

# A Study on the Use of Wi-Fi Service by the Users of Mirza Mehmood Beg Library, Zakir Husain Delhi College (University Of Delhi), New Delhi

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## Abstract

*In the era of exponential growth and development in the field of Information Communication Technology (ICT), it has become essential for the libraries to provide services to their users in accordance with their present day needs based on and using Internet. Internet has become most powerful and fast growing segment in library services [1]. Keeping in view the needs of the users, majority of the libraries have started providing facility to access Internet through Wi-Fi. Since the institutions and their libraries have to make a lot of efforts besides financial expenditure associated with the provision and extension of these services to the user community, it is essential to carry out periodic evaluation to know the utilization of these facilities/services among the library users. This study is an attempt to analyze the usage of Wi-Fi technology and services by the users of Mirza Mehmood Beg Library, Zakir Husain Delhi College (University of Delhi), New Delhi. The parameters include the purpose, duration, and preferences to access the Wi-Fi services besides seeking users' opinions regarding benefits of these services along with problems faced by them.*

**Keywords:** Information Technology, Information Access, Internet, World Wide Web, Wi-Fi, Social Media, Social Networking, Library Services

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## INTRODUCTION

Recent growth and advances in Information Communication Technology (ICT) and networking technology have drastically changed the ways of communication and information access. The libraries world over are adopting these technologies for the maximum benefits of their users. Information technology has unfolded the technical capability to produce/acquire, process, and disseminate information [2-4]. ICT has not only the potential to transmit information at greater speed and accuracy but also the capacity to deal with large amount of assorted information. Internet is playing a major role in handling and dissemination of information in all the subjects, disciplines, fields, and areas. Over the past years, Wireless Fidelity (Wi-Fi) has become quite popular and dominant networking technology [5, 6]. Earlier, networking was done through cable 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 (WLAN) enable network users having laptops, smart phones, iPads, iPods, or other 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 (WAN), such as; the Internet or intra-corporate local area networks [7].

## Mirza Mehmood Beg Library, Zakir Husain Delhi College, New Delhi

Mirza Mehmood Beg Library, the College Library of Zakir Husain Delhi College (University of Delhi), New Delhi [8], is fully air conditioned with a total collection of around 1,15,000 documents. It runs on open access system but some important text books are also kept in Reserve Section. It has two reading halls with seating capacity of 100 each and a well-equipped multimedia lab having 78 computers connected to Delhi University through WAN.

The Library also houses two teachers' enclosures having collective seating capacity of 20. It also has one room dedicated to the Delhi College Archives wherein very old, rare, and historical documents related to the College history have been kept. The Library also has a good collection of rare books and manuscripts. Besides text books and the books related to the academic requirements, the Library also subscribes leading magazines, leisure books, competitive books, and books related to general awareness. It also houses a Book Bank with a rich collection of around 12000 books. It renders services to the students of the College by providing them books for the whole academic session. In order to facilitate and serve all the students and staff as per their convenience and ease by the application of widely used social media tools, Mirza Mehmood Beg Library has now started providing various important services like Current Awareness Services (CAS), Reference Services, information regarding examinations, results, syllabus, etc. on its Facebook page, which may be accessed through the link: <https://www.facebook.com/mmbeglibrary>.

### RELEVANCE OF THE STUDY

It is observed that in general, studies have been done in the past on the planning, implementation, and application of Wi-Fi in libraries but the studies pertaining to the evaluation of the usage of Wi-Fi are very rare. Present study provides an insight of the use of Wi-Fi and other facilities related to it by the users of Mirza Mehmood Beg Library, Zakir Husain Delhi College (University of Delhi), New Delhi.

### OBJECTIVES OF THE STUDY

The study was undertaken to achieve following objectives:

- ✓ to determine the frequency and general purpose of users' to visit the library;

- ✓ to study the purpose of using Wi-Fi service;
- ✓ to identify the users' preferences and duration of accessing Wi-Fi service;
- ✓ to study its impact on the users' visit to library; and
- ✓ to explore the benefits and problems faced by the users.

### SCOPE OF THE STUDY

A sample of 200 students and 50 teachers/faculty members visiting the College Library has been taken into consideration for the purpose data collection in the present study.

### METHODOLOGY

The study was conducted through a structured close questionnaire distributed among 200 students and 50 teachers who generally use Wi-Fi facility in the Library and College premises. A total of 189 duly filled in questionnaires from the students and 38 from the teachers were received back, constituting a response rate of 94.50 and 76%, respectively from the students and teachers. The collected data were analyzed and findings were reported based on standard statistical methods.

### LIMITATIONS

The present study covers only 200 students and 50 faculty members of Zakir Husain Delhi College visiting Mirza Mehmood Beg Library, Zakir Husain Delhi College and hence the results may not be fully representative for the whole students and faculty members of the College but they provide a general trend of the use of Wi-Fi among them.

### DATA ANALYSIS AND FINDINGS

The data collected through the 189 filled in questionnaires received from the students and 38 from the teachers/faculty members have been tabulated and inferences have been made as detailed below: Table 1.

**Table 1: Frequency of Visit to the College Library.**

Frequency	Students		Teachers/Faculty	
	No. of Responses (n=189)	%age	No. of Responses (n=38)	%age
Once in a day	69	36.51	14	36.84
2-3 times in a day	108	57.14	7	18.42
Once in a week	--	--	2	5.26
2-3 times in a week	12	6.35	11	28.95
Once in a month	--	--	--	--
2-3 times in a month	--	--	4	10.53

Analysis of responses tabulated above show that although the average footfall of the users in the library is quite high but their frequency of library visit varied. Different trends of frequency of library visits were observed among students and teachers. Majority of the students (57.14%) were found to visit the library 2–3 times in a day followed by 36.51% students visiting the library once in a day while only 6.35% students were found visiting the library 2–3 times in a week. In case of teachers/faculty members it was found that

majority of the teachers (36.84%) visit the library once in a day followed by 28.95% of the responding teachers visiting the library 2–3 times in a week and 18.42% teachers visiting the library 2–3 times in a day. Some of the responding teachers were also found visiting the library 2–3 times in a month (10.53%) and 5.26% teachers visiting the library even once in a week. The results show that the students are more frequent in visiting the library than the teachers.

**Table 2: Purpose of Visit to the College Library.**

Purpose	Students		Teachers/Faculty	
	No. of Responses (n=189)	%age	No. of Responses (n=38)	%age
Issue/Return of books	189	100	15	39.47
Reading/Consultation	177	93.65	26	68.42
Using Internet in the Multimedia Lab.	116	61.38	9	23.68
Using Wi-Fi on laptop/smart phone	34	17.99	14	36.84
Photocopy	121	64.02	31	81.58
For official work	--	--	13	34.21

The responding students and teachers under present study selected more than one purpose of their visit to the College Library and responses based on mixed choices were obtained. Table 2 above shows that all of the responding students (100%) visit the library for the purpose issue/return of the books followed by 93.65% students for reading/consultation, 64.02% students for the purpose of photocopying, 61.38% students for using Internet in the Multimedia Lab., and 17.99% of the responding students were also

found visiting the library for the purpose of using Wi-Fi on their laptops/smart phones. Among the responding teachers, majority of them (81.58%) visit the library for the purpose of photocopying followed by 68.42% for the purpose of reading/consultation, issue/return of books (39.47%), using Wi-Fi on laptop/smart phone (36.84%), for official work (34.21%), and using Internet in the multimedia lab (23.68%). The results show that both the students and teachers visit the College Library for various purposes.

**Table 3: Preferred Place for Using Wi-Fi.**

Preferred Place	Students		Teachers/Faculty	
	No. of Responses (n=189)	%age	No. of Responses (n=38)	%age
College Library	27	14.29	21	55.26
Department/Office	--	--	10	26.32
Staff Room	--	--	7	18.42
College Campus	162	85.71	--	--

On an analysis of Table 3 it appears that maximum number of students (85.71%) prefers using Wi-Fi in the College Campus and only 14.29% of the responding students prefer to use Wi-Fi in the College Library. On the other hand majority of teachers (55.26%)

indicated College Library as their preferred place for using Wi-Fi followed by 26.32% as Department/Office and only 18.42% as Staff Room to be their preferred place for using Wi-Fi.

On the question of frequency of using Wi-Fi, it was found that all the students and teachers use Wi-Fi daily either on their laptops or smart phones (Table 4).

Table 5 above shows that majority of the students (65.61%) as well as teachers (71.05%) used to spend 1–2 h every day in using Wi-Fi while only 5.82% of the responding students and 15.79% teachers indicated that they use Wi-Fi for 3–4 h every day. Some students (28.57%) and teachers (13.16%) also opted ‘whenever get time’ as their response for using Wi-Fi.

In response of purpose of using Wi-Fi, mixed opinions were received wherein both the students and teachers selected more than one choice. Majority of the responding students (96.83%) were found using Wi-Fi for accessing Facebook/WhatsApp followed by

93.65% students for checking e-mails while only 19.58% of the responding students were found using Wi-Fi for searching reading material (Table 6). It appears that despite the availability of huge amount of information about each and every subject and discipline on the Internet, the students are still lacking awareness about utilizing the same for getting benefitted from it for their educational purposes. In the case of teachers it was found that all of them use Wi-Fi primarily for checking e-mails followed by 89.47% for searching scholarly articles related to their subjects while 71.05% of the responding teachers were also found using Wi-Fi for searching reading material for the purpose of preparing their class lectures. 55.26% of the responding teachers were also found using Wi-Fi for accessing their Facebook/WhatsApp accounts (Table 7).

**Table 4: Frequency of Using Wi-Fi.**

Frequency	Students		Teachers/Faculty	
	No. of Responses (n=189)	%age	No. of Responses (n=38)	%age
Daily	189	100	38	100
Alternate days	--	--	--	--
Weekly	--	--	--	--
2–3 times in a week	--	--	--	--
Monthly	--	--	--	--
2–3 times in a month	--	--	--	--

**Table 5: Time Spent in Using Wi-Fi.**

Time Spent	Students		Teachers/Faculty	
	No. of Responses (n=189)	%age	No. of Responses (n=38)	%age
1–2 h	124	65.61	27	71.05
3–4 h	11	5.82	6	15.79
4–5 h	--	--	--	--
Whenever get time	54	28.57	5	13.16

**Table 6: Purpose of Using Wi-Fi.**

Purpose	Students		Teachers/Faculty	
	No. of Responses (n=189)	%age	No. of Responses (n=38)	%age
Searching reading material	37	19.58	27	71.05
Searching scholarly articles	--	--	34	89.47
Checking e-mails	177	93.65	38	100
Using Facebook/WhatsApp	183	96.83	21	55.26

**Table 7: Is Wi-Fi Beneficial?**

Opinion	Students		Teachers/Faculty	
	No. of Responses (n=189)	%age	No. of Responses (n=38)	%age
Yes	189	100	38	100
No	--	--	--	--

All the responding students and teachers opined that Wi-Fi is beneficial for them.

**Table 8: Problems faced while Using Wi-Fi.**

Problem	Students		Teachers/Faculty	
	No. of Responses (n=189)	%age	No. of Responses (n=38)	%age
Limited connectivity	167	88.36	12	31.58
Frequent disconnection	124	65.61	25	65.79
Slow speed	179	94.71	34	89.47

Both the responding students and teachers selected more than one choice on the query of problems faced by them while using Wi-Fi. On examining the data in Table 8 above it appears that majority of students (94.71%) suffer due to slow speed of Wi-Fi followed by limited connectivity (88.36%) and frequent disconnection (65.61%). Like students, the majority of the responding teachers (89.47%) also opined for slow speed of Wi-Fi as the major problem followed by frequent disconnection (65.79%) while only 31.58% of the responding teachers opted for limited connectivity as a problem faced by them while using Wi-Fi.

## CONCLUSIONS

The results of the study show that the students are the more frequent visitors than teachers. The students visit the library mainly for the circulation of books, self-study, using Internet in the multimedia lab and photocopying of the study material while the teachers were found to visit the library mainly for using Wi-Fi, photocopying and reading purposes. The preferred place of the students for using Wi-Fi was found to be the College campus. Both the students as well as teachers use Wi-Fi daily but their preferences of using Wi-Fi differ from each other. Majority of the responding students use Wi-Fi for accessing their Facebook/Whatsapp accounts and checking e-mails. The students lack the understanding of the innumerable benefits of using Wi-Fi for educational purposes.

The teachers use Wi-Fi mainly for checking e-mails, searching scholarly contents and searching reading material for preparing their classroom lectures. While all the responding students and teachers opined that the Wi-Fi is

beneficial for them in one way or the other, they all suffer due to its slow speed. It was found that there is an urgent and immediate need to educate the students about the benefits of using Wi-Fi for educational purposes. Moreover, the College has to take some concrete steps towards improvement of the connectivity and speed of the Wi-Fi for larger benefits of the College fraternity.

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