Users' behavior regarding Electronic Information Resources in the Library of NIPER Mohali

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Abstract: The purpose of this paper is to describe the impact of electronic Information resources on user of NIPER (National Institute of Pharmaceutical Education and Research) Mohali. A questionnaire was used to find the answer of questions about the awareness and usage of e resources among user, to identify the level of satisfaction, to measure the impact of electronic resources and to find out the problems which are faced by the user. The study found that use of e resources was not only affected by low seep of network and reading direct from computer but also lack of enough computers in library and paid access of information. The finding of the study indicated that a lot need to be done to increase the use of e-resource and librarians should reorient themselves, think creatively and adopt the new technology to generate services and resources to increase the use of electronic resources.

Key Words: Electronic resources, NIPER, information professionals, research, impact of electronic resources.

General Background:

"Change is the only thing that never changes in this world". In recent era communication and cyber revolution is changing rapidly at phenomenal speed. The expectations of user become very high day by day. It is the duty of libraries and information centers to fulfill the requirement of users immediately and accurately. In this circumstances the development of expertise knowledge about the content of internet, e resources and their retrieval strategy of the most relevant and accurate sources for their users are inevitable for library and information centers professionals

Information is growing at faster rate. In this stage, it is essential that the right user get right information at right time to make right decision. The information that is not only accurate, timely and relevant but also presented and interpreted in meaningful way. It save the time and also helps in increasing efficiency and utilities of product.

When information is generated, It needs to be shared and communication. At this juncture, information resources play very important role to display, communicate and share information.

Origin of information sources:

The early libraries were defined as an institution that managed and preserved the intellectual sources of society and made then available in a systematic manner to the users who could readily gain access to these resources. Evaluation, growth of internet and e publishing industries in the field of information and communication technology has given birth to electronic resources. Societies are transforming from information societies to knowledge society. Electronic resources play an important role by providing a convenient medium and fast access to the vast range of information. Growth in communication technology, internet and e publishing of scholarly research has opened new vistas in searching and accessing information.

An "electronic resource" is defined as any work encoded and made available for access through the use of a computer. It includes electronic data available by (1) remote access and (2) direct access (fixed media).

According to Reitz, (2005) electronic resources are materials consisting of data and or computer programs encoding for reading and manipulation by a computer by the use of peripheral device directly connected to the computer or remotely via a network such as a internet. The category includes software application, electronic text, bibliographic databases etc.
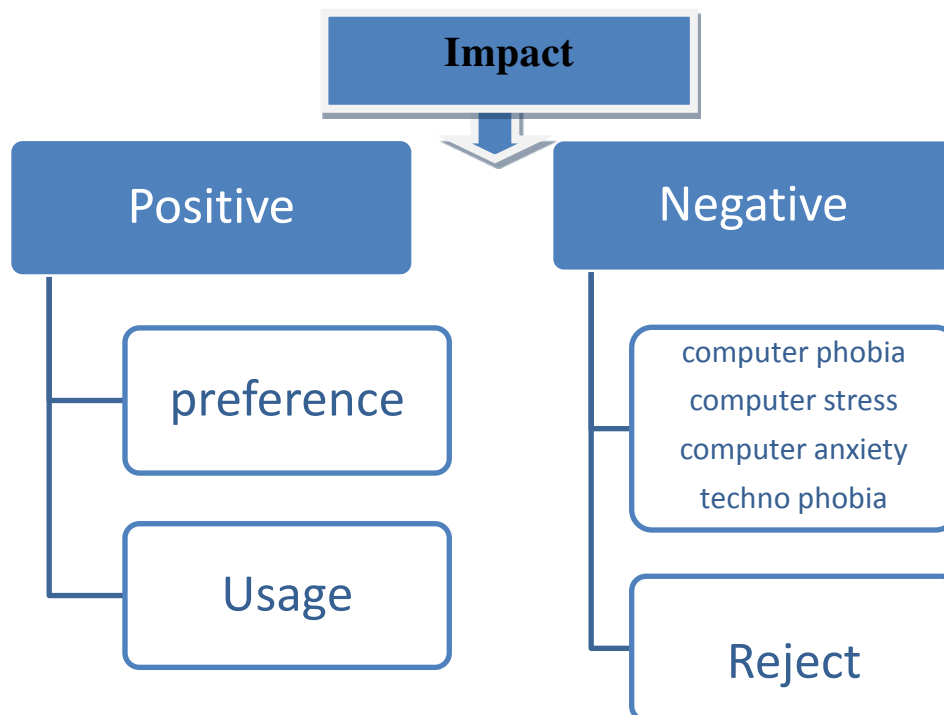
National institute of pharmaceutical education and research is the first national level institute in pharmaceutical sciences with a proclaimed objective of becoming a centre of excellence for advanced studies and research in pharmaceutical sciences. The library was established in 1992 and it started functioning in 1995. The library is accessible to all pharmacy professionals from the country and abroad and provides information to the academia, researchers and the industry personnel. Library subscribed 19190 bond volume journals, 335 e journals

and 266 CD ROM. Apart from these, library have good collection of print resources including 2065 theses and dissertations.

When a user use a library, he himself formulate attitude. It can be positive or negative depending upon the nature or the level of satisfaction derived by user. Positive results come after the preference of user regarding electronic resources and negative result come after rejection of the use of electronic resources. Impact has a major role in the usage of electronic resources.

Impact can be defines as the changes the user experiences after using the information resources and services. According to brophy 2005) impact in the context of library service can be defined as an effect of service, product or other events on an individual or group of individuals.

Impact Model:

Objective of the study:

- ➢ Find out the main purpose for which library resources are used by research scholars
- ➢ To identified the awareness of e resources among users
- ➢ To identified the level of satisfaction regarding electronic information resources
- ➢ To find out the problems which are faced by the user

Methodology:

The researcher has employed a well-structured questionnaire for collecting the data from the users of NIPER mohali. The questionnaire has been prepared in such a way that the respondents could easily understand the items. A total number of 50 questionnaires were distributed among the research scholars, who reside in university. The investigator could collect questionnaires from only 47 out of 50 from research scholars among whom the questionnaires were distributed. This constitutes 94% of the total response.

Sample size:

Sample were selected on the basis of required sample size table from the research advisor, with a margin of error at 5% and confident level at 95%. Respondent are selected on the basis of random sample form each department of the university.

Data analysis and discussion:

To study the use of electronic resources, questionnaire method survey was conducted. Totally 50 questionnaire were distributed among users, among them only 47 were received and total response was 94 percent.

Total no of respondents:

No of distributed questionnaire	No of respondents	Percentage
50	47	94%

Gender wise distribution of respondents:

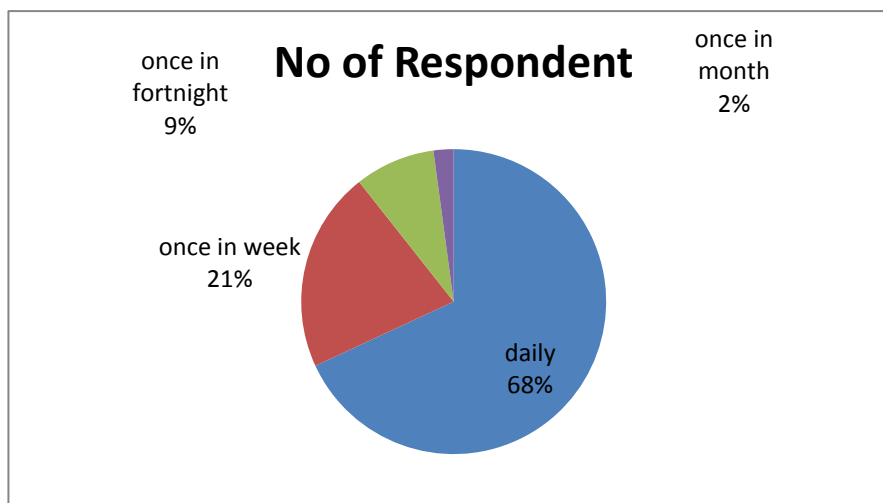| Gender	No of respondents	Percentage
Male	26	55.31%
Female	21	44.69%

A study of data in table 2 indicates the gender distribution of respondents. It could be noted that out of the total respondents, majority of the respondents (55.31%) belong to the male group and the rest of them (44.69%) are females. It is concluded that male respondents constitute more in number than female respondents, indicating the presence of slight male domination in NIPER Mohali.

2. **Frequency to visit by users:**

Sr no	Frequency	No of respondents	Percentage
1	Daily	32	68.08%
2	Once a week	10	21.27%
3	Once a fortnight	4	8.51%
4	Once in month	1	2.12%
5	total	47	100%

Data presented in table 2 indicate the respondents' frequency to visit library. It could be noted that out of total, two/thirds (68.08%) of the users visit library daily and one/fifths (21.27%) used once in a week. This is followed by 8.51 percent of users, who use library once in fortnight. It is also observed that very meager users (2.12) visit library once in a month.

The study indicates that all most all the users use library to fulfill their research needs. Library provides up to date information within span of time. Frequency to visit library also indicate the usage of e resource.

3. **Usage of electronic resources:**

Sr no	Items	Numbers	Percentage
1	Journals	43	91.48%
2	Books	39	82.98%
3	Magazines	17	36.17%
4	Newspaper	29	61.70%
5	Thesis	44	93.61%
6	Online database	34	72.34%
7	OPAC	44	93.61%
8	0ther	24	51.06%

Awareness leads to the usage. A study of data in table 3 indicates the use of e resources by respondents. It could be noted that maximum users i.e. 93.61% aware about the OPAC and use thesis for their study., followed by

91.48% of respondents are using e-journals, 82.98% e- books, 72.34% using e databases , 61.70% are using subject gateways and 36.17% using e magazines.

4**. Reason for using e resources:**

Sr no	Reason	Numbers	Percentage
1	More useful	39	82.98%
2	Less expensive	22	46.80%
3	Easy to use	41	87.43%
4	Time saving	38	80.85%
5	Authentic information	42	89.37%
6	To the point information	19	40.42%

Users' uses e resources with some purposes. Table 4 shows that, with regard to the purpose of use of electronic resources, it is found that the majority of the respondents i.e. 89.37 percent said electronic resources are more authentic than others.. 87.43 percent respondents said electronic resources are easy to use. 82.98 percent said these are more useful, followed by 80.85 percent whom said these are save their time. 46.80 percent said e-resources are less expensive, followed by two/fifths (40.42) percent   information   is to the point The above analysis reveals that the respondents are more interested to use electronic resources because of its authentication.

5**. Usefulness of e resources:**

Sr no	Usefulness	number	percentage
1	Very useful	17	36.17%
2	Useful	27	57.45%
3	Average	3	6.38%
4	Not useful	0	0
5	Extremely not useful	0	0.00

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When user use e resources, he form attitude towards these e resources. When he feels happy, it will increase the usage of e resources which leads to usefulness. Data presented in table 5 indicate the usefulness of e resources by respondents. Out of total, 27 more than half (57.45%) user said e resources are useful ,following by one /third (36.17%) of the users, whom said e resources are very useful. It is also observed from the table that less than one/ fifths (17%) of the users.

6. **Satisfaction level of users**

Satisfied	21	44.68%
Very satisfied	18	38.29%
Neutral	5	10.63%
Not satisfied	3	6.39%
Extremely not satisfied	0	0.00

When users' feels resources are useful for their study and research. It leads to satisfaction. If user is satisfied, the usage of e resources will increase. Table 6 depicts that majority of user mean 44.68% users are satisfied followed by 38.29% user whom said these are very satisfied. 10.63% users are neither satisfied nor dissatisfied. But 6.39 percent of the users said they are not satisfied. They gives many reason against dissatisfaction.

7**. Problem they face:**

Sr no	Problems	numbers	Percentage
1	Low speed	17	36.17
2	Reading problems from computer	10	21.27
3	Expensive	9	19.14
4	Not Relevant information	4	8.50
5	Limited computer in library	7	14.89

Table 7 depicts that 36.17 user face problem of low network speed.21.27% are facing problem from reading from computer.19.14 % information is very expensive. Because there is very less facility of open access.14.89 % said information are not relevant. Only 4.25% says limited computers are available in library.

It could be seen clearly from the above discussion that respondents have high problems in accessing e-resources in terms of slow speed, difficulty in reading e resources from computer, due to lack of IT knowledge

and limited access to computers. The respondents have moderate problems in accessing relevant information and taking long time to view.

8**. Training for using e-resources:**

36	Respondent says its required	76.59%
11	Respondent says not need	23.40%

The study of data Table 8 reveals that majority of respondents i.e.76.59% said proper training should be require for using electronic resources. Only 23.40% there is no need of training.

Conclusion and recommendation:

In recent years, IT has emerged as a powerful educational and informational tool. Presently we are living in knowledge society where information is the key item. In this era of information, the internet is very important and useful source for fulfill the requirements of the society. Electronic resources can be used for efficient retrieval and meeting information needs. It is clear from the study that electronic all the users are well aware about e-resources. The most widely used e resources are OPAC, theses and e- journals. Apart from these, users face many problems like low speed of internet, expensive e resources etc. Hence, library should give more importance to providing free access to electronic resources. In this connection library authority, should take initiatives to improve the information searching techniques. Library and information professionals should take initiatives to prepare list of e-resources and their techniques for retrieving relevant information.

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