

## **Opinions of the Users on Electronic Information Resources and Services in Engineering College Libraries of Bangalore City**

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### **Abstract**

The study has also focused the attention of various stakeholders of management of electronic resources and services. In this age of competitive content management, modern engineering colleges are required to develop infrastructural facilities, train the manpower, cater to the information needs of the users and facilitate all round development of information professionals and information users. The engineering colleges are also called upon by the users of electronic information resources and services to develop infrastructure, improve ICT skills and cater to the developmental needs of the users. There is a need to ensure planned, deliberate and systematic use of electronic information resources and services in engineering college libraries in order to facilitate up gradation of services and optimum utilization of services in modern times.

**KEYWORDS:** Demographic Details, Electronic Resource, Modern Engineering, Information Users, Libraries.

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### **INTRODUCTION**

Primary data were collected from 480 information users who are directly associated with Bangalore city based engineering colleges through survey research method. The primary data were gathered from interview, questionnaire and observation tools. The primary data was first organized and the raw data was transformed in such a way that inferences could be drawn and the corroborated data was put in the form of tables and graphic representations following the standardized statistical analysis procedures. Conclusions have been drawn on the basis of scientific evaluation of demographic features of the sample (users), access to electronic information resources and services, frequency of use of electronic information resources and services, purpose of use of electronic information resources and services and utility of use of electronic information resources and services.

### **Demographic Details of the Respondents**

Modern engineering colleges are called upon develop virtual corporate library in terms of state of the art resources, technologies and services. The library professionals are required to play a major role in fulfilling the requirements of the users of engineering college libraries in Bangalore city and elsewhere. These libraries are also responsible for providing multi-dimensional and multi-faceted services to the users. The professionals and non-professionals are required to make use of the state of the art services, facilities and technologies in order to satisfy the needs of the users. Prominent among the electronic information resources and services include – access to the full text document, cataloguing

of collections, web access to internal data base, on-line tutorials, organized access to subject based gateways, inter library service, e-learning, reference service, Internet and intra-net service, library networking, printing, downloading and so on. The professional librarians are required to gain leadership qualities and deliver timely services to the users in the engineering college libraries. The following tables provide information regarding the extent of accessibility of electronic information resources and services among the users in the engineering college libraries of Bangalore city.

### Demographic Details of the Respondents

Independent Variables	Number	Percentage
<b>Gender</b>		
Male	272	56.67%
Female	208	43.33%
<b>Age</b>		
<40 yrs	260	54.17%
>40yrs	220	45.83%
<b>Education</b>		
Graduates	220	45.83%
Post-Graduates	260	54.17%
<b>Occupation</b>		
Teachers	120	25.00%
Researchers	120	25.00%
Students	240	50.00%
<b>Monthly Income</b>		
< Rs.5000/-	208	43.33%
>Rs.5000/-	272	56.67%
<b>Type of Colleges</b>		
Govt. Colleges	72	15.0
Aided Colleges	108	22.50
Private Colleges	300	62.50
<b>Total</b>	<b>480</b>	<b>100%</b>

The total number of respondents were 480 out of which 56.67% were male and 43.33% female respondents. There were more number of male respondents when compared to female respondents in the study area who have availed educational and employment opportunities in good number in the engineering colleges of Bangalore city. According to the empirical evidence, men (56.67%) outnumbered women since they enjoyed more educational and employment opportunities.

### Purpose of Use of Electronic Information Resources and Services

In this age of competitive content management, the engineering college libraries are required to make use of subject experts and information professionals in the collection and organization of electronic information services and resources which

benefit the community of users. The intellectual resources should be made available in electronic form in order to cater to the changing needs and demands of users who matter most in the contemporary information environment. The organizers are required to provide necessary training and orientation to the users and collect feedback from the users in order to improve the delivery system which benefits the users. The following tables provide information regarding the purpose in the use of electronic information resources and services in the engineering college libraries in Bangalore city.

**Purpose of Use of Collection Development**

Variables	Sub variable		Response			Total	Test Statistics
			Academic	Research	Development		
Occupation	Teachers	F	72	08	40	120	$\chi^2 = 5.291 ;$ $p = .259$
		%	60.0	6.67	33.33	100%	
	Researchers	F	76	08	36	120	
		%	63.33	6.67	30.0	100%	
	Students	F	168	08	64	240	
		%	70.0	3.33	26.67	100%	
Total	F	316	24	140	480	$\chi^2 = 270.20 ;$ $P = .000$	
	%	65.83	5.0	29.17	100%		

The table highlights that, the purpose of use of collection development by the beneficiaries in the study areas. Overall, a majority of the respondents (65.83%) regardless of academic and professional background have stated that they used collection development for academic purpose. A majority of the teachers (60.0%), researchers (63.33%) and students (70.0%) have stated that they used collection development for academic purpose mainly. Chi-square test revealed a significant difference between ‘academic’, ‘research’ and ‘development’ responses where we find that ‘academic’ responses were significantly high ( $\chi^2 = 270.20; p = .000$ ). However, a non significant association was observed between occupational level and their responses.

**Utility of Electronic Information Resources and Services**

The engineering college libraries demand an altogether different organizational structure, delivery system and goods and services. The policy makers are required to make suitable structural changes in order to cope with the changing virtual library management. The managers should also identify new functional areas for effective management of customer relations in the present times. The organizational leaders should change the library staffing pattern in order to suit new virtual library environment. The libraries should also provide multi-disciplinary contents in consultation with the subject experts. The policy makers and organizers should also understand the specific needs of the users and deliver need-based goods and services.

The engineering college libraries can succeed well if they follow scientific approaches to content management.

The engineering college libraries cannot flourish if dogmatism prevails among the professionals. There is an urgent need for professionals to develop their skills, leadership and capacity in order to reach out to the users and live up to their expectations in a competitive business environment. The following tables provide necessary details about the views of the users regarding the utility of electronic information resources and services in the engineering college libraries in Bangalore city.

**Utility of Collection Development**

Variables	Sub variable		Responses			Total	Test statistics
			Most Useful	Moderately Useful	Less Useful		
Gender	Male	F	200	72	-	272	=3.454; p=.063
		%	73.53	26.47	-	100%	
	Female	F	168	40	-	208	
		%	80.77	19.23	-	100%	
Age	< 40yrs	F	192	68	-	260	=2.523; p=.112
		%	73.85	26.15	-	100%	
	> 40yrs	F	176	44	-	220	
		%	80.0	20.0	-	100%	
Education	Graduates	F	172	48	-	220	=0.521; p=.470
		%	78.18	21.82	-	100%	
	Post Graduates	F	196	64	-	260	
		%	75.38	24.62	-	100%	
Occupation	Teachers	F	96	24	-	120	=2.133; p=.344
		%	80.0	20.0	-	100%	
	Researchers	F	88	32	-	120	
		%	73.33	26.67	-	100%	
	Students	F	176	64	-	240	
		%	73.33	26.67	-	100%	

<b>Monthly Income</b>	<Rs.25,000	F	152	56	-	208	= 2.644; $\chi^2$ p=.104
		%	73.08	26.92	-	100%	
	>Rs.25,000	F	216	56	-	272	
		%	79.41	20.59	-	100%	
<b>Type of Colleges</b>	Govt. Colleges	F	44	28	-	72	$\chi^2=14.195$ ;  p=.001 $\chi^2$
		%	61.11	38.89	-	100%	
	Aided Colleges	F	92	16	-	108	
		%	85.19	14.81	-	100%	
	Private Colleges	F	232	68	-	300	
		%	77.33	22.67	-	100%	
<b>Total</b>	F	368	112	-	480	=136.53; $\chi^2$ p=.000	
	%	76.67	23.33	-	100%		

Table indicates that, the opinion of the respondents about the extent of usefulness of collection development among the beneficiaries in the study areas. Overall, a majority of the respondents (76.67%) regardless of gender, age, educational status, occupational status, economic status and type of engineering colleges have stated that collection development was most useful electronic resource and service to them. Chi-square test revealed a significant difference between ‘most useful’, ‘moderately useful’ and ‘less useful’ responses, where we find that ‘more useful’ responses were significantly high ( $\chi^2=136.53$ ;  $p=.000$ ). Further, significant association was observed between type of colleges and responses ( $\chi^2=14.195$ ;  $p=.001$ , where aided colleges indicated more usefulness than government and private colleges. However, rest of the demographic variables did not have significant association with their responses.

#### Utility of Engineering Databases

Variables	Sub variable	Responses			Total	Test statistics	
		Most Useful	Moderately Useful	Less Useful			
<b>Gender</b>	Male	F	208	64	-	=2.766; p=.096	
		%	76.47	23.53	-		100%
	Female	F	172	36	-		208
		%	82.69	17.31	-		100%

<b>Age</b>	< 40yrs	F	200	60	-	260	=5.598;  p=.018
		%	76.92	23.08	-	100%	
	> 40yrs	F	188	32	-	220	
		%	85.45	14.55	-	100%	
<b>Education</b>	Graduates	F	184	36	-	220	=4.920; p=.027
		%	83.64	16.36	-	100%	
	Post Graduates	F	196	64	-	260	
		%	75.38	24.62	-	100%	
<b>Occupation</b>	Teachers	F	100	20	-	120	$\chi^2$  p=.30 $=2.357; 8$
		%	83.33	16.67	-	100%	
	Researchers	F	92	28	-	120	
		%	76.67	23.33	-	100%	
	Students	F	184	56	-	240	
		%	76.67	23.33	-	100%	
<b>Monthly Income</b>	<Rs.25,000	F	160	48	-	208	=1.120; p=.290
		%	76.92	23.08	-	100%	
	>Rs.25,000	F	220	52	-	272	
		%	80.88	19.12	-	100%	
<b>Type of Colleges</b>	Govt. Colleges	F	56	16	-	72	= 0.337; p=.845
		%	77.78	22.22	-	100%	
	Aided Colleges	F	84	24	-	108	
		%	77.78	22.22	-	100%	
	Private Colleges	F	240	60	-	300	
		%	80.0	20.0	-	100%	
<b>Total</b>	F	380	100	-	480	=163.33; $\chi^2$ p=.000	
	%	79.17	20.83	-	100%		

Table displays that, the opinion of the respondents about the extent of usefulness of engineering databases among the beneficiaries in the study areas. Overall, a majority of the respondents (79.17%) regardless of gender, age, educational status, occupational status, economic status and type of engineering colleges have stated that engineering databases was most useful electronic resource and service to them. Chi-square test revealed a significant difference between 'most useful', 'moderately useful' and 'less useful' responses, where we find that 'more useful' responses were significantly high ( $\chi^2=163.33$ ;  $p=.000$ ). Further, significant association was observed age and education with their responses. Age-wise analysis revealed those with above 40 years indicated more usefulness than respondents with less than 40 years ( $\chi^2=5.598$ ;  $p=.018$ ) and education-wise analysis revealed that graduates indicated more usefulness than post graduates ( $\chi^2=4.920$ ;  $p=.027$ ). However, rest of the demographic variables did not have significant association with their responses.

## METHODOLOGY

The attitude and behavioral patterns of users of Demographic opinions of the Respondents of Electronic Information Resources and Services in engineering college libraries in Bangalore city. We presented information table wise, Purpose of Use of Collection Development, Utility of Collection Development, Utility of Engineering Databases. A combination of quantitative and qualitative studies is also advocated for the better understanding of their demographic electronic information resources and services.

## CONCLUSION

The various stakeholders of electronic information resources management should also work in close collaboration in order to design ethically sound, professionally viable and socially accountable electronic information resources management and delivery of need based services in the study area.

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