E-resource and Internet Use Pattern of Social Science Community of Tripura University, Tripura: A Survey

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ABSTRACT: Information Communication Technology (ICT) has become a vital component of the educational process and is giving educators new tools to transform learning and teaching. The present study was undertaken with a view to know the status of e-resource and Internet use pattern of Social Science community of Tripura University, Tripura which comprises of research scholars and staff members. The respondents of the present study are mainly drawn from the various department Tripura University belong to social science. For that purpose, survey method has been adopted by the investigators, which comprises of administration of questionnaire and interview of participants for knowing the status of e-resource and Internet use pattern of library users. The self designed questionnaire has been distributed amongst the randomly selected samples. The filled up questionnaires have been collected from the respondents for the data analysis and interpretations. Besides this, some suggestions and recommendations to have also been enumerated for the improvement of library services by developing the skill of LIS professionals.

Key Words: *ICT, E- Resource, Internet Use Pattern, Tripura University.*

1. Introduction

Information Communication Technology (ICT) has become a vital component of the educational process and is giving educators new tools to transform learning and teaching. Mobile learning ensure effective use of technology and compliance with users requirements, a coordinated plan must be developed that defines a common vision for the role of technology in instructional programs and operations. The gist of the above deliberation is to highlight the mobile as a new platform for learning.

In the last few years there has been an explosion in worldwide developments of few new technologies that lead to integration of visual and communication technologies associated with text, sound, audio, picture, and internet access collapse into single devices. Usage of such devices, which might have been out of the reach of the majority of students even ten years ago, has significantly increased as costs tumble and firms claim their market place.

2. Impact of ICT on Library and Information Centre

The shift from print to digital information has a high impact on library. The shift is generally attributed to the merging of computer, ICT and other industries. Some major impact of ICT on Library and Information Centre are given below:

➢ ICT made information communications in digital format;

➢ ICT made online access possible;

➢ ICT made networking and sharing of information resource possible;

➢ ICT made possible digital format in multiple copies at the same time;

➢ Digitized document is cheaper than the print copies.

3. Scope of the Study

The study investigates the attitude of library users belong to social science community of Tripura University, Tripura for the ICT services of libraries of technical degree colleges of Udaipur. The scope of study is kept limited to 150 library users belong to social science community of Tripura University, Tripura. The study also covers the different types of library services, facilities including computerized library access, digital library facility, internet, e-subscriptions, etc.

4. Objective of the Study

Followings are the main objectives of the present study:

➢ To ascertain the status of ICT Literacy among the library users belong to social science community of Tripura University, Tripura;

➢ To find out the purpose of using Internet by them;

➢ To determine the usefulness of Internet by them;

➢ To understand the electronic information searching pattern by them;

- To examines the various problems faced by the library users belong to social science community of Tripura University, Tripura while accessing to the Internet; and
- To suggest the appropriate steps to the library authorities to improve the Internet Services for their end users.

5. Delimitation of the Study

The present study was delimited to library users of social science community of Tripura University, Tripura. The data pertaining to the study were collected through the questionnaires, interview-schedule and personal observation schedule. The socioeconomic status and nature of the library users were not taken into consideration which might have affected the facts.

6. Review of Literature

In order to know the information needs and literature searching pattern, efforts were made to find out the researches completed are related to the present study. A number of works of a reviewing, methodological or theoretical nature on user studies has appeared which are given below:

Sridhar[13] (1995) conducted a study on the user characteristics ranging from internal or external to individual, sociological, demographic, with their various role and status. In this study he also described user productivity, creativity, motivation, interested subject area. Herman[8] (2001) examines the transition to the electronic information era in academia and seeks to establish from the published literature, as to what extent university researchers have accepted, and adapted to the changes wrought in information activity by seemingly endless technological developments. Foster[7] (2004) offers a new, nonlinear model of information-seeking behaviour, which contrasts with earlier stage models of information behavior and represents a potential cornerstone for a shift toward a new perspective for understanding user information behavior. Chiwari and Dick[4] (2008) carried out a study on information needs, information seeking patterns of small, medium and micro enterprises in Namibia. This study shows small, medium and micro enterprises needs of information on finance, marketing, training, product and business services. Bhattacharjee, Bhattacharjee and Sarmah[3] (2011) has conducted a study attempting to find out the use and familiarity of E-journals through N-LIST consortium to the users of college libraries of Cachar District, Assam. This study also tried to highlight the present position of the college libraries as well as the thinking and satisfaction of the different categories of users like students, teachers and staff. Sinha[12] (2012) conducted a study to know the extent of Internet Literacy among the University Library Users in Assam University library

. The results show that the

younger generation has accepted the Internet as a means for accessing to the relevant information for academic and research works, whereas the elderly people are still comfortable with traditional resources who are using printed resources available in library, but the volume of frequent usage of e-resources among the users have been found to be at optimum level. Veeranjaneyulu and Lakshmi[16] (2009) conducted a study on the information needs and information seeking behaviour of under-graduate students of S. V. Agricultural college, Tirupati (A.P.). This study shows majority of the student did not satisfy with the library timing and about 89% of them did not visit other library. This study also highlights to requirement of library professionals specially professional who are having the knowledge of agriculture. However, it also highlights the need for collaboration amongst the agricultural library.
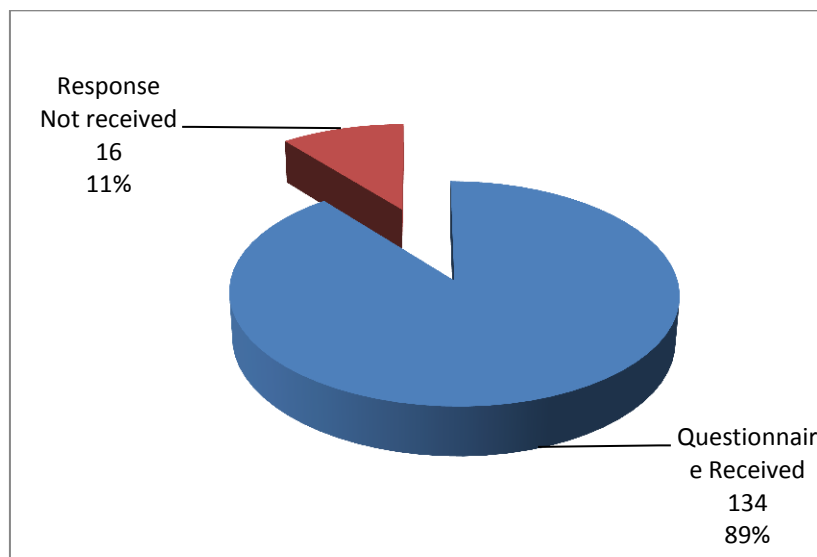
7. Research Methodology Adopted

The simple random sampling technique was used to collect the data from the population. The present study includes 150 library users of social science community of Tripura University, Tripura. The questionnaire was distributed the respondents as per the requirement of the objectives of the present study. The questionnaire has been distributed to library users comprise of faculty members and research scholars. The filled up questionnaire has been collected from the respondents for the data analysis and interpretation.

8. Data Interpretation and Important Finding

The data collected were carefully analyzed and processed. The analysis of collected data has been tabulated and in the present report results have been shown in the tabular and graphical format. As the investigators have approached the library users personally, response rate is significantly high.

8.1 Distribution of Questionnaire to the Respondent and Responses Received
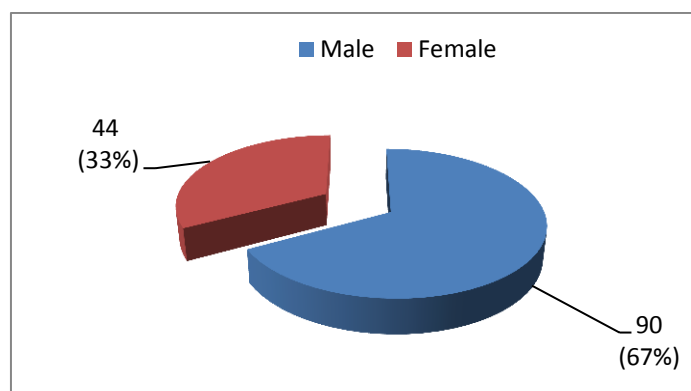
Altogether 150 questionnaires have been distributed among the library users of social science community of Tripura University, Tripura. Figure-1 shows that self-designed questionnaire was distributed to 150 respondents, out of which 134 (89.3%) respondents have returned the filled up questionnaire whereas 16 (10.7%) respondents have not returned the questionnaire. Therefore the response rate is 89.3%, which is a good response.

Figure-1: Distribution of Questionnaire and Responses Received

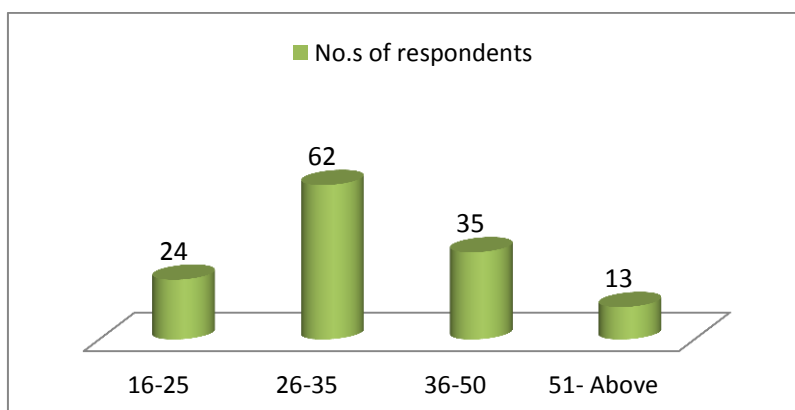*8.2 Sex-Wise Distribution of Respondents*

From the Figure -2, it is evident that out of 134 respondents, 90 (67.2%) of respondents are male whereas 44 (32.8%) respondents are female which shows that in the present study male respondents have participated in more number than that of its female counterpart.

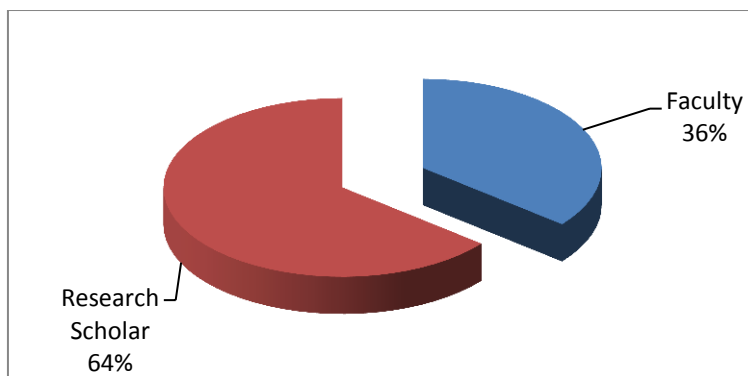**Figure -2: Gender- wise Distribution of College Library Users**

8.3 Age-Wise Distribution of Respondents/ College Library Users

Survey result as indicated in Figure -3 shows the age-wise distribution of 134 respondents/ library users which reveals that 62 (46.2%) respondents belong to 26-35 years age group which is followed by 35 (26.1%) respondents who belong to 36-50 years age group, whereas 24 (19.7%) respondents belong to 16-25years age group and 13 (9.8%) respondents belong to 51-Above years age group. The survey findings suggested that more number of young generations have actively participated in the present survey.

Figure -3: Age- Wise Distribution of Respondents / College Library Users

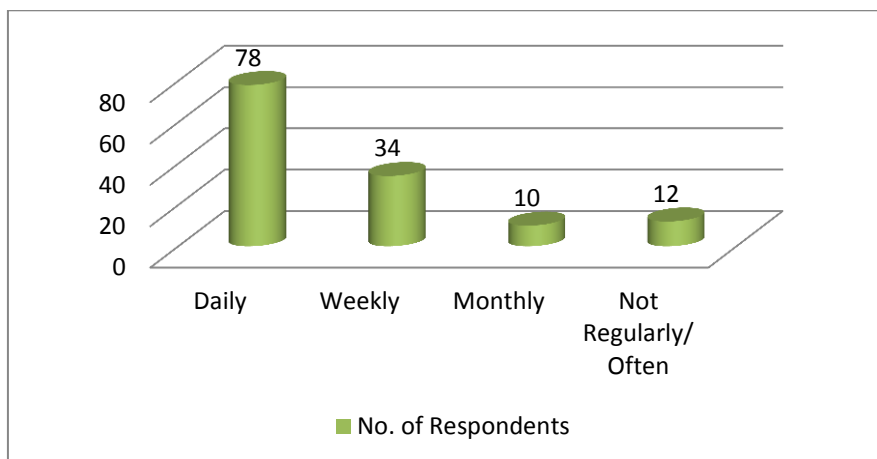*8.4 Category Wise Distribution of College Library Users*

Figure -4: Category- Wise Distribution of College Library Users

Figure- 4 shows that out of 134 respondents, 86 (64.2%) belong to research scholars, whereas 48 (35.8%) respondents are faculty members. Thus, this survey findings suggested that more number of research scholar have participated in the survey.

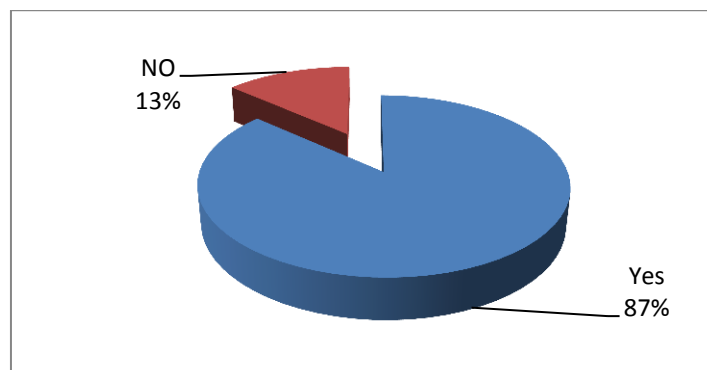*8.5 Library Visit Pattern of College Library Users*

The frequency of library visits by library users is shown in the Figure-5, which shows that the library visits pattern of the college library users. It indicates that the most of the respondents 78 (58.2%) visit library on daily basis which is followed by 34 (25.3%) respondents who visit library on weekly basis whereas 10 (7.4%) do not visit library on regular basis and 12 (8.9%) respondents visit library irregularly.

Figure -5: Library Visit Pattern of College Library Users
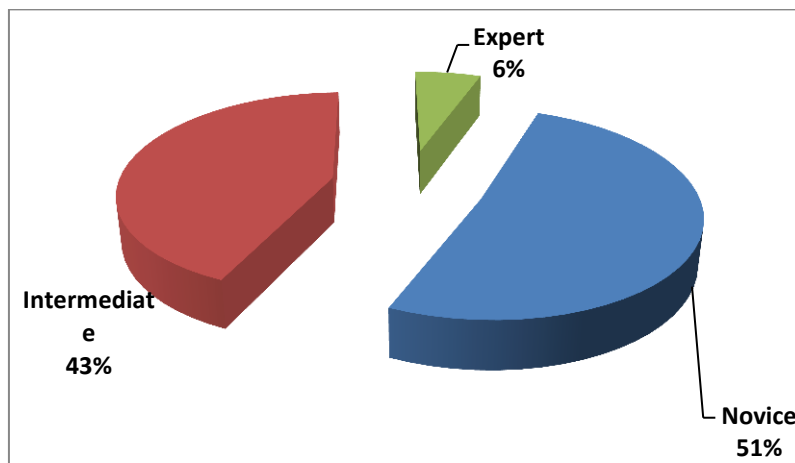
8.6 ICT and Internet Literacy / Awareness

It has been established fact that Internet serves as an important tool in the world for searching information. Internet facility will help users to know various developments and searching techniques for accessing the desired information. To know awareness on Internet respondents have been asked to answer for questions related to Internet usage. The Figure-6 shows that majority of respondents 116 (87%) are ICT and Internet Literate whereas only 18 (13%) respondents are not aware of ICT and Internet facility.

Figure-6: ICT and Internet Literacy/ Awareness of Respondents

8.7 Extent of Internet Literacy

The respondents who are aware of Internet further question was asked to know how much they rate themselves as Internet Literate.
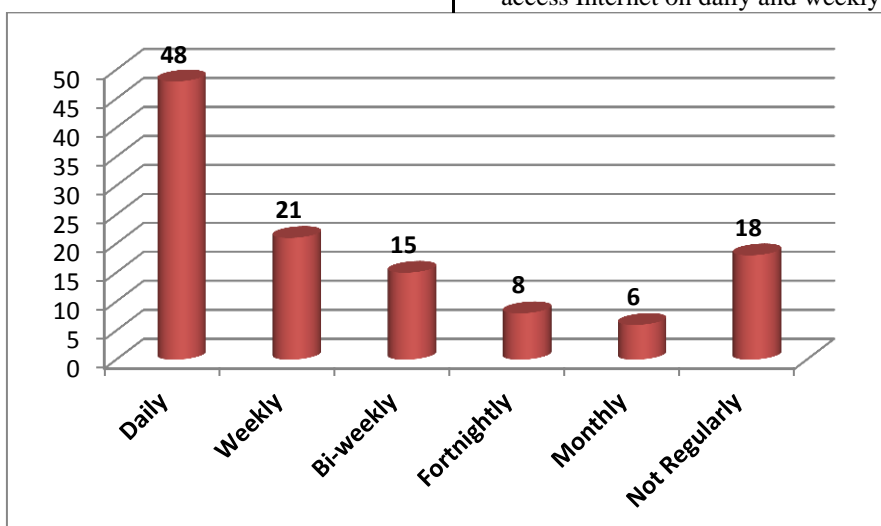

Figure-7: ICT and Internet Literacy / Awareness of Respondents

Figure -7 shows that out of 116 (87%) of respondents who are ICT and Internet literate, 59 (51%) respondents are novice and 49 (43%) respondents feel they are intermediate whereas only 7 (6%) respondents are claimed themselves as an expert in using ICT and Internet. This result may be due to the problems faced by the respondents in accessing to e-resources through Internet and which might be due to non-availability of sufficient computers or lack of awareness of using e-resource.

8.8 Frequency of Internet Usage

The survey result as shown in Figure -8 shows that most of the respondents 48 (41.3%) access Internet on daily basis whereas 21 (18.1%) respondents access Internet on weekly basis. Moreover, 15 (12.9%) respondents access Internet on bi-weekly basis which is followed by the users who are not using Internet regularly 18 (15.5%) whereas a small number of respondents 8 (6.8%) and 6 (5.1%) access to Internet on fortnightly and monthly basis. Therefore it can be concluded that the maximum number of respondents prefer to access Internet on daily and weekly basis.

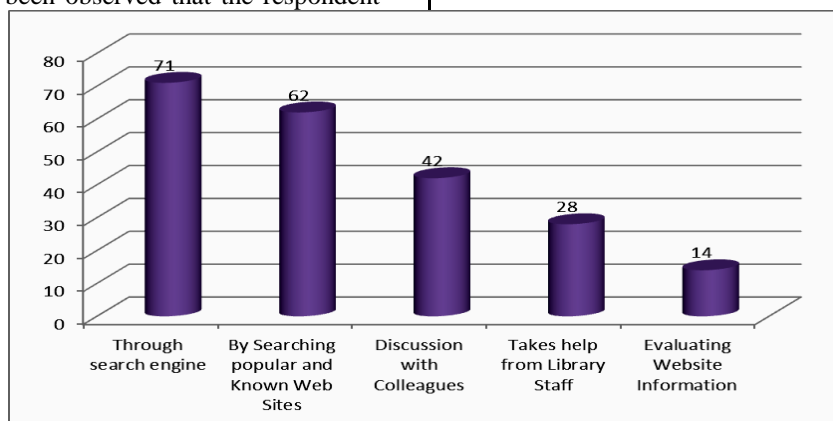**Figure-8: Frequency of Internet usage**

8.9 Information Searching Pattern on Internet by Library Users

In order to know the rating of using Internet these respondents were asked to respond to this question. The Figure-9 shows that the majority of the

respondent 71 (53.1%) search information through search engine and placed at 1st rank which is followed by 62 (46.1%) respondents who access information by popular and known websites/ sources and placed at the 2nd rank, discussion with colleagues 42 (31.4%) is placed at the 3rd rank.

Takes help from library staff 28 (20.8%) and by evaluating website information 14 (10.4%) are placed 4th and 5th rank orders. Hence from the Figure-9, it has been observed that the respondent

search information on Internet using Internet browser which is most popular searching behavior of library users.
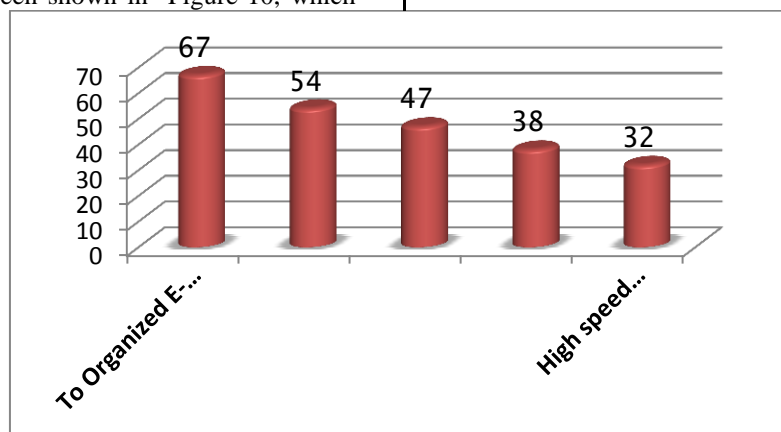

Figure-9: Ranking Information Searching Pattern of the Library Users

8.10 Suggestion for Better Usage of E-resource in Library

To improve the usage of e-resource within library or to overcome difficulties faced by the library users, suggestions were invited from the respondents. For each suggestion the respondents were asked to rank their opinion from 1 to 5 ranks as per their perception.

The suggestions put forwarded by the respondents with ranks have been shown in Figure-10, which

reveals that the majority of the respondents 67 (50%) suggest to organizing e-resources/ Internet Training Program by the university Library, and is placed at 1st rank which is followed by organizing training program to known the using of Unicode/ DTP 54 (40.3%) and placed at the 2nd rank whereas provision of more numbers of computers 47 (35%), regular power supply 38 (28.3%) and to provide high speed Internet connection 32 (23.8%) are placed at the 3rd, 4th and 5th rank respectively.

Figure-10: Suggestion Improve Library Services and Usage

9. Suggestions and Recommendations

From the present study it is clear that library users are not satisfied with the services provided by the university library. They are facing various kinds of problems in order to retrieve desired information specially electronic information by the users, the information intermediary has to adopt inter alia certain behavioral strategies to make the system effective. The followings are few suggestions and recommendations to meet the user's expectations which are based on the present study and suggestions given by the respondents:

- Library should awareness among the library users regarding the types of sources especially electronic/ Internet resources;
- Create awareness among the library users regarding the Unicode, DTP, their importance and usefulness for getting the information;
- Use of non-book materials, CD-ROMs databases for bibliographical searches should be encouraged and improved;
- Library should also provide awareness program regarding e-consortium services providing by library;

- ➢ ICT trained and skilled library professionals / staff should be recruited for the betterment of the library services. More computers/Terminals with latest configurations should be made available in the library so that the users can use Internet, e-resources and e-journals and other useful services of the Internet effectively;
- ➢ To maintain their interest towards e-resources the library must ensure adequate and continuous uninterrupted power supply; and
- ➢ More funds should be given to acquire electronic resources and also to pursue printed documents.

10. Conclusion

Information need occurs when ever people find themselves in situations that required some form of knowledge for resolution. Information has been embedded in present ICT environment in variety of forms in various kinds new trends and technologies. From the study it is evident that the majority of library users visit library on daily basis. Information seeking and gathering could be a challenging task to the library users as most of the library is not aware of using electronic-resources. Many users are suggesting to subscribe more online journals and e-resources of various publishers. A rapid change in literature searching behaviour and use of Internet for online access of e-resources have become the vital part of various information needs. Lack of training among library users is one of the vital factors in the usage of Internet, e-resouces and e-journals in Tripura University, Tripura.

11. Acknowledgement

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