
Attitude and Awareness of Student and Faculties towards usage of College Library Online Services: A Study of Bangalore City Medical Colleges

By

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Abstract:

The present study was conducted to investigate the attitudes and awareness of students and faculty towards college library online services in Bangalore City medical colleges. The purpose of the study is to determine the awareness of Internet and its online services. This survey was conducted through well-structured questionnaire distributed among 90 faculty members and students, out of which 80 dully filled in questionnaires were received back with 88.88 percent. The analysis stated that the rate of internet use was more among the faculty of science and commerce as compared to the faculty of arts. However, majority of the students expressed their interest in the use of internet and its online resources. The study again recommends provision of more computers with internet facilities, better access speed, and providing more awareness programs in the use of internet and its online services in these colleges

Keywords: Internet, E mail, Network, online services, Bangalore

Introduction

Library is learning center for learning minds. The colleges are the centers for higher education and training. The college libraries play an important role in promoting education in colleges and the students and faculties are the users. Online information or digital information resources are increasingly becoming available due to advance growth Information and communication technologies. As a result, the use of Internet and its online resources and services is growing more rapidly indicating a shift in user's preferences towards online services. The same time, the demand of users has also been changed. In these situations, library services are more users' oriented and online services like Web-OPAC, institutional repository, electronic information resources and other may be provided.

Internet is the world of interconnected computer networks to use the TCP-IP (internet protocol suite) and it links millions of computers all over the world (Wikipedia, 2019). Naik and Kumar (2015) state that 'internet is networks of network and it consists of billions of Government and non-Government networks of local to international level'. In recent world Internet has been grown immensely over the years in this landscape, Internet is considered as an important source of information (Issuu.com, 2019). Naik and Kumar (2019) indicated that awareness entails the ability of users to know about internet services and resources. Proficiency refers to ability processed by users in using internet services for their educational activities. Users of medical colleges to take maximum benefits from internet services and such services can make to their academic activities. Hence, Internet is a network of computers and it connected billions of computers all over the world. Nowadays Internet is considered as important sources of information.

Review Literature

Asemi (2005) showed that all the users were using the Internet frequently and revealed that the research scholars of the university were getting quality of information through the internet. It is also observed in this study that the Google and Yahoo search engines were mostly used compared to other search engines. Tublin (2007) conducted a study on 'when ICT meets schools: differentiation, complexity and adaptability'. The author explores the interaction between ICT (Information Communication Technology) and the schools organizational structure and proposes an analytically model based both on Luhman's system theory and empirical findings. The approaches of building theory from a case study research along with an instrumental multitask

study method was applied to analyze nine Israeli schools that successfully implemented ICT based innovation within school's structure: segmentation, stratification and functional differentiation.

Khaiser and Pramodini (2007) have surveyed about the 'use of e-Journals and databases by the academic community of University of Mysore'. The use of electronic journals and databases subscribed by UGC-Infonet Consortium in University of Mysore and the objectives of the study were to determine the extent of use of electronic resources and to identify the alternative sources used and the extent of awareness of UGC-Infonet Consortium resources among the users. The author used well-structured questionnaires and interview schedule for data collection. The result indicates that the use was marginal and the scientists in the Mysore University campus need constant guidance and training to maximizing the use of the electronic resources. Again this paper also examined the utilization and satisfaction levels of users with respect to the e-resources. The paper also discussed the role of ICD (Information Communication Division) of the University of Mysore in informing the users about the availability of the electronic resources. Hadagali, G. S., Totar, S. V., & Chaitra, D. (2014) have conducted study 'demonstrates the research scholars' attitudes and perceptions on the search engines'. The major findings of the study shows that Google has a significantly higher rate of performance in retrieving web resource as compared with the others search engines.

Kenchakkanavar, A.Y., Hadagali, G.S., & Kashappanavar, R. (2016) have conducted a study on 'researchers' scholars' attitudes on the use of SNSs'. The study shows that the SNSs are becoming popular in the academic set up there by posing many challenges for professionals in the rendering the services and provide users attitude about the social networking sites.

Narasappa, and Dharani Kumar (2018) have carried out a study on use of library service and facilities by teachers of pre-university colleges in Shivamogga district of Karnataka. The authors indicated that teacher's opinion on library services and facilities including library building in the colleges are not good. Colleges of library was sufficient

Naik and Lohar (2019) have carried a study on 'users' attitudes towards library resources and services in medical colleges in Bangalore district'. The authors were discussed about use and awareness of e-resources by college library users. The result reveals that the highest use of library to read textbooks and newspapers. There was moderate use of library resources with over half consulting books and journals.

Narasappa and Dharani Kumar (2019) study conducted on ‘use of library services and facilities by teachers of Pre-university colleges in Shivamogga district: A Study’. The study found that college teachers are suffering from the inadequate library building, infrastructure facilities, reading materials, computers, internet facility and library automation. The study suggested that the concerned department provide basic facilities such as financial support, library building, computers, internet facility, library software and reading materials. Therefore, college libraries quality is automatically increasing.

Objectives of the Study

- To find out the use of Internet and online services among users in the medical colleges.
- To find out the different purposes of using Internet and online services by the academic community.
- To identify the constraints encountered among the users community while using Internet and its online services.
- To find out users satisfaction level while using Internet and its online services provided by the college libraries.
- To suggest ways of providing better internet and its online services to the users.

Methodology

The five under graduate colleges of Bangalore City having arts, commerce, and science faculties were selected for the study. The author has personally visited the colleges and collected data from the respondents. For the present study, Random sampling has been used since there are large numbers of users total 4500 from the five colleges, hence, sample was limited to 2 percent i.e. 90 users were taken for sample size and 18 questionnaires were distributed to each colleges. A well structured questionnaire was designed and distributed to 90 users of the five institutions. Out of which, 80 duly filled in questionnaires were received back with a rate of 88.88%. The data collected from the faculty and students was further computed and interpreted using simple statistical techniques like frequency; percentages as well as other statistical tools were used.

Limitations and Scope of the study

The research study was confined to the colleges in the Bangalore City medical colleges having affiliation from Rajiv Gandhi Health University, Bangalore.

Data Analysis and Interpretation

The data collected through questionnaire were organized and tabulated by using statistical method, and percentages.

Socio-Demographics

Socio-Demographics were the statistical tool for the study of populations.

Table 1: Status wise Respondents

Sl. No.	Status	No. of Respondents	Percentage
1	Faculty	50	55.55%
2	Students	30	33.33%
Total		80	100%

Table 1 show that majority of responses 50 (55.55%) are faculties and 30 (33.33%) of respondents were students. The study shows that majority of respondents are faculty of Medical colleges in Davanagere.

Table 2: Age wise Respondents

Sl. No.	Age	No of Respondents	Percentage
1	18-20	22	27.50%
2	21-30	13	16.25%
3	30-40	26	32.50%
4	40 and above	19	23.75%
	Total	80	100%

Age is one of the basic variables used to find out any difference exists between ages for the use of information resources. It is observed from the above table that majority of respondents 32.50% were from 30 to 40 age groups followed by 23.75%, 23.50% from 40 and above and 18 to 20 age groups. Overall majority of the respondents (32.50%) were from 30 to 40 age groups.

Use of Internet and its online services

Table 3: Use of internet and its online services

	Yes	No	Total
Faculty	37 (74%)	13 (26%)	50 (100%)
Students	25 (83.33%)	5 (16.66%)	30 (100%)

It's clear from the table that 83.33% of students have stated that they were using the internet and even 74% of faculties are also using internet and its online services. 26% and 16.66% of faculty and students are not using internet and its online services.

Faculty-wise breakup of the respondents showing Internet and online services use

Table 4: Faculty-wise breakup of the respondents showing Internet and online services use

Faculties	No. of respondents using the online services and internet	No. of respondents not using the and online service internet	Total Respondents
Arts	10(16.12%)	05(27.77%)	15(18.75%)
Commerce	20(32.25%)	05(27.77%)	25(31.25%)
Science	32(51.61%)	08(44.44%)	40(50.00%)
	62(100)	18(100)	80(100)

Table 4 shows that out of the total 80 respondents, 62 used online service and internet. To ascertain the online service and internet use by the faculty and the students, a faculties-wise breakup of the respondents is shown in Table 4. It shows that fluctuation in the use of online service and internet among different faculties. Nearly half (27.77 per cent) of the arts faculty did not used the online service and internet, while among the science faculty only 27.77 per cent of the respondents were non-users of the online service and internet. Among the online service and internet users, it was found that 32.25 per cent of the commerce faculty and 51.61 per cent of the science faculty were online service and internet users while only 16.12 per cent of the arts faculties' were online service and internet users. 18 (22.5 per cent) respondents, who were not

using the online service and internet, were further queried to understand the reasons for their not using the online service and internet.

Reasons for not using online service and Internet by the respondents

Table 5: Reasons for not using online service and Internet by the respondents

Reasons for not using	No. of Responses	Percentage
No interest	5	27.77%
Need training	2	11.11%
Do not feel it necessary	2	11.11%
No proper internet facility in the institution	6	33.33%
Other reasons (e.g. language problem, etc.)	3	16.66%
Total	18	100%

Table 5 shows that 27.77 per cent of the respondents did not have interest and its online service and internet because they needed training, whereas 33.33 per cent were not using since the institution was not having proper internet facility. Also, 11.11 per cent of the respondents did not felt its necessity and 16.66 per cent had other reasons such as language-related problems, etc.

Experience of Online Service and Internet Use

Table 6: Experience of online service and Internet use

Years	No. of responses	Percentage
0-6 Months	5	8.06%
6-1 Year	12	19.35%
1-2 Years	13	20.96%
2-4 Years	16	20.80%
4 and above years	16	20.80%
Total	62	100%

Table 6 shows that out of the 62 online service and internet users, 20.80% of the respondents were using online service and internet for more than four years. Whereas 19.35 per cent of the academic community were using it for 1-2 years and 20.80 per cent were using online service

and internet for 2-4 years. Rests of the respondents were using it for less than a year. The analysis indicates that half of the respondents were using online service and internet on an average for more than 2 years.

Frequency of online service and Internet use

Table 7: Frequency of online service and Internet use

	Daily	2 to 3 times per week	2 to 3 times per month	Once in a month	Total
No of responses	15	20	20	05	62
Percentages	24.19%	32.25%	32.25%	8.06%	100%

To the above table access the frequency of using the Internet and its online service, the frequency was divided into four categories i.e. daily, two to three times per week, two to three times per month, and once in month. It was found that 32.25 per cent used Internet 2-3 times a week and month, respectively and 24.19 per cent of the academic community used it daily. Hence, the above table clearly shows that on an average majority of users used online service and internet once in a week and month.

Purpose of online service and Internet use

Table 8: Purpose of online service and Internet use

Purpose	Frequency	Percentage
Finding relevant information	60	96.77
Accessing online journals	53	85.48
E-mail	58	93.54
Research work	59	95.16
Searching Job opportunity	43	69.35
General information	35	56.45
Social networking	43	69.35
E-books	44	70.96

Table 8 shows the different purposes for which the respondents used the online service and internet. 60(96.77 per cent) of the respondents used online service and internet ‘to finding related information, 85.48 per cent used for accessing online journals, 93.54 percent for ‘communication’ mainly through e-mail, 95.16 percent for ‘their research work and almost equal percentages (69.35 per cent, 69.35 per cent and 42.2 per cent) for ‘searching jobs and social networking 70.96 per cent fore-books It is encouraging to note that the respondents were making maximum use of the online service and internet and were aware of its benefits for educational purposes as well as other purposes.

Using of different type of Internet Services

Table 9: Using different online service and Internet services

Online Service and Internet Services	Frequency	Percentage
E-mail	58	93.54
Search engines	59	95.16
WWW (world wide web)	43	69.35
Chatting	35	56.45
Frequently asked questions	43	69.35
File transfer protocol(FTP)	25	40.32
Bulletin board services	10	16.12

Table 9 shows that internet and its online service provides a number of services like e-mail, search engines, WWW, etc. Majority of the users used e-mail (93.54 percent), search services (95.16 per cent) as well as the WWW (69.35 per cent) while about 56.45 percent use it for chatting.

Satisfaction with Internet and its Online Services

Table 10: Satisfied with the Internet and its online services

Sl. No.	Satisfied with the college library collection	No. of respondents	Percentage
1	Yes	37	59.67%
2	No	25	40.32%
	Total	62	100%

Tables 10 explain about satisfaction of Internet and its services provided by the college libraries. Maximum number 37 (59.67%) of users stated that they are satisfied. Nearly 25 (40.32%) of users said that they are not satisfied with Internet and its online services provided by the college libraries.

Hence in the above table almost half of users said not satisfied with Internet and its online services provided by the college libraries.

Table 11: Problems encountered in using online services Internet

Problems encountered while Online Services and Internet Services	Frequency	Percentage
Slow online service and internet access speed	62	100
Too long to view/download	59	95.16
Electricity failure	57	91.93
Difficulty in finding relevant information	56	91.35
Limited number of computers	53	85.48
Important sites in subject area not known	55	88.70
Time slot insufficient	54	87.09
Internet connectivity always off	53	85.48
Poor computer using skills	52	83.87

The respondents were asked to state whether they faced any problems (constraints) while using the Online Services and Internet. It was observed that, 100 per cent encountered difficulties while using slow Internet access speed. Naik, Lokesha and Kumar, Kishore, (2019) in their study stated that in some continuation of the query on whether they faced any problems in the use of the Online Services and Internet.

Suggestions/Recommendations

- It is observed that almost 75% of faculty members are using internet and its online services. 25% of faculty members were not using the internet and its online services. In this electronic age, for almost all print resources, there is an equal electronic resource. E-Resources can be accessed through internet. Hence, 100% access to internet and its online services should be ensured the faculty members.

- The presents study reveals that users are use internet and its online services to their research work. It is positive impact on college library users. Hence, it is suggested that the authorities of the library should develop separate section for research scholars.
- It is also reveals that few services such as e-mail, search services highest respondents have stated as good, whereas, 40% of respondents of stated that file transfer protocol, bulletin board services have not reached to the users. This shows that very few services have been reached to the users. In this electronic age, internet services plays pivotal role. Hence, necessary steps should be taken to provide internet and its online services.
- The figure about the satisfaction of internet and its online services reveals that only 60% of users have rated as satisfactory and 40% of the users were not satisfied with these services. Hence 100% satisfaction should be ensured the users of college library. .
- The present study reveals that major problem were slow online service and internet access speed, too long to view/download, electronic failure and difficulty to read through computer. For accessing internet and its online services, the internet bandwidth should be high. Hence steps should be taken up eliminate the above mentioned problems; in order to access the resources are effectively.

Conclusion

Medical college libraries play an important role in promoting education for development of country. ICT are influencing users' information seeking behavior and tools and techniques of information searching. Therefore, users' preferences are learning towards using internet and its online services, they are constrained by the limited availability of the same. This is the responsibility of the college libraries to provide information to the users. They need to maintain information resources both in digital and print formats. There should be a separate Internet section in the library with a well-trained staff to guide readers to access internet and its online services. The library should provide remote and web-based access to the online resources available with them and links to other resources available all over the world in order to satisfy the users' needs.

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