



PERCEPTIONS OF E-LIBRARY USE AS ACADEMIC LIBRARY SERVICES DELIVERY MEDIUM FOR WEB-BASED COURSES

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Abstract

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The purpose of this study is to investigate the ways in which users of India's university libraries in various sections of the country make use of online resources. In addition to this, it investigates the processes that certain libraries implement in order to make their collections available online, as well as the services that these libraries offer to patrons who access their websites via the internet. This research investigates the processes that some academic libraries employ to make their collections accessible online, as well as the challenges that users face when seeking to make use of these services. According to the findings of the study, a number of the university libraries that were analysed are falling behind in terms of making optimal use of the library website and the online forms that it provides. In this study, participants came from a variety of academic institutions. There aren't many libraries that offer cutting-edge, web-based library services for a wide variety of library departments, but that doesn't mean there are none. This research presents data that university librarians in India can use to evaluate the quality of the web-based library services offered by their institutions by comparing those services to the current status of web-based library services. They can do this by using the data presented in this research. They will be able to understand how specialised web-based library services contribute to the overall quality of web-based library services in the context of Web 2.0 and will be able to recommend ways to make better use of web-based library



services as a result of their newly acquired knowledge. In addition, they will be able to recommend ways to make better use of web-based library services.'

Keywords - E-Library, Web-Based Courses , Delivery Medium

Introduction

In the most recent few years, there has been a significant shift away from the traditional methods of providing library and information services due to the development and widespread use of emerging technologies, most notably the Internet and various web-based technologies. This shift is a result of the fact that emerging technologies, such as the Internet and various web-based technologies, have become more accessible to the general public. This transition has occurred as a direct result of new technologies, such as the Internet and various web-based technologies, becoming more available to the general people. This shift has been brought about as a direct result of this. In the most recent handful of years, there has also been a major shift in the standards and expectations that are placed upon customers. Because of this shift in the surrounding environment, an increasing number of libraries all over the world are conducting research and providing newly developed web-based library services such as web catalogues, web search engines, web forms, and so on in order to fulfil the information and library requirements of their patrons. This is being done in order to fulfil the requirements that have been set forth by their customers. The services that library users can access from their own private computers are held in extraordinarily high regard by those library users. This is due to the fact that consumers anticipate being able to gain access to the services over the internet whenever it is most convenient for them, in addition to the fact that these services assist consumers save time. The reason for this is that they are able to save more time by utilising these services. The enormous demand for web-based information services from consumers is prompting libraries to focus a significant deal of attention and resources on establishing these services at the present time. This is a direct response to the demand that has been generated by the customers. For the purposes of this investigation, the term "Web-based Library Services" refers to library services that are delivered with the assistance of an integrated library management system via the Internet as the transmission medium and the library website as the entry point. These services are referred to as "Web-based" because they are provided via the Internet. The purpose of this study is to evaluate whether or not it is possible to deliver library services in such a fashion. Web-based library services are given for the convenience of the end user. These services provide access to online textbooks, databases, and instructional videos, in addition to a digital library that provides links to various other useful resources. It is the only service of its kind because it merges library housekeeping practises, library policies, personnel lists, and other information that can be used to



provide timely assistance. As a result, it is the only service of its kind. In addition to that, it provides links to articles in their entirety. "an information access service in which users ask queries via electronic means such as email or online forms," the definition explains that this is what it is. "an information access service in which users ask inquiries via electronic means such as email or online forms." Even though this is a pretty broad definition, it does an excellent job of encapsulating the essential aspects of the concept. This study investigates both the individuals who utilise the web-based library services that are provided by a number of libraries in a variety of different categories as well as the web-based library services that themselves are being investigated. The purpose of the study was to discover which sorts of web-based library services were used in the various departments and how those services were used (i.e., the users' degrees of skill in making appropriate use of them). In addition, the study also aimed to determine how those services were used. In addition to that, the research looked on the effectiveness of the utilisation of those services. In addition, the purpose of the study is to provide light on the challenges that users have while attempting to access online-based library services, as well as the users' attitudes and expectations surrounding the web 2.0 environment. This is one of the goals of the study. These findings will be derived from the individuals who agreed to take part in the research.

Related work

(Alzamil, M.A et al, 2022) This research was carried out to ascertain the attitudes of LIS educators towards the utilisation of the Internet in the delivery of academic library services to students enrolled in online classes. The role of the Internet as a distribution medium for these services to web learners was analysed and defined through the development of six research questions. During the academic year 2000-2001, a total of 206 LIS educators from one of the 35 LIS programmes in the United States that were recognised to offer LIS degrees and who had previously taught Web-based classes took part in the study. Through the use of an online survey, information was gathered from members of the general public. On the data that was obtained, a descriptive statistics measure and a One Sample T-Test were carried out using Microsoft Excel and SPSS 10.0, respectively.

(K. S. Ali et al. , 2018) This article focuses on the utilisation of web-based library services in India and investigates the manner in which libraries in Institutions of National Importance in India provide web access to their collections and other services over the internet. Thirteen (13) institutions of national importance located in the states of Karnataka, Kerala, and Tamil Nadu made up the study sample for the current investigation. These institutions were chosen for the study using the technique of purposive sampling, which was based on the objectives of the research. A web-based survey was used to collect these data. Specifically, the websites of the selected institutions' libraries were



evaluated using a check-list of 52 items that covered a variety of library-related topics, such as general library information, library resources, library services, links to electronic resources, Web 2.0 tools, and Web 3.0 tools. Following an examination of the relevant literature reviews and earlier study on the subject, the researchers devised this unique check-list in order to facilitate their future work. Findings indicate that several of the assessed Institutions of National Importance in India's Libraries have not completely grasped the potential of the web forms, and are still lagging behind in order to make the most effective use of library websites. It was discovered that only a small number of the chosen colleges' libraries provided web-based library services for a variety of subject areas. This study focuses on the current situation of web-based library services offered by chosen institutions in India that are considered to be of national importance to India's librarians. The institutions in question are located in Southern India. The research also underlines the importance of Web 2.0 and Web 3.0 environments in improving the quality of web-based library services and suggests new methods for making efficient use of web-based library services. This aspect of the research is extremely important.

Madhusudhan, M., & Nagabhushanam, V. (2012). The purpose of this study is to investigate the ways in which users of Indian university libraries make use of internet resources. The processes by which some academic libraries make their collections available online, the processes by which they encourage and facilitate web-based library use, and the challenges that users face when attempting to make use of such services are also investigated. According to the findings of the study, the majority of the university libraries that were analysed are falling behind in their utilisation of the library website and its online resources, notably its online forms. There are a select number of libraries that provide web-based library services that are at the cutting edge of technology for all types of library departments. The purpose of this research is to assist university librarians in India in assessing the quality of the web-based library services that they provide by comparing those services to the state of web-based library services that are currently available. In addition to this, they will get an understanding of how specialised web-based library services improve the quality of web-based library services within the framework of Web 2.0, as well as how to make efficient use of web-based library services in the future.

Ali, K. S., and Khan, Khaisar M., (2017, April). As a direct result of the expansion of web-based technologies in every part of human activity, access to knowledge resources has grown easier and more cost-effective. The web has evolved as a formidable method of information and communication in its delivery. Storage capacity and faster transmission of the quantity of data on the web have resulted in significant changes to the methods in which social organisations and



governments carry out their functions. Downloadable web tools and add-on programmes brought up a wide range of new opportunities for customising, as well as for teamwork and collaboration in the development of new knowledge and the acquisition of existing information. The newly developing technologies, such as Instant Messaging, Podcasting, Vodcasting, blogs, and RSS feeds, as well as their implementations, have been investigated, both in terms of their philosophical underpinnings and their practical uses.

(Kumari, A. H., , 2013) Students regularly communicate with one another, share information and ideas, and express their sentiments through the usage of various social media platforms. Students are able to communicate with one another and share information as well as films, photographs, and text messages through the use of these devices. Students are able to participate because of their efforts. As a consequence of this, students have the opportunity to strengthen both their capacity for social networking and their learning processes, which in turn contributes to an improvement in the level of general knowledge throughout society. This study will research the use of social networking sites (SNSs) among dentistry students at Farooqia Dental College in Mysore, India, with the goals of determining which SNSs are the most popular and why, as well as which SNSs serve what functions, and identifying the most popular SNSs. In addition to that, the paper will talk about the pros and difficulties that come along with using social networking services. A questionnaire was used in the research in order to elicit responses from participants regarding their experiences with social networking sites (SNS). A comprehensive survey consisting of a variety of questions was distributed to a total of one hundred thirty students during the 2012–2013 school year. Among the 125 (96.15 percent) completed questionnaires that were sent back, 122 (93.84 percent) were found appropriate for examination, and among those 122, only three (2.31 percent) were deemed unsuitable for use. The results of the poll indicate that the most common reasons users make frequent use of social networking sites are to look for information and to communicate with their friends. According to the conclusions of the research conducted, the social networking sites (SNSs) that dental students enjoy using the most are Wikipedia, WebDental, and SciSpace.

(Barman L, Mukhopadhyay DK et al. 2018) A medical college in Kolkata, West Bengal, recruited two hundred students for their first year of medical school with the intention of having them take part in a cross-sectional study that was conducted in 2017. In order to collect information regarding the personal characteristics of medical students as well as their utilisation of social networking services, a comprehensive questionnaire was used. Evaluations of both anxiety and depression were carried out with the use of the State-Trait Anxiety Inventory (STAI) and the Beck Depression Inventory



respectively (BDI). In order to evaluate the potential relationships, the Mann–Whitney U test was carried out, and the prevalence was reported as a percentage.

RESEARCH OBJECTIVES

Based on the aims of the study and the results of the literature search, the following research objectives were set: The goals of this research were fourfold: (1) to identify websites belonging to Indian universities that provide online library resources and services; (2) to analyse the online library resources and services provided by different units of the universities under study; (3) to learn how often users access online libraries; and (4) to learn how often users access online library resources and services.

Methodology

A standardised questionnaire was designed for the purpose of carrying out this research, and it was given out to a total of 600 persons spread out over 20 different university libraries in India. Unbelievably, every single participant who was questioned for the poll took the time to respond to the questions. A stratified accidental random sample method was used to choose respondents and engage with people who were present in university libraries throughout the time period covered by the survey. This allowed respondents to be selected from the pool of people who were available in the libraries during the relevant time period. This made it possible to choose responses from within the pool of people who were present in the libraries during the relevant time period. After compiling the information that was gained from the users' responses to a total of 24 questions into tables and figures, the data was then put through an easy process of numerical analysis for the purpose of interpretation. The conclusions of a statistical analysis and an interpretation of the data acquired via surveys are split down into the following sections in further detail, where each topic is addressed in greater depth:

When compared to the performance of other institutions, the findings indicate that the National Institute of Technology in Surathkal earns the highest score on the checklist. This is the case when comparing the universities to each other. The next two universities on the list are the Indian Institute of Science in Thiruvananthapuram and the Indian Institute of Technology in Madras. Both of these institutions are located in India. More than half of the elements on the checklist are covered by an online presence at each of the three educational institutions. On the online checklist for the library's collection, the Kancheepuram campus of the Indian Institute of Information Technology, Design, and Manufacturing has the fewest items (3.8 percent), making it the campus with the least extensive collection. According to the data, each and every library provides their customers with some kind of



information about the establishment, and the overwhelming majority of libraries make their collections available online. Additionally, the majority of libraries provide on their websites information pertaining to their "Library collections," "Hours of operation," "Mail to librarians / Mailing service," "Staff directory," and "Contact details." Sixty-six percent of libraries have a section on their own websites named "Membership details," as well as a section titled "Library regulations, policies, and procedures," which can be found on the majority of library websites. Surprisingly, not a single library has any kind of "Library Newsletter," "web-based user education/virtual-library tour," "Visitor count," "Site search," or "Online feedback form" included on any of their websites. On the websites of the vast majority of libraries, you may find instructions on how to use library resources such as WebOPAC. Additionally, 55.6% of libraries host some form of institutional repository or digital library. The vast majority of libraries offer a "New arrival list," and over half of them, 55.56 percent, offer additional services on their respective websites. The "Citation style guidelines and tools," the "web-based inter library loan service," and the "Online books ID / Request form" are some of the additional services that are provided. This page provides access to a wide range of library books, articles, and other resources. The research indicates that only a single library has uploaded past test papers to an online database for patrons to access. There is just one library in which you may possibly find all of this information. You really ought to go there. On their own websites, the vast majority of libraries make it simple to locate the electronic theses and dissertations, subscribed full text e-journals databases, subscribed full text e-book databases, and bibliographic databases that they have access to. This is true for the vast majority of libraries. On the other hand, only a small fraction of libraries have "Open access e-Books," "Course materials," and "Patent and Standards" sections on their websites. Only 33.33 percent of library websites, according to the findings of the survey, offer "RSS feed / Online integrated push-based-services (eMail based)" and "Library social networking (e.g. Facebook, MySpace, Twitter)." The majority of libraries have not yet upgraded to the most recent and cutting-edge Web 2.0 and Web 3.0 capabilities, which is the key reason why this is the case. A second shocking discovery made during the course of the inquiry was the realisation that not a single library uses "Tagging" (by making use of sites like Delicious), "Wiki," or "Youtube" as part of their collection management practises. The findings of the study indicate that no libraries are currently making use of Web 3.0 capabilities such as "Mobile library websites" and "Mobile Web-OPAC." However, there is just one library in the area that has a "Quick Response Code" (also known as a QR Code) available for use on its website (11.11 percent of libraries).



Conclusion

While the number of people with access to the Internet continues to grow, online library services will need to evolve significantly to remain competitive. The scope and quality of these offerings will increase in the near future. The library system still needs to address concerns about the design and functionality of library websites. Despite the fact that we are in the midst of a process of actively transferring library services, our core objective will remain the same: to assist our users and educate them on how to efficiently discover, analyse, and apply information. While we are actively working to transfer library services, our core goal has not changed. Librarians should be well-versed in the new communication model in order to help their patrons make the shift. In this shift, we see a replacement for human-to-human connection with that of human-to-machine interaction, a shift from printed to digital media, a shift from a text-based to a multimedia focus, and a shift from actual to virtual presence. Librarians should be well-equipped to help their patrons make this change. Although there have been many developments in communication technologies, the reference interview is still the most important part of the reference transaction. To combat these problems, librarians may play a pivotal role in delivering enhanced web-based library services and facilities to users who are at the cutting edge of technological development. Research university libraries in India are falling behind in providing online forms to patrons who make use of a range of web-based library services, according to a recent survey. One technique to facilitate better communication and interaction amongst library patrons is through the use of web forms. It is expected that university libraries will respond to this need by enhancing their web-based library services to include access to electronic forms. The results show that many of the polled university libraries have not completely tapped the internet's potential and are still working on creating efficient online information literacy programmes. In order for users to make the most of the online library resources available to them, these programmes need to provide a high level of interactivity and adaptability. Our study is noteworthy since it is one of the earliest to shed light on how widely used and accepted web-based library services are at a subset of Indian university libraries. Because of this, it might be considered one of the earliest studies on the subject. It also explores the utilisation patterns of specific web-based applications housed in various sections of research libraries. We believe our study to be among the most significant to date because it was one of the earliest attempts to illuminate this topic. As a conclusion, it is crucial to highlight the fact that the research at hand does have certain flaws. Only students from 20 universities were asked to fill out the poll, therefore the results may not be representative of the whole population. A larger sample of academic libraries offering the complete range of web-based library services and reporting users' challenges in accessing them is necessary for a comprehensive analysis. This would be done to assure the quality of future research.



Research should be expanded to include data from other libraries to provide a fuller picture of how web-based library services can be used.

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