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USE OF ELECTRONIC RESOURCES BY USERS OF THE GAUTAM BUDDHA CENTRAL LIBRARY AT THE B.B.A.U., LUCKNOW, UTTAR PRADESH: A STUDY

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ABSTRACT:

Electronic resources are becoming increasingly popular as a result of their benefits and advantages. Libraries are subscribing to electronic resources for their users and spending a lot of money on it. It is vital to assess user attitudes regarding e-resources. This article investigates user knowledge and perceptions of e-resources accessible at the Gautam Buddha Central Library, BBAU, Lucknow. This study is an attempt to investigate user awareness of e-resources, user frequency of access to e-resources, user perception towards use of e- electronic, purpose of users to use it, problem encountered by users in accessing e-resources, its importance in study and research, and so on.

KEY WORDS: electronic resources, user, B.B.A.U, Gautam buddha central library

INTRODUCTION:

The current period is referred to as the "information and knowledge revolution," and libraries are playing an extremely important role in communicating this revolution. Many various sorts of electronic materials are available in libraries, which is a large collection. An individual thinking about the range of images and sensations that flash over his or her mind retains some piece of knowledge, and that piece of knowledge is the information. Information may be abstract or concrete depending on how it is presented. In the practice of any topic, information is a crucial input or fundamental resource that serves as a link between a range of actions, both intellectual and material. Research that is frequently prompted by new information is sustained by limiting the flow of information and producing new information when appropriate. A large number of studies have discovered elements that influence the transmission and use of information, as well as ways for boosting the flow and usage of information, among other things. User studies are being given the attention they need in order to address issues such as inappropriate communication and use of information and information resources. The study of online information seeking behaviors, which is considered to be one of the most successful methods of conducting user surveys, has become a popular area of study for many information professionals.

Users are attracted to electronic resources because of their huge potential and bright future. Users can access e-resources at any time of day or night. It is the primary goal of electronic resources to provide updated information to users. While there are many other types and formats of electronic resources available on the internet, some of the more popular and rapidly growing ones include electronic journals and standards, full-text articles, and an assortment of other document sources. Libraries are now giving information through electronic sources, rather than traditional print ones.

E-RESOURCES:

Electronic resources are documents that have been converted to electronic format for distribution. It was not until the late 1980s that the phrase "electronic resources" became popular, thanks to the publication of the first electronic magazine. The electronic resources do not exist as a solitary unit of analysis. A variety of resources are included, including e-books, e-journals, electronic databases, digital/knowledge archives, and the internet. So called e-resources are those resources that are available in electronic form and may be accessed through a networked system such as an intranet, the internet, or a standalone computer system. E

resources are resources that are available in an electronic format or on the internet (also known as electronic resources). Ubell [1997] National Technical Information Service's identified benefits include cost savings, on-time delivery, a powerful and efficient search engine, rapid access to particular data, and no manpower for paper upkeep. Without rekeying, electronic documents may be integrated into solicitations, bids, and contracts. Additionally, this avoids keying mistakes. The advantages of electronic resources include cost savings on printing and paper, as well as improved data storage, maintenance, and transfer. [Saxena 2009, Kaushik et.al. 2011]. Online information resources are a vital source of information for any institution or organization, and they should not be overlooked. Academic users are in need of the most up-to-date and precisely focused information.

Most reading materials are now available in electronic form, thanks to the fast growth of information and communication technology (ICT). E-publishing has turned the traditional information delivery model on its head, allowing information in formats such as books, journals, newsletters, magazines, and research papers to be distributed more quickly, more effectively, and, most importantly, in a more dynamic and extractive manner than ever before. It is possible to classify e-resources into several categories based on their nature, qualities, and intended usage. According to their cost, they may be divided into two types: open access e-resources and paid e-resources. Open access e-resources are free, whereas paid e-resources are charged. Academic libraries are giving both types of e-resources to its users, according to several research.

BRIEF HISTORICAL BACKGROUND OF UNIVERSITY:

Babasaheb Bhimrao Ambedkar University (BBAU) is a Central University located in the city of Lucknow, in the state of Uttar Pradesh, India. Ambedkar University is named in honor of Babasaheb Ambedkar, a social reformer and polymath who was also a founding member of the Indian Constitutional Convention. The university was founded on the 10th of January in 1996. The University is devoted to growing and developing as a center of excellence in the field of higher learning. The University's mission is to promote the study of the principles for which Babasaheb Bhimrao Ambedkar worked during his lifetime, namely, national integration, social justice, and a democratic way of life, as well as inter-disciplinary studies and research, with a particular emphasis on the promotion of educational and economic interests, as well as the welfare of low socioeconomic people. Additionally, the university has a satellite campus in Amethi, which opened its doors to students in 2016.

Gautam Buddha Central Library (GBCL):

In accordance with the vision and objective of BBAU, Lucknow, the Central Library was created on January 1, 1998, to enhance knowledge and application by effectively distributing information and knowledge. Gautam Buddha Central Library is the name given to BBAU's central library in honors of Lord Buddha. The library is administered by the LAC (Library Advisory Committee).

The library serves as the University's learning resource center, assisting faculty and students with their educational and information requirements. The library has been instrumental in generating, preserving, and disseminating knowledge for the university's education and research. It provides information services and facilities necessary for teaching, training, and research. The library has a sitting capacity of about 300 patrons at any given moment. Apart of that the University Library obtains electronic resources from publishers as for the benefit of its users, the GBCL has deliberately adopted modern technology to offer web-based information services in that one of them is E-ShodhSindhu (National Consortium for Higher Education Electronic Resources) of INFLIBNET (Information and Library Network), The Off-Site Access allows users to access subscription academic electronic resources from locations other than the University campus. All faculty members, users have been given a username and password to allow them to access the resources 24 hours a day, seven days a week via identity providers. The University Library offers a variety of e-resources, including the following:

GBCL OFF/ON CAMPUS ACCESS SERVICE			
S.NO	Subscribed E-Resources	Subscribed E-Books	Open Access E-Resources
i.	American Chemical Society	John Wiley & Sons, Inc.	National Programme on Technology Enhanced Learning (NPTEL)
ii.	Cambridge University Press	New Age.	e-PG Pathshala
iii.	JOVE Video Journals	Pearson.	Legal Information Institute of India
iv.	JSTOR	Taxmann.	HighWire
v.			
vi.	Nature	McGraw-Hill Education.	Shodhganga-a reservoir of Indian theses

vii.	Oxford University Press	Elsevier.	DOAB
viii.	Project Muse	Cambridge University Press.	National Digital Library of India (NDL)
ix.	Science Direct - Trail Access	Oxford University Press.	Open Knowledge Repository -World Bank
x.	SCOPUS	Orient Blackswan Pvt. Ltd.	Open Access Thesis & Dissertations
xi.	Springer Link	Taylor & Francis.	Southern Connecticut State University
xii.	Taylor and Francis	PHI Learning Pvt. Ltd.	The OAPEN Foundation
xiii.	-	BSP Books/ Pharmamed.	Access E-Resources
xiv.	-	CBS Publishers & Distributors.	Directory of Open Access Journals (DOAJ)
xv.	-	SAGE.	PubMed Central (PMC)
xvi.	-	Springer.	Project Gutenberg
xvii.	-	World Technologies.	AGRIS
xvii.	-	-	Vidya-Mitra, INFLIBNET

Table1: Show GBCL Off/ON Campus Access Service

Earlier Studies:

- **Zedan [2022]** highlighted that the marketing strategy for an academic library which is a vital aspect of the strategic plan for the library. It also focusses on the vision and aims of the institution That must also include clear methods for informing the community about the library's e-resources and services. The article efforts on the next academic year 2020/2021 of there institution which will continue to be focused on the implementation of the marketing strategy and e resources.
- **Khatri and Gudadhe [2013]** It was investigated how users perceived e-resources in an ayurvedic institution. Central Library did not have an electronic membership, but they did use e-resources at their place of residence.
- **Ansari and Zuberi [2010]** The information seeking behaviors of media workers in Karachi was investigated. They found that among newspaper professionals, television professionals, and television professionals, the library is the most often utilized channel. The reference service and the newspaper clipping service are the most popular information services available in the library, according to customers.
- **Parameshwar and Patil [2009]** It has been shown that a significant section of the university's user population is aware of the internet, but they are not familiar with all of

its methods and applications. A small number of university users are still unfamiliar with the internet and its associated applications. It is necessary to provide excellent user education in order to raise awareness and knowledge among users. The librarians at Gulbarga University need to put in more effort to educate their users on how to utilize the internet and the tools and apps that are available.

- **Saad and Zainab [2009]** have discovered a quantitative technique to investigating the information seeking behavior of computer science and information technology undergraduates: an examination of information seeking behaviors. According to the findings of this research, information professionals must identify techniques and courses of action done by undergraduate students in order to possibly increase information literacy abilities among users of user education programs.

METHODOLOGY:

This research examines how users of the Gautam Buddha central library at the B.B.A.U., Lucknow, Uttar Pradesh, make use of electronic resources. Users pursuing undergraduate, postgraduate, and research degrees were sent 120 surveys created with Google Forms. A total of 97 questionnaires were returned to the participants.

OBJECTIVES OF THE STUDY

The following are the goals of this research:

- Determine whether respondents are aware of e-resources.
- Determine the frequency and purpose of respondents' use of e-resources.
- To determine which e-resources respondents prefer.
- Determine the respondents' preferred file types.
- To determine how happy consumers are with e-resources.
- To determine the respondents' difficulties in accessing e-resources.

RESULTS AND DISCUSSION

A total of 97 responses were received from the sample population of 120 undergraduates, postgraduates, and research researchers who completed the questionnaire. According to Table 2, the overall response represents 80.3 percent of the entire sample population, with the breakdown of the number of respondents from each group shown in the following table. A statistical analysis was performed on the data collected from the open-ended questions, and the findings are reported in the following sections.

S.NO	TYPES OF USERS	NO. OF QUESTIONNAIRE	NO. OF RESPONDENTS	PERENTAGE
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		DISTRIBUTED		
1	Uder graduate (UG)	50	41	82
2	Post graduate (PG)	40	37	92.5
3	Research scholar (RS)	30	19	63.3
TOTAL		120	97	80.3

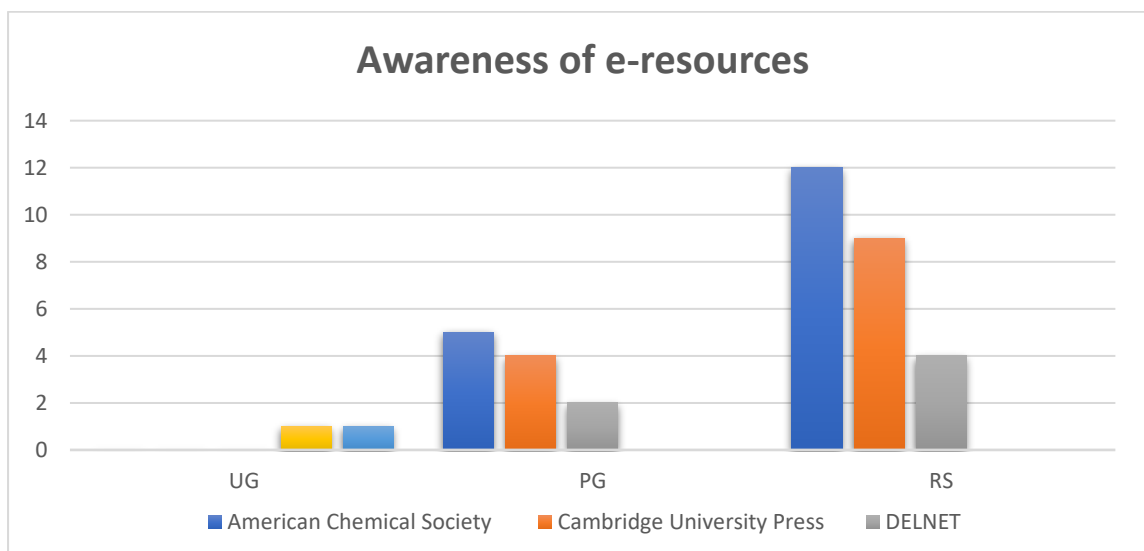
Table 2.: Samples and the Rate of User Who Responded

1) AWARENESS OF ELECTRONIC RESOURCES

The study looked into how well users knew about the e-resources that were available at the University Library. The outcome provides intriguing facts about the concept's underlying assumptions. e-resources are available, according to Table 3 and fig1, just two respondents were unaware of their availability.

S.NO	TYPES OF USERS	Awareness of e-resources	
		YES	NO
1	Uder graduate	48	02
2	Post graduate	40	00
3	Research scholar	30	00
TOTAL		118	02

Table3: Awareness of E-resources



2) PREFERRED DATABASE AND E-JOURNALS

Most preferred database and e- journals by UG users is Economic & Political Weekly (31.7%), Science Direct (24.3), JOVE Video Journals (19.5), springer link database with 17%, JSTOR and Manu Patra both are preferred equally i.e., 9% least preferred database and e-journals American Chemical Society, American Chemical Society, DELNET, DELNET - Discovery Portal with 0%

Most preferred database and e – journal by PG users are JSTOR, Springer Link, Taylor & Francis respectively 51.3% after that Economic & Political Weekly, JOVE Video Journals and SCOPUS with 45.9% the least preferred database and e – jo10.5urnal by PG users is DELNET with 5.4%, American Chemical Society and DELNET - Discovery Portal with 13.5%

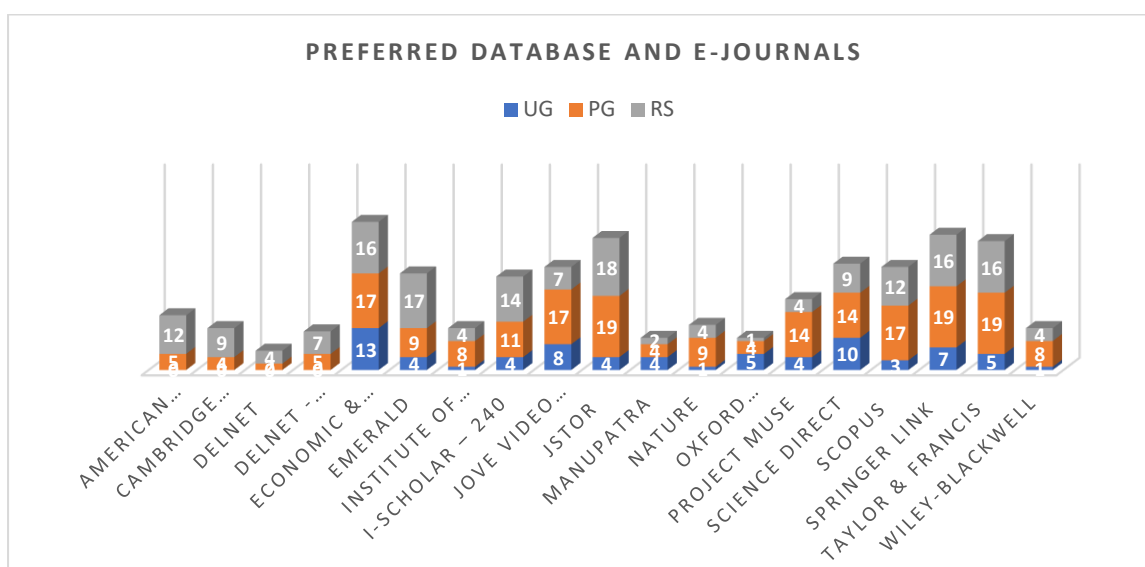
Most preferred database and e – journal by Research scholars JSTOR 94.7%, Emerald 89.4% Taylor & Francis, Springer Link and Economic & Political Weekly with (84.2%)

The least preferred database and e – journal by Research scholars is Oxford University Press (5.2%), Manupatra (10.5), Institute of Physics and Institute of Physics with (21%)

S.NO	DATABASES/E-JOURNALS	NO. OF RESPONDENTS			PERENTAGE OF RESPONDENTS		
		UG	PG	RS	UG	PG	RS
i.	American Chemical Society	00	05	12	0	13.5	63.1
ii.	Cambridge University Press	00	04	09	0	10.8	47.3
iii.	DELNET	00	02	04	0	5.4	21.0
iv.	DELNET - Discovery Portal	00	05	07	0	13.5	36.8
v.	Economic & Political Weekly	13	17	16	31.7	45.9	84.2
vi.	Emerald	04	09	17	9.7	24.3	89.4
vii.	Institute of Physics	01	08	04	2.4	21.6	21.0
viii.	I-Scholar – 240	04	11	14	9.7	29.7	73.6
ix.	JOVE Video Journals	08	17	07	19.5	45.9	36.8
x.	JSTOR	04	19	18	9.7	51.3	94.7
xi.	Manupatra	04	04	02	9.7	10.8	10.5
xii.	Nature	01	09	04	2.4	24.3	21.0

xiii.	Oxford University Press	05	04	01	12.1	10.8	5.2
xiv.	Project Muse	04	14	04	9.7	37.8	21.0
xv.	Science Direct	10	14	09	24.3	37.8	47.3
xvi.	SCOPUS	03	17	12	7.3	45.9	63.1
xvii.	Springer Link	07	19	16	17	51.3	84.2
xviii.	Taylor & Francis	05	19	16	12.1	51.3	84.2
xix.	Wiley-Blackwell	01	08	04	2.4	21.6	21.0

TABLE4: PREFERRED DATABASE AND E-JOURNALS



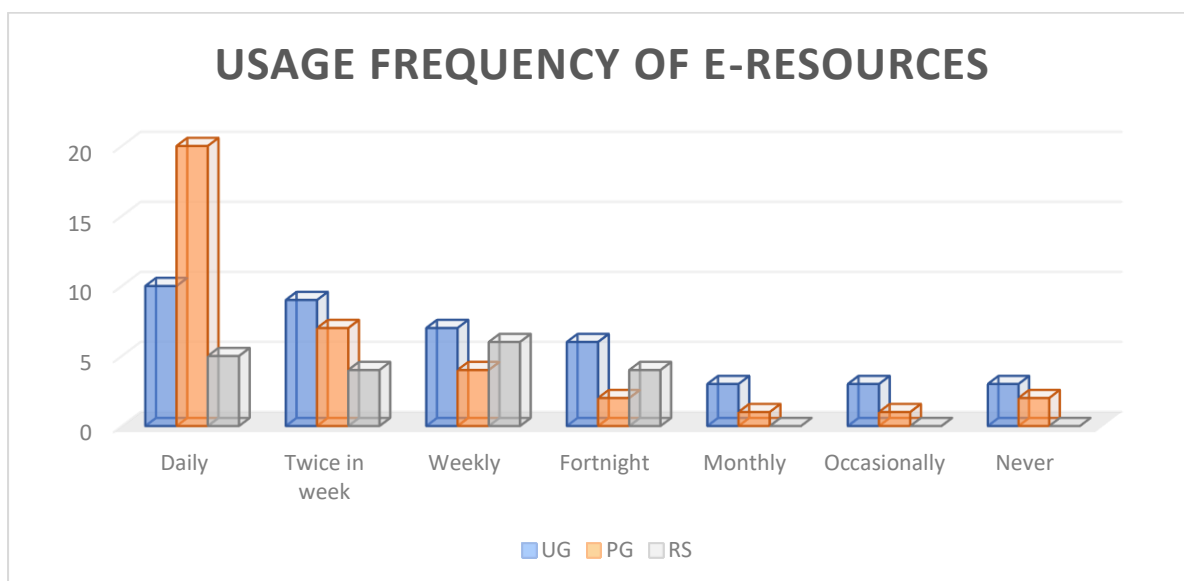
3. USAGE FREQUENCY OF E-RESOURCES

The table 5 exposes frequency of usage of e-resources are analyzed the results show that, maximum respondents i.e., UG 24.39%, PG 54.5%, use the e-resources daily, followed by 31.57% daily use by research scholar.

S.NO	FREQUENCY OF USAGE	NO. OF RESPONDED			PERCENTAGE OF RESPOND		
		UG	PG	RS	UG	PG	RS
i.	Daily	10	20	05	24.39	54.05	26.3
ii.	Twice in week	09	07	04	21.95	18.91	21.05
iii.	Weekly	07	04	06	17.07	10.80	31.57
iv.	Fortnight	06	02	04	14.61	5.40	21.05
v.	Monthly	03	01	00	7.31	2.70	0
vi.	Occasionally	03	01	00	7.31	2.70	0

vii.	Never	03	02	00	7.31	5.40	0
TOTAL		41	37	19	100	100	100

TABLE5: USAGE FREQUENCY OF E-RESOURCES



4. PURPOSE FOR THE USE OF E-RESOURCES

The respondents were asked to information the purpose of use of e-resources. They were provided with the five choices of their answers. The category of respondents of UG and PG use e-resources maximum for their study/personal assignment i.e., (51.21%), (45.9%)

S.NO	FREQUENCY OF USAGE	NO. OF RESPONDED			PERCENTAGE OF RESPOND		
		UG	PG	RS	UG	PG	RS
i.	Research work	03	05	14	7.31	13.5	73.6
ii.	Dissertation/ Project work	21	17	01	51.21	45.9	5.26
iii.	Study/Personal Assignment	10	09	00	24.39	24.3	0
iv.	Writing Articles	05	05	04	12.19	13.5	21.0
v.	Other Purpose	02	01	00	4.87	2.70	0
TOTAL		41	37	19	100	100	100

TABLE6: PURPOSE FOR THE USE OF E-RESOURCES

5. PREFERRED FILE FORMAT

The table 7 shows that majority of the respondent PDF as a preferred file format i.e., UG 85.36%, PG 86.48% and 68.42% Research scholar. least preferred file format HTML followed by XML.

S.NO	Type of Resources	NO. OF RESPONDED			PERCENTAGE OF RESPOND		
		UG	PG	RS	UG	PG	RS
i.	PDF	35	32	13	85.36	86.48	68.42
ii.	DOC.	05	04	04	12.19	10.81	21.05
iii.	HTML	01	01	02	2.43	2.70	10.52
iv.	XML	00	00	00	0	0	0
v.	ANY OTHERS	00	00	00	0	0	0
TOTAL		41	37	19	100	100	100

TABLE7: PREFERRED FILE FORMAT

6. SATISFACTION WITH INFORMATION AVAILABLE IN E- RESOURCES

The table8 indicates 78.04% of UG, 81.08% of PG and 84.21% of research scholar of respondents are fully satisfied with the information available in E- resources.

S.NO	SATISFACTION LEVEL	NO. OF RESPONDED			PERCENTAGE OF RESPOND		
		UG	PG	RS	UG	PG	RS
i.	Fully satisfied	32	30	16	78.04	81.08	84.21
ii.	Partially satisfied	09	07	03	21.95	18.91	15.78
TOTAL		41	37	19	100	100	100

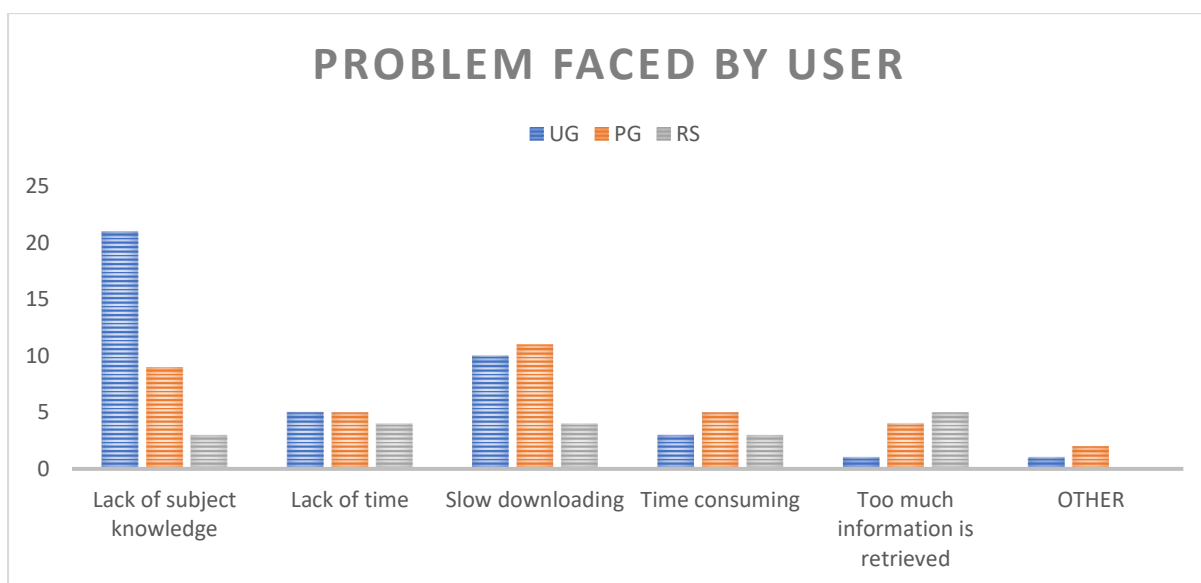
TABLE8: SATISFACTION WITH INFORMATION AVAILABLE IN E- RESOURCES

7. PROBLEMS FACED BY THE USERS

S.NO	PROBLEM FACED BY USER	NO. OF RESPONDED			PERCENTAGE OF RESPOND		
		UG	PG	RS	UG	PG	RS
i.	Lack of subject knowledge	21	09	03	51.21	24.32	15.78

ii.	Lack of time	05	05	04	12.19	13.51	21.05
iii.	Slow downloading	10	11	04	24.39	29.72	21.05
iv.	Time consuming	03	05	03	7.317	13.51	15.78
v.	Too much information is retrieved	01	04	05	2.43	10.81	26.31
vi.	OTHER	01	02	00	2.43	5.40	0
TOTAL		41	37	19	100	100	100

TABLE9: PROBLEMS FACED BY THE USERS



The aforesaid table 9 depicts that among UG, the highest percentage of the respondents i.e., 21 (51.21%) are of Lack of Subject knowledge to access the information through e-resources, followed by PG user i.e., 11 (29.72%) slow downloading and 26.31% research scholar respondent are facing a problem of Too much information is retrieved.

MAJOR FINDINGS

The major findings of the study are:

1. The majority of respondents had a strong awareness and familiarity with electronic resources, which is a good omen for discovering information using them. According to the findings, the majority of UG and PG students utilize e-resources for dissertation/project work (51.21 percent and 45.9%, respectively), while 73.6 percent of research scholars use it primarily for their research work.
2. The study shows that Full Text e- Databases are becoming a more popular type of e-resources and e-journals among UG users, with Economic & Political Weekly (31.7 percent), Science Direct (24.3), JOVE Video Journals (19.5), Springer Link Database

(17%), JSTOR and Manupatra both being equally preferred, and JSTOR and Manupatra both being equally preferred by Research Scholars. Taylor & Francis, Springer Link, and Economic & Political Weekly have all collaborated on this project (84.2 percent).

3. The study explores that majority of respondents i.e., 51.21% of UG users faced problem of lack of Lack of subject knowledge, and 26.31% of research scholars faced a problem i.e., Too much information is retrieved.

CONCLUSION

Based on the data, UG, PG and researchers seek information and use e-resources in different ways, which librarians should be aware of Libraries are developing and will continue to create technologies that will enable them to provide satisfactory services to their users. The study used a sample of academics and research researchers from diverse departments to gain an overview of their online information seeking behavior on e-resources. As a suggestion, in order to keep up with changing user demands for e-resources, the central library of BBAU, Lucknow should subscribe to the largest number of electronic resources possible through the UGC InfoTech consortium and other consortiums, and attempt to provide access to these resources to UG, PG, and researchers.

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