Libraries in ICT Environment: A Study from the Education Students' Perspectives

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Abstract

ICT is changing each and every sphere of our lives and libraries are not untouchable of this technology. Though university libraries are doing well in adopting ICT and providing ICT based services to their users but college libraries have also started to adopt the same technology, particularly the self-financed colleges. This paper is an attempt to observe the student's view on library resources, ICT facilities and the use of library by taking data from the library of Babu kamta Prasad Jain Mahavidyalya, Baraut. This study will be useful to increase all types of collection and to execute new and innovative services to meet out the student's requirements more efficiently.

Keywords: ICT; College Libraries; Library Satisfaction.

Introduction

Information Communication Technology (ICT) that is used to denote a combination of information and communication (Dhiman, 2003; Dhiman and Rani, 2012) is an important buzzword of today's world. ICTs are the major factors causing changes in environment of library and information centres. It has facilitated the speedy library operations, services, and access to and delivery of information. Therefore, it is completely clear that the new information technology brings new information seeking patterns among the users.

Details of the College

Babu Kamta Prasad Jain Mahavidyalaya is a Jain minority institution that was established in the year 2004 by Shri Balraj Singh Jain to fulfill the dream of his father late Shri Babu Kamta Prasad Jain with an enviable reputation for imparting teacher education with professional integrity and values of righteousness and enlightenment.

The institution endeavors to provide modern facilities for curricular and co-curricular programs for future teachers. It runs the education related courses which are detailed out below.

Course Name	Seats
B.T.C. (started from 2013-14 session)	50
B.Ed. (started from 2015-17 session)	200
M.Ed (started from 2133-14 session)	50
M.Phil (Education) (started from session 2012-13)	10

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The library of the mahavidyalaya has got all what makes it a place of earning knowledge. The library is provided, with large number of books (over 10,000) on different subjects covering recommended text books and reference books, and a number of journals out of which are 16 subscribed ones for the students of B.T.C., B. Ed., M.Ed. In short, it has more than what a student expects. Right from issuing and retuning of books and materials of comprehensive search of books, the library is equipped with all facilities. There

is also a reference section in the library for consulting and reading purpose which contains Dictionaries, Encyclopedias, Syllabus related Research papers and many other books for easy access. The students use library facilities regularly as a part of their curricular programmes. The library remains open till the late hours for the benefit of the students.

In addition to the other services provided by the library the institution has introduced the scheme of 'Book Bank' in the college. This is being done to provide academic support to those students who are from poor economic backgrounds. Under this scheme, every student of low economic status get 2 books for complete session which he/she has to return before the examination.

The library is made fully automated with the help of GURUKUL LIBRARY SOFTWARE. Open access system is followed in the college library. CCTV cameras are fitted in each and every corner of the library which are used to check the bad habits of readers such as, the tearing of the books, marking the books with pens and also the theft of the books.

Besides, two computers have been made free for the students who want to check OPAC and do self work. Airtel internet connection with wi-fi facility is also installed in the library for internet access.

A Brief Review of Literature

Sen (2005) studied the automation status of a college library. She opines that entire library automation programme requires judicious decision making at various stages. Such decision may be related to 'do it' or 'buy it' services, selection of hardware and software platform, application software ant the types of services to be rendered etc.

Sampath Kumar and Biradar (2010) have surveyed the use of ICT in college libraries in Karnataka and found that college libraries have not reached the very level in using ICT for automation due to lack of budget, lack of manpower, lack of skilled staff and lack of training. They also pointed out the need of extensive and appropriate training to library professionals to make use of ICT tools and techniques.

Dhanavandan, Esmail and Nagarajan (2011) have analyzed the ICT infrastructure facilities with reference to self-financing engineering college libraries in Tamil Nadu. The study traces out the status of electronic resources in terms of topology of library network, electronic access points, electronic database, e-journals, and electronic resources in the libraries. The study reveals that most of the engineering colleges in Tamil Nadu use the library application software in their libraries. They conclude that the establishment of ICT infrastructure facilities in the self financing college libraries in Tamil Nadu can improve the efficiency of information support, the information retrieval and quality of education also.

Paulson (2013) has studied the role of ICT facilities and information services in arts and science college libraries. He is of the opinion that ICT facility is found in all arts and science, engineering, medical, law and agricultural college libraries. However such facility is poor in arts and science college libraries. His study concludes that about 54.55 percent libraries have automation and the remaining (45.45%) do not have such facility. 50 percent arts and science college libraries have internet facility, where as 50 percent do not have such one. Further, 36.36 percent of the arts and science college libraries have network facility and the remaining (63.64 %) do not have such one. It is also observed that out of the select college libraries, 27.27 percent have multimedia, 50 percent have internet, 36.36 percent have network and 54.55 percent have OPAC service.

Rattan (2013) also has studied the ICT usage in college libraries in Punjab by studying government engineering college libraries only within the state of Punjab. It is noted that a large majority of 75.40% respondents felt the need of more computer terminals within the library. But majority of the students have not provided any answer of using OPAC, Audio-video material, CD-ROMS, Internet searching, Internet facilities, E mail, online chatting, Offline and Online databases. It is suggested that the librarians should have certain financial powers with them and sufficient budgetary provisions should be made to meet out the latest technological advancements in ICT and telecommunications which are to be implemented in the library.

Senthur Velmurugan and Amudha (2014) have studied the use of ICT based resources and services among the users of Arts and Science Colleges in Virudhunagar District (Tamil Nadu) by using survey method. Their findings reveal that all the faculty members and students make use of ICT based resources and service in Arts and Science Colleges. ICT can be useful for learners of all kinds, because of the resources available on the internet, applications that make it possible to explore subjects and the possibilities of networking among learners and the teachers. It is also noted that the majority of the respondents (49.08%) have excellent awareness of the ICT based resources. However, the training in ICT needs to be imported to both students and the faculty

members of Arts and Science colleges in Virudhunagar District.

Mahalakshmi and Nageswara Rao (2016) have studied the use and application of information and communication technology in aided autonomous and non-autonomous Christian missionary college libraries in Tamil Nadu. The findings of this study are very indicative in nature and enumerate the possible reasons that affect ICT library services. Further, the study also identifies librarian attitude towards ICT applications and reasons for poor ICT applications.

Need for the Study

ICT has changed all surroundings where information is available 24x7. Thus, it has become essential that the studies from different fields of knowledge should be carried out to study the impact of ICT on library users and library services and what the users want in ICT environment.

The present study is conducted with full focus from the students' point of view on library services so that their opinions could be used for improving the services of library further.

Objectives of the Study

The present study is user based. Thus, the main aims of the study are to find out the students view:

• To assess the library staff performance.

• To know the satisfaction of students in using college library resources.

• To assess the importance of computer/internet facility in library.

• To know the frequency and place of use of computer /internet; and

• To know the overall performance/satisfaction from the library.

Scope of the Study

The present study covers the students from all courses of education, like B.Ed., B.T.C. & M.Ed. of Babu Kamta Prasad Jain Mahavidyalya, Baraut (Uttar Pradesh).

Methodology

The data were collected in the months of May and June, 2016. For collecting the same, a questionnaire was prepared and circulated randomly to 200 students of all classes, viz. B.Ed., and B.T.C. and M.Ed. Out of 200 questionnaires, 170 students were received back which means that the response rate is 85 %.

Data Analysis

The study is carried out by taking survey of the students comprising of both male and female groups. It is noteworthy to mention that out of 170 respondents, 130 are females and only 40 are males which constitute to 76.47 and 23.53 percent respectively.

Personal Profile of Male Respondents

The personal profiles of the male respondents are depicted in Table 1.

Table 1: Personal profile of male respondents

S. No	Age of Students	Students		
		M.Ed.	B.Ed.	B.T.C.
1	20 YEARS	-	-	-
2	20-22 YEARS	-	2	4
3	22-24 YEARS	3	5	4
4	24-26 YEARS	6	6	2
5	26 AND ABOVE	3	1	4
	TOTAL	12	14	14

Findings

Table 1 shows that the number of male respondents is 40 that is 23.57% of the total respondents. In M.Ed. class, the male respondents are 12, in B.Ed. Class, the male respondents are 14 and in B.T.C. class, their number is 14. B.Ed. and B.T.C. respondents' number is equal but ratio of percentage is different.

Personal Profile of Female Respondents

The personal profiles of the female respondents are depicted in Table 1.

Table 2: Personal profile of female respondents

S. No	Age of Students	Female M.Ed.	Students B.Ed.	B.T.C.
1	20 YEARS		2	2
2	20-22 YEARS		18	13
3	22-24 YEARS	5	30	9
4	24-26 YEARS	9	12	7
5	26 AND ABOVE	9	6	10
	TOTAL	**23**	**66**	**41**

Findings

Table 2 shows the number of female respondents. It is seen that out of 170 respondents, there are 130 females. In M.Ed. class, the female respondents are 23, in B.Ed. class, the female respondents are 66 and in B.T.C. class there are 41 female respondents.

Considering age wise group, a very low number of respondents fall in the age group of 20 years where there are only 2 students (0.011%) in both gender groups – male & females. But the maximum number of respondents falls under the age group of 22-24 years. They are 56 in number and forms 32.94% of the total sample.

Frequency of Visiting the College Library

Table 3 depicts the frequency of the visiting of college library by the users comprising of male and female both.

Table 3: Frequency of visiting college library

S. No	Frequency	Students	Percentage
1	Daily	159	93.53%
2	Once in A Week	7	4.12%
3	Fortnightly	0	0.0%
4	Monthly	4	2.35%
5	Other, If Any	0	0.0%
	TOTAL	**170**	**100.00%**

Findings

Table 3 shows that 159 (93.53%) respondents are using the library daily. Only 7 (4.12%) respondents use the library once in a week and 4 (2.35%) respondents are visiting the library once in a month. However, no student is seen to use the library on fortnight basis.

Purpose of Visiting the Library

The purpose of visiting of libraries by the students is shown in Table 4.

Table 4: Purpose of visiting the library

S. No	Frequency	Students	Percentage
1	Books	170	100.00%
2	Reference Books	137	80.59%
3	Journals	136	80.00%
4	Magazines	128	75.29%
5	Newspapers	127	74.71%
6	Computer/Internet	36	21.18%
7	Dissertations	35	20.59%

Findings

It is observed from the table 4 that all (100%) respondents come to the library to borrow the text books. 137 (80.59%) users come to use the reference section for reading in the library. 136 (80%) respondents come to use the journals, 128 (75.29%) respondents come to read the magazines, 127 (74.71%) respondents come to read the newspapers regularly, and 36 (21.18%) respondents come to use the computers and to access internet in the library. Only 35 (20.59%) respondents visit the library to consult the dissertations of previous students in the library.

Place and Access & Use of Computer/Internet

Users also use computers for different purposes not only in the library premises but also at home or at cyber café. Thus, the place and access of use of computer were also asked in the study. Table 5 gives the overview of students' response on this point.

Table 5: Place and access & use of computer/internet

S. No	Place of Access	Students	Percentage
1	Home	76	44.71%
2	Cyber Cafe	54	31.77%
3	Library	47	27.65%
4	Computer Lab	92	54.12%
5	Other, If Any		

Findings

Table 5 shows that 76 (44.71%) respondents use computers and access internet at home. 54 (31.77%) respondents use the computer and access internet in cyber café. It is also seen that 47 (27.65%) respondents use the computers and access the internet in the library. However, more than half number of respondents comprising of 92 users (54.12%) use the computers and access internet only in computer lab of the college.

Opinion on the Goodness of Different Sections of Library

Table 6 gives the details of the responses received from the users of the library on the different sections of the library.

Table 6: Opinion on goodness on the different sections of library

S. No	Section of Library	Number of Students	Percentage
1	Book Stack	162	95.29%
2	Newspapers/Periodicals	152	89.41%
3	Seating Capacity	158	92.94%
4	Infrastructure Availability	145	85.29%
5	Internet/Online Access	66	38.82%

Findings

Table 6 shows that out of 170 respondents, 162 (95.29%) respondents opine that the books stack section of the library is good. 152 (89.41%) like news papers, magazines and journal section. While, 158 (92.94%) respondents are satisfied with the seating arrangement in the library. However, 145 (85.29%) respondents like the infrastructure of the library. 66(38.82%) respondents like internet availability and online access facility.

Opinion about Library Management

The library management is the important part for taking decisions and for improving the existing conditions of the library and its services on the basis of the opinions / suggestions received from its users. Table 7 gives an overview on the opinions of the students about library management.

Table 7: Opinion about library management

S. No	Opinion	Students	Percentage
1	Worst	0	0.0%
2	Bad	2	1.18%
3	Good	61	35.88%
4	Better	28	16.47%
5	Best	79	46.47%
6	No Response	0	0.0%
	Total	**170**	**100.00%**

Findings

In Table 7, the highest number of respondents that is 79 (46.47%) has the opinion that the library management is best. 28 (16.47%) respondents say it better. 61 (35.88%) respondents say well. However, 2 (1.18%) say the library management is bad; thus, the rooms exist there for improvement of the library services further.

Satisfaction about the Library Services

The purpose of library can only be said successful if its users are satisfied with the services being provided to them.

Thus, a question was also asked about the satisfaction on the library services from the students. Their responses are tabulated in Table 8.

Findings

Table 8 depicts that the majority of the respondents comprising of 168 (98.82%) users have shown their satisfaction with the library services and staff. But 2 (1.18%) respondents are not satisfied with library

services and staff.

Overall Satisfaction about the Library

The responses on the overall satisfaction about the library are tabulated in table 9.

Table 8: Satisfaction about the library services

S. No	Opinion	Students	Percentage
1	Satisfied	168	98.82%
2	Not Satisfied	2	1.18%
3	No Response	0	0.0%
4	Other, If Any	0	0.0%
	Total	**170**	**100.00%**

Table 9: Overall satisfaction about the library

S. No	Types of Satisfaction	Students	Percentage
1	Highly Dissatisfied	0	0.0%
2	Dissatisfied	2	1.18%
3	Normally Satisfied	89	52.35%
4	Highly Satisfied	79	46.47%
5	Other If Any	0	0.0%
	Total	**170**	**100.00%**

Findings

Table 9 shows the majority of respondents 79 (46.47%) are highly satisfied. 89 (52.35%) respondents are normally satisfied and 2 (1.18%) respondents are dissatisfied. It means majority of the students are satisfied with the overall performance of the library.

Conclusion

It is seen that the use of ICT and ICT based services is being increased day by day; thus, it is essential to encourage and enhance the use of library in ICT environment. However, the findings of the present study show that most of the students still using books as information source for their professional study but gradually they are moving towards adoption of ICT oriented environment. However, some of the students who are very less in number, are not satisfied with the present services but rooms are there for improvements which are to be kept in mind in future.

It is also evident from the present study that the majority of the students (respondents) have shown their satisfaction towards helpfulness of library staff in searching information. Thus, it can be concluded that information and communication technology is a boon for libraries, where library users can make use of the latest resources in no time and with accuracy. It is also supported by the results of present study that the students of education field are also moving towards ICT oriented services for satisfying their needs.

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