



**USE OF ELECTRONIC RESOURCES AND SERVICES: A
STUDY AMONG THE FACULTY MEMBERS OF
THIRUVALLUVAR UNIVERSITY AFFILIATED COLLEGES,
TAMIL NADU**

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ABSTRACT

Electronic resources are considered as important resources due to many features such as easy retrieval, access by many users simultaneously from any part of the world at any time and cost effective. Due to developments in Information and Communication Technology (ICT), the information growth is alarming and there is great number of electronic resources and services available must be effectively utilized. In this connection, this study has been undertaken by the authors to find out the faculty members use of electronic resources and services at Thiruvalluvar University affiliated colleges. The study results will enable the administrators to make certain changes to use the available resources and services effectively.

Keywords: *Electronic Resources; Electronic Information Service; Information and Communication Technology; ICT; Thiruvalluvar University*

INTRODUCTION

Advancements in Information and Communication Technologies (ICTs) have brought many changes in academic and research environment across the globe. Internet and web technology has brought evolutionary changes not only in library field but also in all fields. The

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information is being published in different form such as electronic journals, e-books, and online databases have completely changed the library scenario at present. The developments of ICTs and emergence of electronic resources due to technological advancements has drastically revamped the status and functioning of the academic and research libraries across the world during the last few decades (Gautam and Sinha, 2017). The libraries of today have enormous resources both printed as well as electronic must satisfy the information needs of the user community. Electronic resources are playing predominant role in library collection and are available in new developments such as institutional repositories, library portal, websites, mirror sites, social media, academic social media etc enables the users to access the resources and services (Thanuskodi, 2012). These resources must be utilized effectively otherwise it will be great loss to the individuals, institution and nation as whole. Effective utilization of resources can be identified through systematic survey. Hence, to find out the purpose of using the electronic resources, use of electronic resources and problems faced by the respondents, this study has been undertaken.

Review of literature

Review of related literature enables the researcher what is happening all over the world and how to conduct the research undertaken. Some of the studies reviewed were provides below.

Mohammed Tukur & Yunusa (2021) explored the access and use of Information resources, services and facilities by faculty members of Futminna (Futm) Nigeria. Questionnaire method was used to conduct the study. The findings of the study revealed that 36.8% of the faculty members visited the library on a regular basis, 45% visited once or twice a week, 21.7 % once or twice in two weeks, 21% once or twice in a month, and 56.3% occasionally. Based on the findings, the study concluded that The Faculty of Agriculture University Library should ensure that the necessary basic print and electronic resources are preserved for future generations. The study also recommended that the library should establish an institutional archive and also view new arrival editions in the library, document delivery and inter-library loan services be expanded internationally, so that academic and non-academic services are maintained and in-house training should be offered to all library employees to upgrade their skills.

A study on use of electronic resources by students of post graduate theological university in Ghana by Akuffo and Budu (2019) revealed that post graduate students aware of ACI-subscribed e-resources and used often for their academic purpose. The study also revealed that the students were not able to access the maximum resources because of inadequate training. Access to electronic resources was hampered due to frequent interruptions in electricity supply, and slow internet speed. The study suggested providing regular or continuous training by sponsoring the staff to attend CARLIGH's conferences. The study

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also suggested improving the internet with high bandwidth for accessing the resources effectively.

Sharma (2019) studied the use of e-resources by the faculty members and students of Swami Shraddhanand college, university of Delhi. In the study, the author identifies how academicians compare e-resources with print resources, how they perceive the advantages of e-resources, and how they face the problems while accessing them. A questionnaire was distributed to collect the data from the respondents, and questionnaires were distributed to 200 respondents, out of which 180 respondents have responded with a response rate of 90%. The findings of the study revealed that majority of the respondents (71.11%) were males and (28.89%) were females. High majority of the respondents were (75%) faculty members, and sizable (5%) of the respondents were students. Majority of the respondents 88 (48.88%) use e-resources once in a week, 42(23.34%) use daily basis and 38(21.12%) use twice in a week. High majority of the respondents 138(76.66%) use e resources for writing papers. Based on the findings, the study concluded and suggested that more collaboration is required between teachers, students, librarians, and library staff so that the easy retrieval of information from e-resources can be possible, Students' orientation programmes should be organized regularly to get them to use the e-resources. Setting up more terminals and printers for the users' effective use.

A study on use of e-resources by the faculty members and students in economics in University of Delhi was conducted by Siddiqui (2018) distributed 120 questionnaires in which 110 (91.66%) have responded. The findings of the study revealed that the users required latest and accurate information for their academic and professional careers for taking decision and designing policy. Most of the faculty members were satisfied with the available electronic resources. An overwhelming majority of the users 102 (92.72%) reported that improper orientation and lack of awareness were the major reasons for utilizing the resources. The reasons such as lack of required e-resources, limited access to Government resources and poor network facility were the common reasons for not utilizing the resources. The study recommended that the libraries should take some essential steps to improve the skills of the users keeping the technology changes in mind. It also requested the libraries to organize user orientation and information literacy programmes to widen their search skills.

Objectives of the study

Following are the objectives of the study

- To identify the use of electronic services by the faculty members working in affiliated colleges of Thiruvalluvar University

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- To know the purpose of using the electronic resources and services by the faculty members working in affiliated colleges of Thiruvalluvar University
- To find out the problems faced by the respondents while accessing the electronic resources.

Methodology

The study is descriptive in nature and for conducting the study, the authors have used questionnaire. There are 124 affiliated colleges (Government, Government-aided and Management) under Thiruvalluvar University in which the authors have selected 14 government colleges for the study. Proportionate random sampling method has been followed. The researcher has circulated 60 questionnaires each to the government engineering colleges (840). Three questionnaires from two colleges found incomplete and data were missing. In order to ensure the proportionate sampling, 57 questionnaires from each college have been considered for data analysis. The total number of sample is 798.

Findings of the study

Table 1: Socio-demographic information

Gender	Nos	%
Male	290	36.34085213
Female	508	63.66
Age		
Below 30 years	128	16.04
31-40 years	361	45.24
41-50 years	232	29.07
Above 50 years	77	9.65
Designation		
Assistant Professor	531	66.54
Associate Professor	208	26.065
Guest Faculty	59	7.39
Faculty		

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Majority of the respondents 508 (63.66%) were female and rest of them were male i.e. 36.34%. Among age-wise distribution, highest respondents 361 (45.24%) belong to the age group of 31-40 years followed by 232 (29.07%) belong to 41-50 years age group and only 77 (9.65%) were above 50 years age group. Assistant Professors were the majority with 531 (66.54%) followed by second highest were Associate Professors and only 59 (7.39%) were guest faculty.’

Table 2: Purpose of visiting the library

Purpose	No. of respondents	%
To borrow/return books	590	96.88
To browse internet	581	95.4
To access online databases	324	53.2
To get photocopy	213	34.98
To refer books	567	93.1
To read magazines and newspapers	543	89.16
To take notes for classroom lecture	345	56.65
To enhance professional knowledge	235	38.59

Overwhelming majority of the respondents 590 (96.88%), 581 (95.40%) 567 (93.1%) and 543 (89.16%) visited the library for borrowing and returning the books, browse the internet, refer books and to read magazines and newspapers. Again, majority 345 (56.65%) and 324 (53.2%) visited for taking notes to classroom lecture and to access online databases. Taking photocopy and enhancing the professional knowledge was the least preferred purpose to visit the library.

Table 3: Accessing place for electronic resources

Accessing Places for electronic resources	No. of respondents	%
Library	452	74.22

Computer Centre	477	78.33
Department	455	74.71
Home	322	52.87
Cyber Café	288	47.29

For accessing electronic resources, high majority of the faculty members 477 (78.33%), 455 (74.71%) and 452 (74.22%) expressed that they have accessed electronic resources from computer centre, library and department followed by 322 (52.87%) and 288 (47.29%) accessed from home and browsing centres.

Table 4: Use of electronic resources

Use of electronic resources	Large Extent	Some Extent	Less Extent
E-journals	340 (46.61)	327 (40.98)	131 (16.42)
E-Books	338 (42.36)	270 (33.83)	190 (23.81)
E-Magazines	312 (39.10)	284 (35.59)	202 (25.31)
E-Newspapers	292 (36.59)	245 (30.70)	261 (37.71)
E-Databases	311 (38.97)	175 (21.93)	312 (30.10)
E-Theses and Dissertations	304 (38.10)	284 (35.59)	210 (26.32)
Institutional Repository	310 (38.85)	171 (21.43)	317 (39.72)
Library Portal	255(31.95)	195 (24.44)	348 (43.61)
MOOC	291 (36.47)	168 (21.05)	339 (42.48)
Social Media	274 (34.34)	156 (19.55)	368(46.12)

It is found from the table 4 that highest number of the faculty members 340 (46.61%), 338 (42.36%), 312 (39.10) and 304 (38.10%) used e-journals, e-books, e-magazines and e-theses and dissertations large extent followed by second highest have accessed some extent. For electronic databases, highest number of the respondents 311 (38.97%) agreed large extent for accessing, whereas, second highest accessed less extent. For sources such as Social Media (46.12%), library portal (43.61%), MOOC (42.48%), Institutional Repository (39.72%) and e-Newspapers (37.71%) accessed less extent followed by second highest accessed large extent.

Table 5: Problems faced while accessing e-resources

Problems faced while accessing e-resources	Nos	%
Slow down	660	82.71
Adequate computers not available	321	40.23
Lack of technical knowledge	386	48.37
Lack of technical staff	241	30.20
Takes too much time to download	425	53.26
Confused with more information	502	62.91
Irrelevant information	601	75.31

It is found from the table 5 that majority of the faculty members 660 (82.71%), 601 (75.31%), 502 (62.91%), 425 (53.26%) and 386 (48.37%) mentioned that slow down, irrelevant information, confused with more information, takes too much time to download and lack of technical knowledge were the problems faced by them while accessing electronic resources. Adequate computers and lack of technical staff were the least encountered problems by the faculty members.

CONCLUSION

The study is being conducted with the aim of identifying the purpose of using the e-resources, place from where the resources are accessed and what extent the respondents were accessing the electronic resources and what are the problems faced by the respondents while accessing

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the resources. It is found from the study that the respondents have visited the library for various purposes and found that majority of the respondents have accessed electronic resources from some extent to less extend. They have also faced some of the problems such as lack of computers, lack of technical knowledge, technical people, and too much time to download. Hence, the study recommended the library professionals to provide effective training/workshop to the students and faculty members to utilize the resources effectively. It is also important to increase the internet bandwidth by providing more number of computers.

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