



## Usage of Wi-Fi Service among Users' of Bangalore Medical College and Research Institute Library, Bangalore

### KEYWORDS

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**ABSTRACT** Present status of information accessing Internet has become most powerful and fast growing segment in library services. Keeping in view the user's needs, the libraries provide new technology-based services to them. To know the utilization of these new facilities/services among the library users, periodic evaluation is a must for these services. This study is an attempt to analyses the usage of Wi-Fi technology at Bangalore Medical College and Research Institute Library, Bangalore by its users. The parameters included the purpose, and duration of time and preferences to access the Wi-Fi service. This study also sought users' opinions regarding its beneficially and problems faced by them.

### Introduction

Wi-Fi (or, incorrectly but commonly, WiFi) is a local area wireless technology that allows an electronic device to participate in computer networking using 2.4 GHz UHF and 5 GHz SHF ISM radio bands.

The Wi-Fi Alliance defines Wi-Fi as any "wireless local area network" (WLAN) product based on the Institute of Electrical and Electronics Engineers' (IEEE) 802.11 standards". [1] However, the term "Wi-Fi" is used in general English as a synonym for "WLAN" since most modern WLANs are based on these standards. "Wi-Fi" is a trademark of the Wi-Fi Alliance. The "Wi-Fi CERTIFIED" trademark can only be used by Wi-Fi products that successfully complete Wi-Fi Alliance interoperability certification testing.

Wi-Fi technology may be used to provide Internet access to devices that are within the range of a wireless network that is connected to the Internet. The coverage of one or more interconnected access points (hotspots) can extend from an area as small as a few rooms to as large as many square kilometers. Coverage in the larger area may require a group of access points with overlapping coverage.

Recent advances in networking technology have changed the way to communicate the information. Every day new technologies are emerging in networking field and libraries are adopting these technologies for the benefits of the users. Information technology has unfolded the technical capability to produce and disseminate information. ICT has not only the potential to transmit information at greater speed and precision but also the capacity to deal large amount of diversified information. Medical science is the field where clinical and nonclinical experiences continue to grow very fast. The explosion of this scientific information has evolved many more challenges for information providers. Internet has played a major role in handling and dissemination of information. Over the past years, Wireless Fidelity (Wi-Fi) has popularized and become the dominant networking technology. Earlier networking was done through wiring but now various light and wave emitting technologies are in use. Wi-Fi is one of such emerging technologies, with the help of which, communication between computers can be done without cables. Wireless

Internet access uses radio frequency signals to exchange information between a computer and the Internet. Wireless local area networks enable network users with laptops or devices equipped with wireless network interface cards to remain constantly interconnected while roaming within the range of a base station. Fixed access points can also be interconnected with wide area networks, such as the Internet or interconnect local area networks.

### About BMCRI Library

Bangalore Medical College & Research Institute is one of the premier reputed Medical College in India, which is established in 1955 by Government of Karnataka. Bangalore Medical College & Research Institute has a century old well-organized, well recognized teaching hospital known as Victoria Hospital established in 1906. Similarly equally recognized teaching hospitals such as Bowring and Lady Curzon Hospitals, Vanivilas Hospitals, Institute of Ophthalmology, Venkateswara Institute of ENT are attached as teaching hospitals to Bangalore Medical College & Research Institute. Bangalore Medical College & Research Institute, Library and Information Centre is located in an independent block which is one of the repositories of medical knowledge and form an integral part of the institution. It is rich in its collection over the past five decades. This Library has a long history, starting with the closed-access of earlier times to the present-day hybrid, digital and Electronic Library that use the latest technology for provision of information through various services. With dedicated Library staff the library is servicing the medical user community with the right medical information at right time. The library has developed the resources and collection that is required for the student community of the institution. Originally, textbooks were simply the teacher's lecture notes which were often sold lecture by lecture. Even today, many textbooks remain only slightly more than lecture notes. But BMCRI Library recognized the importance of textbooks and reference materials in higher education from inception and is firmly trying to extend the best to its users.

### OBJECTIVE OF THE STUDY

1. To examine information seeking behavior of post graduate in the dentistry in the IT environment in BMCRI
2. To understand and analyze the use of information technology in information seeking

3. To explore the students' awareness regarding IT based resources and services in the library.
4. To study the purpose of using Wi-Fi service,
5. To identify the users preferences and duration of time for accessing Wi-Fi service,

**Methodology**

The survey method was selected for data collection through questionnaire. The survey collected information on the user's knowledge of Wi-Fi facility in library premises. Library users include Faculty (Professors, Associate Professors, and Assistant Professors), Senior Residents, Demonstrators, Junior Residents, Postgraduate Junior Residents, PhD scholars. Paramedical staff (Technicians, Nursing staff, Pharmacists, Operation Theatre Assistants, etc.), MSc, BSc students of various streams. But the survey was conducted among the Senior Residents, Junior Residents, and PhD scholars only who visited the library frequently. There are 100 questionnaires were distributed and 75 questionnaire were respondents and the collected data was analyzed.

**Frequency and Purpose of Users' visits to the Library**

Analysis of responses showed that though the readers came to the library in large number but their frequency to visit the library varied. (Table 01). Sixty-four per cent users visited the library once in a day followed by 26 per cent who visited 2-3 times in a day, 9 per cent who visited once in week, and 1 per cent who visited once in a month only.

Once a Day	64%
Two to three times a Day	26%
Once in a week	9%
Once in a month	1%

**Table 01**

Table 2 shows that 50 per cent of users visited library to use Wi-Fi facility followed by 25 per cent for reading , 10 per cent for using Internet, and 5 per cent each for consultation, issue-return, and for photocopy and other services.

Issue and Return	5%
Reading	25%
Consultation	5%
Wi-Fi	50%
Photo copy and others	5%
Internet on Library Desktop	10%

**Table 02**

**Influence of Wi-Fi Facility on Users' visits to the Library**

Ninety-nine per cent of users were of the opinion that Wi-Fi facility in library has influenced their visit to the library. Only 1 per cent of users were of the opinion that there was no effect on their visit (Table 3). Ninety-nine per cent of the respondents are of the opinion that they have started visiting the library more frequently after Wi- Fi facility was started.

User's view	Number of responses	
	Yes	No
Influence on the user's Visit	99%	01%
Change of frequency of their visit	90%	10%

**Table 3**

**Users' Preference to access Wi-Fi**

Analyses of users' preferences to access Internet either from library through Wi-Fi facility or from Hostel or Department showed that 70 per cent of respondents preferred to access the Internet through Wi-Fi facility from the library premises as against 20 per cent respondents who prefer to use their own Internet connection at hostel. 10 per cent respondents preferred from their respective departments.

Preferred place	percentage
Library	70
Hostel	20
Department	10

**Table 4**

**Duration and Frequency of Use of Wi-Fi among Users**

Analysis of responses regarding frequency of use of Wi-Fi facility among users witnessed that 70 per cent of respondents made use of this service daily as compared to 16 per cent and 14 per cent of users who avail this service monthly and weekly, respectively (Table 5). Considering the time spent by users to access this facility, 44 per cent of respondents spent 1-2 h followed by 22 per cent of respondents who spent 3-4 h and 10 per cent spent 5-6 h. Only 24 per cent of respondents accessed this facility whenever they got time.

Frequency of use	Number of responses	Duration of time spent in hours	Number of Responses
Daily	70	1-2	44
Weekly	14	3-4	22
Monthly	16	5-6	10
When ever get information			22

**Table 5**

**Purpose of Using Wi-Fi among Users**

Table 06 shows that the main purpose among 75 per cent of respondents was to avail this facility for searching articles/research papers through online databases. Use of this facility for checking e-mail/searching jobs was common for only 20 per cent of respondents. For remaining 5 per cent the purpose was to search other information.

Searching articles	75%
Checking e-mail	20%
Others	5%

**Table 6**

**Benefits and Problems of Wi-Fi**

Analyzing the responses regarding benefits of this facility, it was showed that all the respondents were of the opinion that the provision of Wi-Fi facility has been benefitted their research work (Table 7) Responses to the problems faced by the users in accessing this facility showed that, 50 per cent of the respondents were of the opinion that the facility has slow speed, 35 per cent respondents faced the problem of frequent dis connectivity and 15 per cent faced

the problem of limited connectivity.

Is Wi-Fi Beneficial?	Number of responses	Type of problems faced	Number of Responses
Yes	100	Limited connectivity	15
No	0	Frequent Dis connectivity	35
Fine	0	Slow speed	50

**Table 7**

## CONCLUSION

With the start of Wi-Fi Service among Users' of Bangalore Medical College and Research Institute Library, Bangalore, the frequency of users visiting the library has increased. The service has undoubtedly a beneficial impact on the research work and study of faculty, research scholars, and students. They have easy, quick, and timely access to research material. Though the service has benefited many but still has some limitations like disconnection, limited access, and slow speed. So there is an immediate need to improve the connectivity and increase the number of desktop terminals.

## REFERENCE

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