by the staff members of engineering college. The study was designed and conducted during the year 2009 to achieve the following objectives.

1. To find out the awareness and uses of E- Resources by staff community;
2. To observe the type of e- resources by the staff members;
3. To find out the purpose of utilization of E- Resources;
4. To find out the frequency of access to internet;
5. To explore the impact of E- Resources;
6. To find out the problems faced by the respondents while using resources.
7. To suggest improvement measures based on the inferences drawn from the study.

## SCOPE AND LIMITATIONS:

The study was limited to faculty members from all departments and was limited to engineering college staff members only from SKR Engineering College, as the study is to know information seeking behaviour in the digital environment.

## RELATED WORKS:

The main purpose of this literature reviewed is to find previous studies conducted on utilization and awareness of e- resources of faculty members of SKREC. This was done in order to refine the research areas research questions and objectives.

Clyde, Laurel A and Klobas Fane E have studied about "the first Internet course: implications of increased prior participant experience in Iceland."  The findings indicated that the first Internet course can concentrate on developing Knowledge of the Internet, its history and development and the underlying technology; advanced skills in Internet use; Skills in Internet resource development; and the knowledge required to evaluate the potential of ongoing development in the Internet.**1**

Tran, Lan Anh has analyzed about the study on training in the implementation and use of electronic resources: a proposed curriculum for Vietnam. The findings of this study have resulted in ten proposed courses namely; Basic Electronic Resources Basic IT Applications Communication Networks Library Automation Database Structure and Design Information Handling Information Storage and Retrieval Information Sources and Reference Services Searching CD- ROM and Online Internet Service with existing curriculum as much as possible **2**

Jacob William has made a survey on Internet- based data collection; promises and realities. The results recommended that the data collection over the Internet has many problems. Internet based data collection generates large samples to find solution for choosing problems, advantages of Internet based research have allowed us to dream a little bigger and pursue projects and research questions which would never be considered to conduct Internet based research**3**

Carlson, Bethany and Reidy, Sharson have curried out the study about Effective access: teacher's use of digital resources (research in progress). The findings of the research recommended that they should create a bridge between the needs of teachers and the work of developers and also they should discuss how their outcomes will influence how digital resources one developed for educators across all disciplines in the future **4**

Stella E. Igun has analyzed about users and Internet skills; a report from Delta state university, Abraka, Nigeria. A total number of 100 questionnaires were distributed to first 100 people using the university cyber café on week day. 81% filled and returned the responses which were analyzed for frequencies %age and cross tabulation, using SPSS to organize the data. A very limited number of respondents showed interest in learning about OPAC, search engines and home pages. 42 or 52 %age of threshold also indicates that the users of the Internet helped to colleagues update their research from findings.**5**

This paper has studied about the use of traditional media as well as the Internet among young people in Hong Kong. The findings of the study indicated that the Internet plays a prominent role among the young people in Hong Kong. A majority of respondents aged 15 to 24 spent one to three hours per day in the Internet. Most of the respondents found useful web sites through search engines. Interpersonal information sources gave way to the Internet for obtaining information about sensitive issues. **6**

Delgado- Gomez, Alejandro. F has studied about young adults and virtual libraries: a case study in Spain. The finding of the answers showed that the following features of young adults. Namely they do not read fiction, as it is considered as a waste of their time, they use information in order to computer their school assignments, but, if they can find a more comfortable and quicker way to obtain that information, they will use it, they spend their free time mainly listening to music, playing on the Computer, watching TV, or walking with friends.**7**

Carol S. Bond et al have made a survey on the topic of learning to use the Internet as a study tool: a review of learning to available resources and explanation of students'

priorities. The study that found there were good online guides available, but that perversely, the better guides tended to require the best searching skills to locate them.  A few students were good using online support, and the majority felt that if they had the skills, Students wanted assistance when they had problems or questions, rather than sites that offered structured learning experience. Personal support rather than virtual support was also considered to be most important to the students in this study**8**

## METHODOLOGY

This is essentially a survey study. This study of the research used questionnaire- based survey method in order to achieve the above objectives; descriptive type was used to perform the research. A detailed and well structured questionnaire was designed and distributed to the selected 150 staff members from all departments of SKR Engineering College. Out of 150 respondents, hundred and five Questionnaires were returned dully filled in by the users community with over all response rate was 70 per cent. The questionnaire contained both open ended and close-ended questions. The collected data were classified, analyzed and tabulated by using statistical methods.

## ANALYSIS OF DATA

The girl students of the college are far in excess of boys. Therefore, data received from all students are taken together for study. The study was conducted at SCET College campus in Chennai during the year 2010. 150 Students were selected from first year in four departments in the college in Chennai for the purpose of this study and they were requested to fill up the questionnaire. 150 questionnaires had been distributed but 105 questionnaires were returned duly filled in.

**Based on Gender wise Classification**

| Sl. No | Gender | No. of respondents | Percentage |
|--------|--------|--------------------|------------|
| 1. | Male | 66 | 62.8 |
| 2. | Female | 39 | 37.2 |
| Total | | **105** | **100.0** |

**Table–1.Gender-wise Classification**

This table indicates that 66 (62.8 %) of the respondents are male and the remaining are female.

**Based on Position- wise Classification**

| Sl. No | Position | No. of respondents | Percentage |
|:---:|:---|:---:|:---:|
| 1. | Professors | 08 | 7.62 |
| 2. | Asst. Professors | 21 | 20.0 |
| 3. | Lecturers | 51 | 48.57 |
| 4. | Senior Lecturers | 25 | 23.81 |
| | Total | **105** | **100.0** |

**Table–2. Position -wise Classification**

Table. 2 shows that the majority of 51 (48.57 %) of respondents are lectures, followed by 25 (23.81%) of respondents are senior lecturers, 21 (20.0%) of respondents are Asst. Professors and only 8 (7.62%) of respondents are Professors.
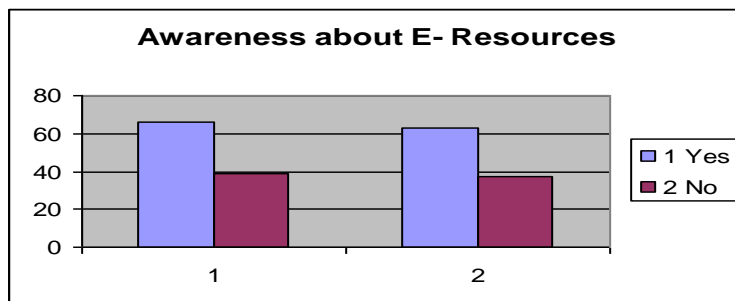
**Based on awareness about E- Resources**

| Sl. No | Status | No. of respondents | Percentage |
|:---:|:---|:---:|:---:|
| 1. | Yes | 66 | 62.8 |
| 2. | No | 39 | 37.2 |
| Total | | **105** | **100.0** |

**Table- 3. Awareness about E- Resources**

Table 3 indicates that almost 66 respondents (62.8 %) are aware of online resources but whereas only 39 respondents (37.2 %) are not aware of them.

**Chart - 1. Awareness about E- Resources**

**Based on Types of E-Resources**

| Sl. No. | E- Resources | No. of respondents | Percentage |
|---------|--------------|--------------------|------------|
| 1. | E- Books | 23 | 21.90 |
| 2. | E- Journals | 28 | 26.67 |
| 3. | E- Magazines | 13 | 12.38 |
| 4. | E- Thesis/Dissertations | 14 | 13.33 |
| 5. | E – Database | 16 | 15.24 |
| 6. | All | 11 | 10.48 |
| | Total | **105** | **100.0** |

**Table- 4. Types of E- Resources**

The data of analysis in Table.4 reveals that E- Journals and E- Books were the most used e- resources by the respondents as seen from their responses which are 28 (26.67%) and 23 (21.90%) respectively. It is followed by use of E- Database 15.24 %; e- thesis & dissertations 13.33%; e- magazines 12.38% and only 10.48% responses indicates the use of all e- resources used by the respondents.
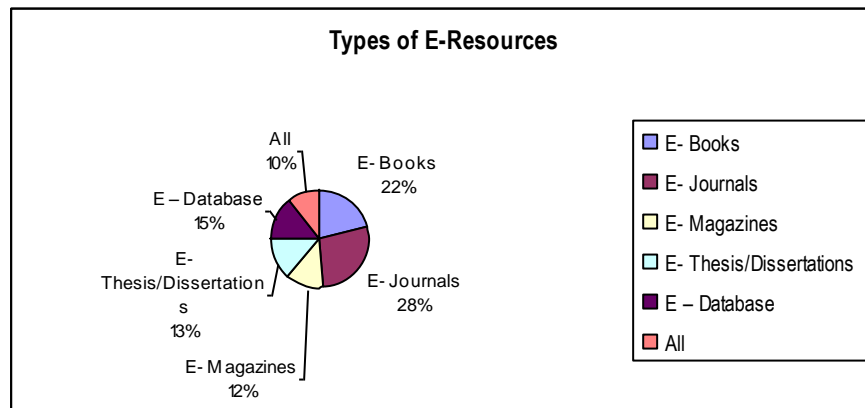


**Chart- 2. Types of E- Resources**

**Based on Frequency of Visit to library to access E- Resources**

| Sl. No. | Frequency | No. of respondents | Percentage |
|---------|-----------|--------------------|------------|
| 1. | Daily | 32 | 30.48 |
| 2. | Once in a Week | 13 | 12.38 |
| 3. | Weekly twice | 54 | 51.43 |
| 5. | Occasionally | 6 | 5.71 |
| | Total | **105** | **100.0** |

**Table-5. Frequency of visit to library to access E- Resources**

The above table.5 shows that the majority 54 (51.43%) of respondents access E-resources weekly twice while 6 (5.71%) of them fall under occasionally. 32 (30.48%) of them fall under daily whereas 13 (12.38%) of them use e-resources once in a week.

**Based on Frequency of Internet Use**

| Sl. No. | Frequency | No. of respondents | Percentage |
|---------|-----------|--------------------|------------|
| 1. | Daily | 25 | 23.81 |
| 2. | Weekly twice | 13 | 12.38 |
| 3. | Weekly | 48 | 45.71 |
| 4. | Monthly | 19 | 18.10 |
| | Total | **105** | **100.0** |

**Table-6.Frequency of Internet Use**

The above table indicates that 48 (45.71%) of respondents are browsing the Internet weekly whereas only 13 (12.38%) of respondents are browsing the net twice in a week.

**Based on Level of Satisfaction of E- Resources**

| Sl. No. | Response | Frequency | Percentage |
|---------|----------|-----------|------------|
| 1. | Fully Satisfied | 18 | 17.14 |
| 2. | Satisfied | 47 | 44.76 |
| 3. | Less Satisfied | 11 | 10.48 |
| 4. | Dissatisfied | 29 | 27.62 |
| | Total | **105** | **100.0** |

**Table- 7. Level of Satisfaction of Information Obtained**

Table 7 shows the results that most of the staff members 47 respondents (44.76%) are satisfied with all e- resources they are getting from the identified sources. Furthermore, 18 (17.14%) indicated they were fully satisfied while 11 (10.48%) and 29 (27.62%) indicated less satisfied and dissatisfied respectively.

**Based on Problems faced by the Users**

| Types of Problems | No of respondents | Percentage |
|-------------------|-------------------|------------|
| Slow access speed | 59 | 56.19 |

| | | |
|---|---|---|
| Difficulty in finding relevant information | 07 | 6.67 |
| Library time is not suitable | 21 | 20.00 |
| Infrastructure are not suitable | 14 | 13.33 |
| Library staff are not supportive | 04 | 3.81 |
| | **105** | **100.0** |

**Table. 8. Problems faced by the Users**

It can be inferred from Table 8 that using the Internet is not free from problems. The most common problem faced by the users is that more no of respondents 59 (56.19%) of slow Internet access speed which takes a lot of their slot time to retrieve the relevant information.

**SUGGESTIONS AND FINDINGS**

Based on the findings of the study the following recommendations are made:

- Speed of internet and intranet connection to be increased for quick access to available e- resources.
- Use and usability of e- resources by the faculty members needs to be made on regular basis
- Library professionals of the central library have to create more awareness on e-resources
- High speed Wi- Fi needs to be established by SKREC, so that faculty members can use online e- resources and internet within the campus according to their suitability and
- Central library has to take steps to arrange various training and orientation programmes for faculty members to use the availability of e- resources.

**CONCLUSION**

The study investigated the awareness and utilization of library electronic resources and related issues among faculty members of SKR Engineering College (SKREC) at Chennai. This is a matter of concern, as presently, electronic information sources and the Internet are considered extremely important tools for effective teaching and research. Accordingly, these resources have occupied a vital role in the collection and budget of almost all libraries. Faculty members are heavily dependent on e- resources for their teaching and research and keep them up-to date. The study reveals that the faculty members of SKREC are using the available e- resources satisfactorily. Therefore, the SKREC library plays an important role an extensive library promotion and user education programme.

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