User Behavior towards Digital Resources in Mohinder Singh Randhawa Library: A Study

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Abstract

As we know, digital resources have made a special place in libraries and they are replacing to the print resources of information. Due to this, users' behavior towards the digital resources is also changing and they are molding towards these resources to fulfill their information requirements. Digital resources have some features that cannot be ignored, like it can be accessed from any location, at any time, very economical etc. The present paper is an attempt to describe the users' behavior towards the digital resources of agriculture available in Mohinder Singh Randhawa Library of Punjab Agriculture University, Ludhiana. The study shows that internet is an important medium for accessing digital information and 94.74% users have good knowledge of internet and they are using it in their daily routine. Another one, 86.84% users are familiar with digital resources and 50% users use it in their daily life for completing their assignments, lectures, notes or writing articles.

Keywords: Digital resources, agriculture university of Punjab, e-books, e-journals, e-databases

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INTRODUCTION

The main objective of every library is to fulfill the information needs of the users with the combination of all types of resources; it may be print as well as in digital form. Now a day information technology (IT) has changed the concept of libraries. The adaptation of IT into academic libraries has revolutionary the way they acquire, store and disseminate information to their users [1]. Digital resources have increased their demand in about every library. The application and implementation of ICT in libraries' functioning and services has given birth to the virtual library or e-library [2]. Digital resources increase the knowledge of the library users in the informative society. The present improvements and inventions in ICT have offered enormous opportunities to the information users through these digital means of information [3]. Everyday new technological advances affect the way information is handled in libraries and information centers [4]. Most of the previous studies show that information resources are very important and valuable for research, teaching and learning. Now in the online system, students can access class notes, submit assignments and also join a discussion group with other learners [5]. The tremendous expansion of digital resources will overcome the use of printed journals in the future [6]. Now day, information is an important part of life. Information is available in very different ways to suit to the needs of the users, like formats, like print, as well as digital. Digital resources are very valuable and essentials for the growth of agricultural universities. The present study was conducted to analyze the users' behavior towards the digital resources in Mohinder Singh Randhawa Library.

MOHINDER SINGH RANDHAWA LIBRARY

Mohinder Singh Randhawa Library came into existence in 1959 after merging the collection of two hundred books of College of Agriculture. Now it is a beautiful building of 93320 ft^2 covered area with five stories. It is fully air conditioned with green lawn all around it. Library has 760 seating capacity in five reading halls. The aim of the library is to provide rich knowledge to its users and to extend it further through information technology, automation and networking.

It is a central library with 52 branch libraries. Its working is handled by 51 staff members who are well qualified and experienced. This digital collection can be accessed within the campus as well as in the hostels. Library is fully automated with LibSys4 software and providing Web-OPAC and other services.

METHODOLOGY

To find out the required information, survey method has been decided to be used. This method is most commonly used in social and behavioral science. The sources of data collection were both primary and secondary. So, the survey method is mainly used to collect primary data with the help of structured questionnaire, interviews and observation. 114 questionnaires were collected out of 130 distributed questionnaires. The personal interview was also conducted to get proper information about their working with the library officials and users. The study is based on the primary data through interview with the librarians, library staff and library users. Personal observation and two types of questionnaires were designed to obtain the data from the libraries and library users.

OBJECTIVES OF THE STUDY

The objectives of the study include:
- To find out the category of users of digital resources;
- To find out the purpose and utilization of digital resources by the library users;
- To find out the preference of digital resources by the library users;
- To find out the problems faced by the library users in searching information through digital resources; and
- To suggest the measures for improving access to digital resources in libraries.

REVIEW OF LITERATURE

Pareek found in the study on information seeking behavior and library use pattern of researchers in the Banasthali University and revealed that IT based information resources are less used in comparison to print resources by the research scholars [7]. Mostly they use books and e-journals for their research work. It was also noted that there was little use of e-resources because of little awareness of it among the research scholars. Okorie find out from the study that electronic resources are very useful and these are easily accessible and now they provide particular information related to the topic [8]. Ansari studied the use of electronic resources among the academics of the University of Kashmir, and analyzed that academicians are unable to use the electronic resources available in the libraries because of the problem of networking and lack of training to the users to use the e-resources [9]. Kindilchie and Samarraie's study shows that most of the faculties keep the computer knowledge, and they are using digital resources for their personal use as well as for teaching and research [10]. Akobi found out in the study and revealed that TEEAL (The Essential Electronic Agricultural Library) is the collection of core journals in the field of agriculture and proved very useful for research for the developing countries like Nigeria [11]. He found that 94.6% respondents were aware of TEEAL collections. Razaand and Upadhyay find out in their study that all the users were aware about e-journals in AMU [12]. Many users use e-journals from their departmental labs and computer centers. The problems faced by the users are lack of training and slow speed of internet. Doraswamy found out that very few students use CD-ROM and others use digital resources for their communication purpose [13]. The problem that the students faced in accessing digital resources is lack of training and short library hours.

ANALYSIS PRESENTATION AND INTERPRETATION OF DATA

After collecting the data, it is analyzed and interpreted with the help of statistical methods. The data is purely collected with the help of above mentioned methodologies. The results of the study are as follows.

User's Profile

M.S. Randhawa Library has all types of members among them under graduate, post graduate, research scholars and faculty members. Respondents of this research study are described in Table 1.

Table 1 shows the user wise break up of library users. Table shows that majority of respondents, i.e. 39.5% are PG students, followed by it, i.e. 23.7% are research scholars and there is equal number of UG and faculty members, i.e. 18.4% each.

Use of Library Services

Respondents are categorized according to period

of use of the university library that is described in Table 2.

Table 2 shows the years of use of library services by the respondents. Data shows that majority of users i.e. 39.5% are using library services from 3–5 years, followed by it 34.2% users are using the library services from 1–2 years. There is least percentage, only 5.3% are using library services from 6–10 year.

Computer Literacy
Figure 1 shows the computer literacy among the library users. Figures show that 108 respondents, i.e. 94.74% are computer literate.

Frequency of Internet Use
Figure 2 shows the frequency of use of internet by the respondents. It is found that majority of respondents i.e. 52.63% are using internet daily. There is no one who uses intent rarely.

Table 1: *User Wise Break Up.*

Types of Respondents	Responses	%
UG	21	18.4
PG	45	39.5
Research Scholars	27	23.7
Faculty	21	18.4
Total	114	100

Table 2: *Use of Library Services.*

Time Duration (years)	No. of Respondents	%
1–2	45	39.5
3–5	39	34.2
6–10	06	5.3
More then 10	24	21
Total	114	100

Awareness of Digital Resources
Figure 3 shows the awareness of digital resources among the respondents. The figures of the collected data show that 99, i.e. 86.84% respondents are aware about the available digital resources of the library.
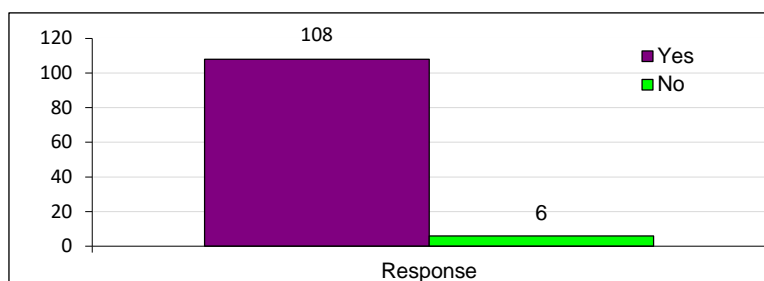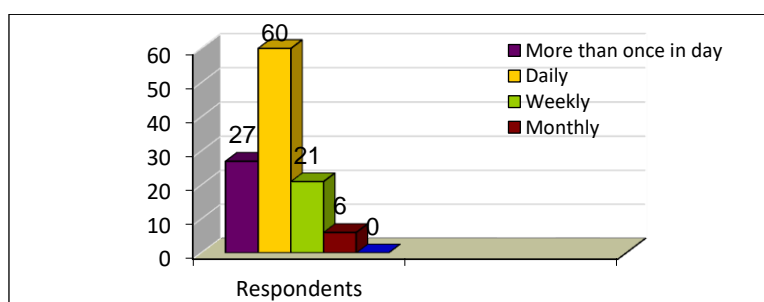

Fig. 1: *Computer Literacy.*

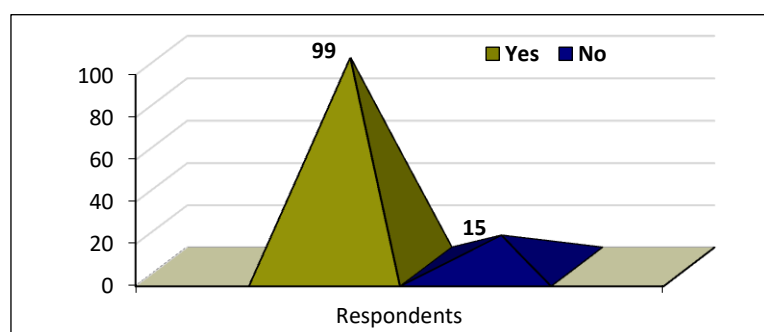***Fig. 2:*** *Frequency of Use of Internet.*

Fig. 3: *Awareness of Digital Resources.*

Uses of Digital Resources
Figure 4 shows the use of digital resources by the respondents. It is revealed that there is maximum, i.e. 47.37% respondents use E-books and E-mails, followed by it, Internet is used by 39.47% respondents. E-journals are used by only 28.95% respondents and E-databases are used by only 18.45%. The least use is for Web-OPAC as well as E-exams, i.e. 12% only.

Purpose of Using Digital Resources
Figure 5 shows the purpose of the respondents for using of digital resources. Majority of respondents, i.e. 54 (47.37%) use digital resources for updating their knowledge. And only 30 (26.32%) use the digital resources for preparing papers for seminars/conference.

Frequency of Using Digital Resources
Table 3 shows the frequency of use of digital resources by the respondents. Table shows that 50% respondents often use digital resources; it means that they use it in their daily routine. And there is no one who never uses these resources.

Comparison of Digital Resources with Print Resources
Figure 6 shows the comparison of digital resources with the print resources. Figure shows that 111 (97.37%) respondents have the view that print resources are time consuming. 71% have the view that print resources are costlier than the digital resources. 79% respondents have the view that digital resources are easy to use and these are more informative. 76% respondents have the view that these resources are more

useful, more preferred and more interactive than the print resources.

Table 3: *Frequency of Using Digital Resources.*

Frequency	No. of Respondents	%
Often	57	50
Once in a Week	36	31.6
Once in a Month	18	15.8
Sometimes	3	2.6
Never Use	0	0
Total	114	100

Best Features of Digital Resources over Print Resources
Figure 7 shows the best features of digital resources over print resources. Figure shows that 76% respondents have the view that digital resources are easy to search, but these are not easy for email alerts. 82% have the view that these are not according to the choice of format. 68% have the view that these cannot be accessed from any location. 58% have the view that these do not provide speedy publication of articles.

Difficulties in Using Digital Resources
Library users face some problems while using digital resources. These problems may be due to the non-familiarity of the users with the available digital resources or may be due to not getting proper support of the library staff or may be insufficient resources available in the library. Users' problems are described in the Figure 8.
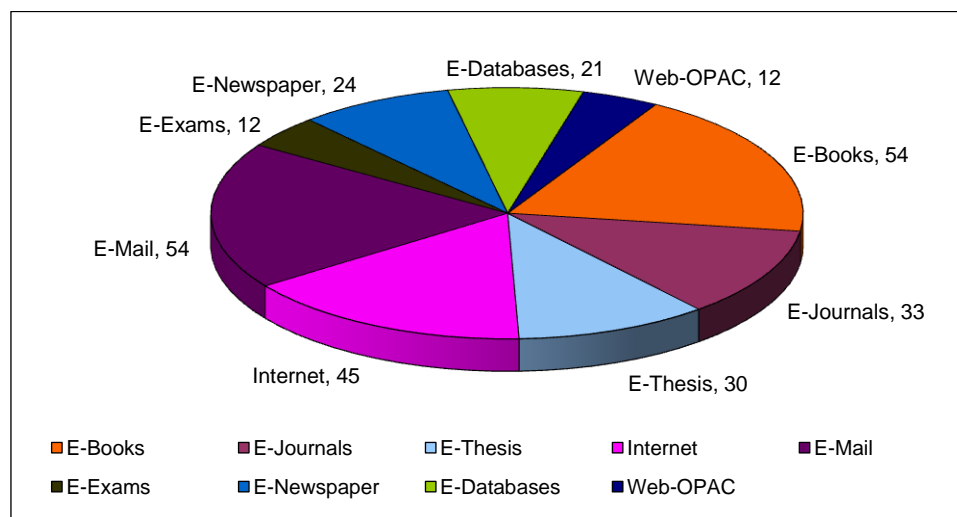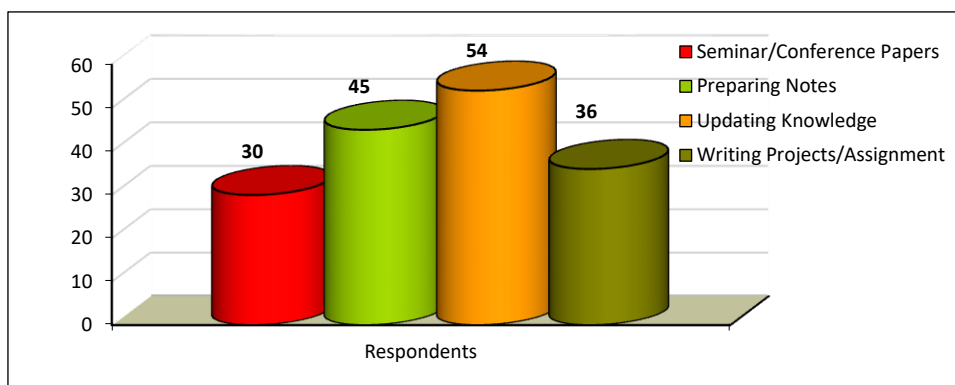

Fig. 4: *Use of Digital Resources.*

Fig. 5: *Purpose of using Digital Resources.*
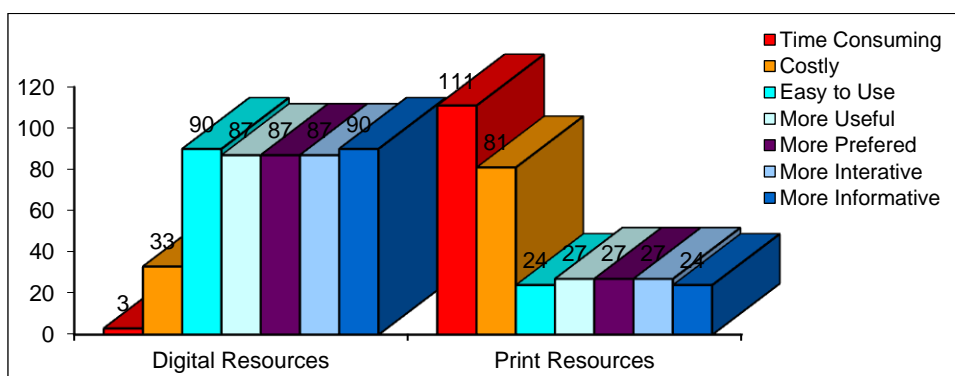

Fig. 6: *Comparison between Digital and Print Resources.*
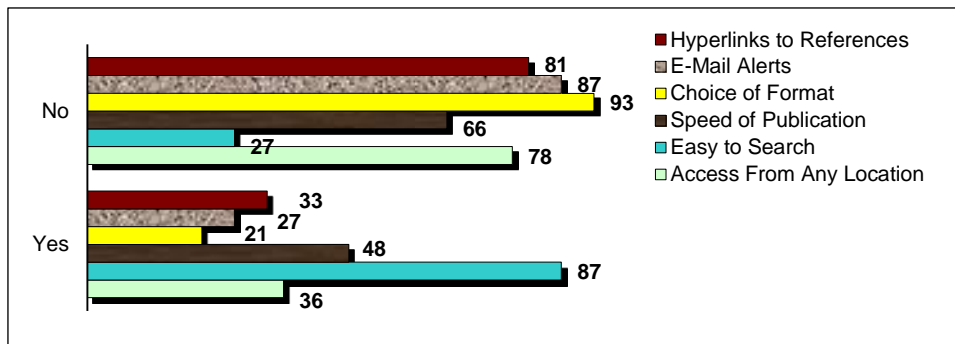

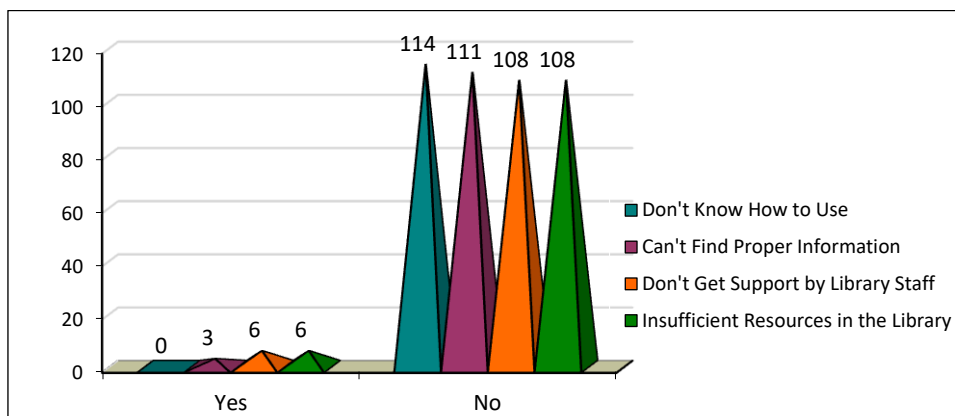**Fig. 7:** *Best Features of Digital Resources over Print Resources.*

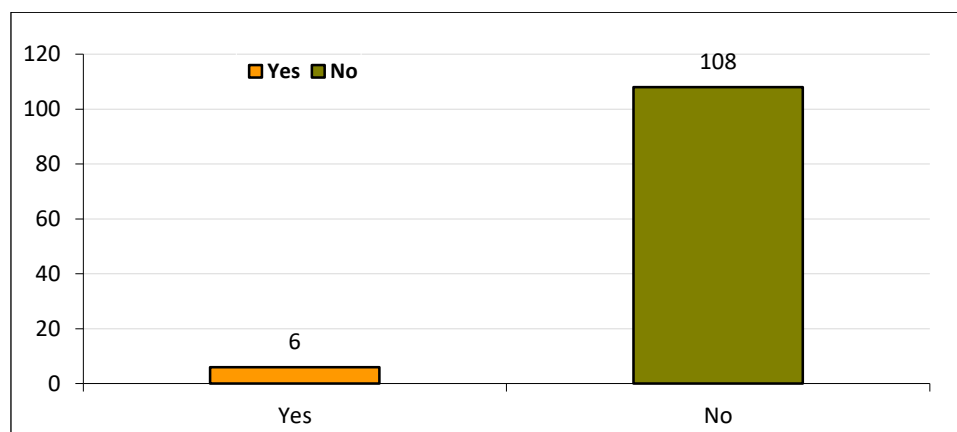**Fig. 8:** *Difficulties in Using Digital Resources.*

***Fig. 9:** Replacement of Print Resources with Digital Resources.*

Figure 8 shows the difficulties in using the digital resources by the library users. Figure shows that 100% users know that how to use the digital resources of the library. 97% have the view that they can find out the required/proper information from the available resources. 95% say that they get proper support from the library staff and there are sufficient digital resources in the library.

Replacement of Print Resources with Digital Resources
It is very difficult and important question that "Can digital resources replace the print resources of information?" Then the strong response got from the respondents is that "Digital resources cannot replace the print resources".

Figure 9 shows the replacement of print resources with the digital resources. Figure shows that 95% have the view that print resources cannot be replaced with the digital resources of information.

CONCLUSION
- 39.5% of the respondents are using library services from the last 3–5 years.
- 94.74% respondents are computer literate and 52.63% respondents use the internet daily and there is no one who has never used the internet.
- 86.84% respondents are aware about the available digital resources of the library.
- 47.37% respondents use E-books and E-mails, followed by it is Internet, which is used by 39.47% respondents. E-journals are used by only 28.95% respondents and E-databases are used by only 18.45%. The

least used is Web-OPAC as well as E-exams, i.e., 12% only.
- 54 (47.37%) use digital resources for updating their knowledge. And only 30 (26.32%) use the digital resources for preparing papers for seminars/conference.
- 50% of the respondents use the digital resources in their daily routine.
- 76% respondents have the view that digital resources are easy to search, but these are not easy for email alerts. 82% have the view that these are not according to the choice of format. 68% have the view that these cannot be accessed from any location. 58% have the view that these do not provide speedy publication of articles.
- 100% users know that how to use the digital resources of the library. 97% have the view that they can find out the required/proper information from the available resources. 95% say that they get proper support from the library staff and there are sufficient digital resources in the library.
- 95% have the view that print resources cannot be replaced with the digital resources of information.

SUGGESTIONS
From the above finding, it is seen that there is no proper use of digital resources even when there are sufficient resources available with the library and majority of users are also aware about these resources. But according to the finding, it can be suggested that library should organize orientation programs to increase awareness and importance of digital resources. Library also needs to increase accessibility of these resources by increasing computer

terminals, Wi-Fi facility and increasing of budget for the digital collection. One thing more that library should conduct users' survey to know the needs of the users.

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