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Users Perception and Satisfaction Towards E-Collection and Services in Selected Engineering Colleges in Madurai District: A Case Study

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ABSTRACT

In this era of Information Revolution, not only the books and journals but also the digital information and online resources are of paramount importance for the students. The books, CDs and Online journals are now being used by the users of the library. However, these resources are not fully utilized by students and staff members. They are mostly browsing through internet. Apart from teaching, research and extension activities students and scientists are exploring and reforming library facilities for updating their knowledge.

KEYWORDS : Electronic Sources, Information System and Service

INTRODUCTION

Information services are usually provided through the information sources, where the required information's are likely to be available. For the convenience information sources are classified into primary, secondary and tertiary sources. The primary source or document is one in which the information contained is original. It is a material which is the most original and authentic. The Primary means the basic source of new information in documentary form. Primary sources usually take the form of a journal article, a monograph, dissertation, report or a patent.

Hence, there is an urgent need to study the use pattern of the Library as whole and digital libraries in particular in the constituent of Madurai based selected ten Engineering Colleges. In addition, the study would also helpful in the development of appropriate measures for enhancing the utilization of the library facilities on the part of management and the beneficiaries as well.

OBJECTIVES

The following objectives are framed for the purpose of the study

- ✓ To find Frequency of Accessing E-Resources
- ✓ To find Preference and use of Scholarly Resources Databases
- ✓ To fine Distribution of Searching Full Text Scientific Journal Articles
- ✓ To identify the techniques and tools used to get information from digital information environment.
- ✓ To identify the Usage of Search Engines
- ✓ To identify the various means used by the respondents to use different information.
- ✓ To study the Distribution of Gender wise Information

AREA OF THE STUDY/SURVEY

The present study has adopted simple random sampling method and questionnaire has been randomly distributed to the users of selected engineering college libraries that comprises of Professors, Associate Professors, Assistant Professors and Students. 120 questionnaires were distributed, of which 104 filled in questionnaire were used for the analysis and response rate is 86.67 percent.

Table – 1
Number of Respondents Selected as Sample in the Engineering College Libraries Surveyed

Selected Engineering Colleges in Madurai	Questionnaire Distributed	Responses Received
Raja College of Engineering and Technology	30	28
Latha Mathavan Engineering College	30	27
SACS MAVMM Engineering College	30	25
CR Engineering College	30	24
Total	120	104

There are 120 structured questionnaires have been distributed among 4 selected Engineering Colleges from Madurai District. 30 questionnaires have been randomly distributed to the respondents in each Engineering Colleges which includes the faculty members (Assistant Professor, Associate Professor, Professors) and the Students.

Table – 2
Distribution of Gender wise Information

Respondents	Gender		Total	Percentage
	Male	Female		
Assistant Professor	12	08	20	19.23
Associate Professor	09	05	14	13.46
Professor	08	02	10	9.62
Students	38	22	60	57.69
Total	67 (64.42%)	37 (35.58%)	104	100.00

It is found from the above table that Male are dominated with 67 (64.42 percent) respondents while the rest is of 37 Female (35.58 percent) respondents. Between the categories of the respondents, Students are major group with 60 respondents (57.69 percent), which is followed by 20 (19.23 percent) Assistant Professors, 14 (13.46 percent) Associate Professors and 10 (9.62 percent) respondents in the Professor Cadre.

Table – 3
Type of Information often required

Type of Information often required	Assistant Professor	Associate Professor	Professor	Students	Total
Information for preparing project proposals	17	12	9	51	89
Procedural Information	16	13	9	46	84
Information for writing research articles	18	11	8	43	80
Factual and Statistical Information	16	10	7	41	74
For special lectures and Academic activities	15	9	7	40	71
Product Information	12	12	7	39	70
For guiding the Students	18	13	9	21	61
For administrative progress	10	11	6	28	55

Among the various types of information often required between the categories of respondents, a majority preferred information for preparing project proposals (89), Procedural Information (84), Infor-

mation for writing research articles (80), Factual and Statistical Information (74), for special lectures and academic activities (71), Product Information (70), for guiding the students (61) and for administrative progress (55). In between the categories Students are differing with others as majority preferred Information for preparing project proposals (51) and Procedural Information (46).

Table – 4
Distribution of Searching Full Text Scientific Journal Articles

Particular	Assistant Professor	Associate Professor	Professor	Students	Total
A multi-journals search website with links to full text	19	12	9	52	92
A general purpose search engine	14	10	5	53	82
A specific journals website	18	11	8	38	75
Online citation indexes	19	13	9	22	63
Local libraries reference room or stacks	12	10	4	20	46

The above table reveals that distribution of searching full text scientific journal articles, the majority of the respondents are preferred to multi-journals search website with link full text (92) and general purpose search engine (82). Only 46 of the surveyed respondents preferred local libraries reference and stack rooms as the source to search full text scientific journal articles.

Between the categories, Assistant Professors (19) were the major group preferred a multi journal search website with links to full text and Online citation indexes, which is followed by a high number of Students (53) a general purpose search engine, Associate professors (14) and Associate professors (10) to use multi-journals search website with link full text.

Table – 5
Preference and use of Scholarly Resources Databases

Database	No. of Respondents	Percentage
IEEE/IEE electronic library	95	91.35
Springer link	82	78.85
ASCE online	81	77.88
ASTM Standards	79	75.96
Elsevier Science Direct	76	73.08
Taylor & Francis	62	59.62
Proquest	59	56.73
ABI inform Complete	56	53.85
J-Gate plus	54	51.92
OUP Journals Online	39	37.50
Sage online	27	25.96
Others	64	61.54

Among the various databases, available in e-resource environment to the users, a maximum of 91.35 percent of the respondents using IEEE/IEE Electronic library. Next to this, 78.85 percent of the respondents using Springer link. The response for Sage online is 25.96 percent and it is 37.50 percent for OUP Journals Online.

Table – 6
Usage of Search Engines

Search Engines	No of Frequency	Percentage
Google	104	100.00
Yahoo	99	95.19
Alta Vista	54	51.92
Lycos	52	50.00
Ask.com	49	47.16
Hot Bot	37	35.58
Others	36	34.62

Regarding the usage of search engines, hundred percent of the respondents are using Google and 95.19 percent of the respondents are using the Yahoo. 35.58 percent of the respondents are using Hot Bot and 34.62 percent of them are using other search engines.

Table – 7
Frequency of Accessing E-Resources

Frequency	Assistant Professor	Associate Professor	Professor	Students	Total
Daily	12	10	5	32	59
Weekly	5	4	4	18	31
Fortnightly	2	0	1	6	9
Monthly	1	0	0	4	5

The present study has been identified frequency of accessing e-resources among Engineering College library users in the study environment. It is found that, a majority of them are accessing e-resources daily (59), which are followed by weekly access (31) and monthly access (9). Between the categories, Assistant Professors are the major group (12 percent) accessing the e-resources daily, followed by the Students (32). Associate Professors are a major group accessing e-resources weekly (10) and the Professors (5) respectively.

Table – 8
Overall Web Based Services from the Engineering College Library

Opinion on Overall Web based Services	Assistant Professor	Associate Professor	Professor	Students	Total
Not at all	1	0	0	19	20
Poor	2	2	0	12	16
Fair	4	3	2	10	19
Good	7	6	4	14	31
V .Good	6	3	4	5	18

The overall satisfaction among the respondents in surveyed Engineering Colleges vary between the categories and as to the five point ratification on the extent of use of web-resources. A Fair number of respondetns felt Good (31) and Fair and Very Good (19 and 18) in terms of the overall web based services from the Engineering College libraries.

CONCLUSION

E-Resources use and Access Pattern of the respondents studied in encouraging as the students and faculty of the surveyed Madurai based selected Engineering Colleges are adopting the range of search methods and approaches to information. Respondents prefer search approached to the documents by the title, keywords and by the journal name. Search through the author, publisher were preferred by less number of respondents. The mean were used as source to consume the scholarly information are both print and e-resources. Among the e-resources, e-books, full text articles, abstracts, models and designs were mostly used forum of documents. Study could find the limitations pursued by the users in the Madurai based selected Engineering College towards E-Resources use and Access Pattern. Such as lack of knowledge in computer handling browsing the e-journals, limitations of internet access speed the attitude of library staff and power fluctuations.

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