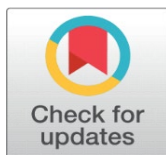
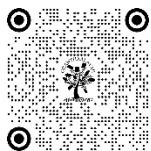


A CRITICAL STUDY ON LIBRARY USER'S AWARENESS AND SATISFACTION LEVEL OF E-RESOURCES

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ABSTRACT

There is a growing consensus among academics that electronic resources are crucial, essential, and highly advantageous. The significant technological advancements, particularly in the last decade of the twentieth century, have led to the rapid emergence of electronic resources, which are gradually displacing traditional print resources. Librarians need to stay up-to-date on the latest services and acquire new skills to meet the demands of the digital world. This research looks at how well users are aware of and make use of e-resources. Using a simple random sample procedure, 150 completed questionnaires were collected from students using the library. The survey was designed with quantitative data. The results indicate a need for improved outreach by library staff, enhanced infrastructure, and targeted orientation programs to better support students in accessing and utilizing e-resources effectively.

Keywords: E-Resources, Awareness, Satisfaction, Database, Library

1. INTRODUCTION

Libraries are places that prioritize helping others. The primary objective is to inspire the user to make the most of the available resources and services. The key to user satisfaction is providing the correct information to the appropriate reader at the right moment. Nowadays, data is considered a product that, once refined, should be delivered to the intended consumer. Libraries, like any good marketing firm, can use their resources to get customers to make use of their offerings. The needs of library patrons are paramount. The happiness of library patrons is the library's first priority. In order to make the most of library resources, it is crucial to develop a meaningful connection between users and library facilities. Whether it's documents, services, or anything else, modern libraries have upgraded their structures. The library and information science landscape has been transformed by advancements in communication and computing technology. The days of independent libraries whose value was based more on the quantity of materials than on the quality of those materials' resources and services are over.

Users will have an easier time connecting to online services as the paradigm shifts from standalone libraries to information networks that include libraries. The rise of the internet and multimedia has further complicated the already difficult work of library and information science professionals. The web has made a wide variety of resources, including bibliographic databases, table of contents, full text databases, preprints, online first, etc., available to desktop computers. Electronic journals, books, digital repositories, databases, and more are all available through libraries' online resources.

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"Digital Libraries" pose a threat to our industry today. The world and the requirements of its users are both ever-changing and dynamic. Nowadays, users should know what resources are available at their library. The primary obstacle is getting people to switch from using traditional resources and services to using those that are available online. The ability to independently locate, retrieve, and use information has made it imperative that end-users acquire abilities linked to information technology.

The transmission of information is no longer constrained by physical borders, thanks to advancements in information and communication technologies. We now often refer to the creation and utilization of electronic resources as e-resources since the widespread digitalization of print media has brought about a paradigm shift in every aspect of human existence. The use of electronic materials, such as books and articles, is on the rise, and there is a deluge of new scholarly writing available online. Rapid growth necessitates familiarity with and application of electronic resources. Therefore, electronic resources are defined as documents that are presented in an electronic format and made available to users using any information retrieval system that is based on computers.

Evaluating the user community's knowledge and use of electronic resources is an ongoingly difficult endeavor. Books and periodicals are now more accessible than ever before thanks to the digitization of previously printed content. Students can be assisted in their search for a wide variety of information through electronic resources, which include databases, journals, magazines, books, audio, photos, data, GIS, digital library projects, subject guides, newsletters, conference proceedings, and web search tools. Even if libraries contain an abundance of information resources, they will be useless and a waste of money if no one uses them. In today's academic world, electronic materials are indispensable and highly prized. Academics at the university level are a unique breed that depend on up-to-date data. The digital age has grown up with the internet and all its technological conveniences, but the sheer volume of data available online and the rapid pace at which technology is evolving have presented students with new obstacles in making sense of and effective use of this data.

2. ADVANTAGES AND DISADVANTAGES OF E-RESOURCES

Advantages of E-Resources

1. Accessibility and Convenience

The accessibility of information through e-resources is unmatched in terms of ease. Electronic resources, in contrast to physical ones, do not require actual library visits; instead, they may be accessed from any place with an internet connection, allowing for more adaptable study and research schedules.

2. Up-to-Date Information

To guarantee that users have access to the most recent research and advancements in their sector, e-resources are regularly updated. Because of the potential influence of out-of-date information on research quality and results, this is of the utmost importance in rapidly developing domains such as environmental science, technology, and health.

3. Space-Saving

Space is a common issue for libraries, as the physical materials housed inside may easily outstrip the allotted space. However, because electronic materials don't need physical storage, libraries may make more room for study rooms and collaborative workplaces.

Enhanced Searchability

The extensive search options that come with most e-resources make it much easier for consumers to locate the exact information they need. Because users can search for information using a variety of criteria, including keywords, authors, publication dates, and more, research becomes much more efficient.

Environmental Impact

The need for printed goods is reduced as more people turn to digital resources, which is good for the environment. Libraries may lessen their impact on the environment and promote sustainability by cutting back on paper use, which helps with conservation initiatives.

Supports Diverse Learning Styles

More people can access knowledge because multimedia e-resources cater to different learning styles and interests. Those who learn best by sight or sound can greatly benefit from the many non-textual resources available today, such as video lectures, podcasts, and interactive simulations.

Challenges of E-Resources

Technical Issues and Accessibility Barriers

The devices and consistent internet connectivity required to access electronic resources may be out of reach for some users. On top of that, you might need to download additional software or use a different device to access certain resources. Libraries should provide other access points, like on-campus computers or downloadable content, to overcome these obstacles.

Licensing and Subscription Costs

It is expensive for libraries to purchase e-resources, particularly scholarly databases and journals. Due to the high cost of subscriptions, libraries are unable to purchase all of the materials offered by publishers such as IEEE, Elsevier, and Springer. For smaller libraries that are already strapped for cash, the expense of electronic resources might be even more of a strain.

Digital Literacy and Training

Unfortunately, not everyone who uses libraries has a firm grasp on how to utilize computers and the internet. Libraries should put money into training programs that teach people how to use e-resources properly, including how to search effectively and how to determine the reliability of the material they find.

Privacy and Security Concerns

Users' personal information and data could be compromised due to the digital nature of e-resources. Particularly when using subscription-based services that could record users' search history and usage habits, libraries must guarantee the security of patron data.

Perception of Information Credibility

There is a possibility that some users will see open-access e-resources as having less credibility than more conventional print materials. To assist change this attitude, it's important to explain how trustworthy e-resources undergo peer review and curation.

3. REVIEW OF LITERATURE

B M, Puneeth. (2022) the study examined library users' e-resource familiarity and use in University of Agricultural Sciences GKV, Bangalore. This study found that 84 (76.4%) of respondents visit the library for study, 45 (40.9%) are aware of and use GKV Library's e-resources, 94(85.5%) use Krishikosh e-thesis, 60(54.5%) use CeRa Databases, 36(32.7%) say irrelevant content on the Internet is the main problem, 32(29.1%) say lack of system speed and net The study advised students to attend user awareness/orientation and training sessions to access e-resources for learning to attain their educational goals. E-resources are crucial, thus teachers/staff encourage students in using them and raising awareness of their usage for learning. Agriculture University Library should train customers to use electronic resources. Bajpai, Pn & Sharma, Sanjeev. (2017) Information and Communication Technology has greatly impacted library services. Electronic resources have transformed libraries and information centers in the previous decade. It has enabled speedier global information access in various ways. This research report examines Delhi NCR special library customers' awareness and use of electronic resources. The survey also examines e-resource utilization, issues, and user satisfaction. The survey found 58.5% of consumers visit the library every day. 87.1% of users know about search engines, 84.2% about e-journals, and 80% about e-books. 75.4% utilize search engines, 71% e-books, and 64.7% e-journals. E-resources are used most for course work (61%) by respondents, followed by research (57.7%) and current information (55.9%). Respondents have trouble accessing e-resources due to slow network speed, lack of understanding, and lack of advice. The study indicated that 49.2% of respondents are satisfied and 40.3% are moderately satisfied with e-resources. Thakor, Dinesh. (2023) This study evaluates academic library customers' awareness, utilization, and views concerning its resources and services. The survey method was employed for this investigation. A Google form questionnaire was built for data collecting. Then 150 Shrimad Rajchandra Vidyapith B.Sc., M.Sc., and PGDMLT students received an online questionnaire. A total of 120 replies were received. This study found that most respondents use the library when needed. Most respondents use library books and periodicals. They also know about newspapers, reference books, periodicals, and textbooks, and many respondents use library reference books. All responders also know the library's reference,

newspaper and magazine, internet, and reading services. Many people think the library has enough newspapers, magazines, and reading materials. A large 61.67% of respondents said library materials and services are helpful, while 38.33% said they are most helpful. Furthermore, the Majority 95.83% are happy with library services.

Verma, Manoj & Parang, Buit. (2015) ICT has affected library collections, services, and resource management. Every human function in the digital age requires information. Academic libraries are vital to university teaching, learning, and research. With the evolving ICT landscape, they have always attempted to lead their academic duties and serve user information wants. The time dimension and technological revolution are changing users' attitudes and information seeking behaviors, therefore user satisfaction analysis is necessary to evaluate library collection and services. This study examines MZU School of Physical Sciences PG students' library utilization.

4. RESEARCH METHODOLOGY

Research Design

The study employed a survey design to facilitate quantitative data collection.

Participants and Sampling Procedure

A total of 180 questionnaires were distributed among library students using a simple random sampling procedure. After the distribution, 150 completed questionnaires were returned and deemed usable for analysis, resulting in a response rate of approximately 83.3%.

Data Collection

Data collection was conducted through a structured questionnaire designed specifically for this study.

Data Analysis

Upon collecting the completed questionnaires, statistical analysis was performed using appropriate software. Descriptive statistics e.g., chi-square tests were employed to summarize the data, allowing for a clear presentation of demographic characteristics, awareness levels, usage patterns, challenges faced, and satisfaction ratings.

5. DATA ANALYSIS AND INTERPRETATION

Table 1: Gender of the respondents

Gender	Frequency
Male	80
Female	70
Total	150

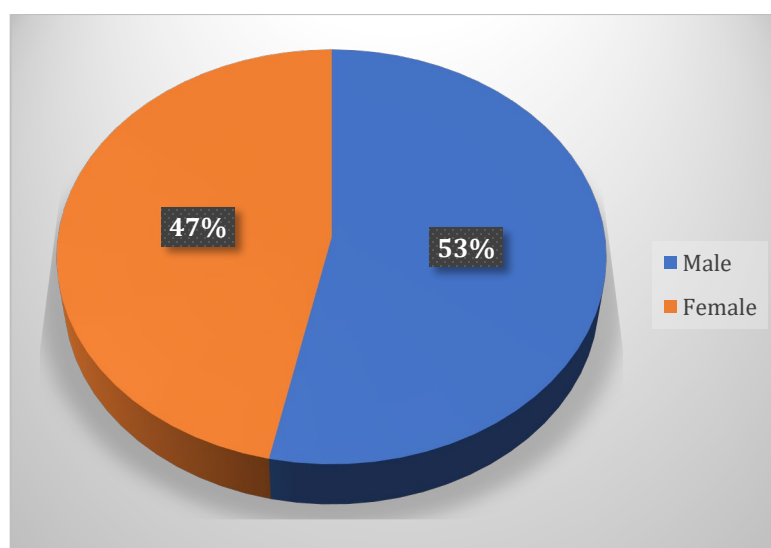


Figure 1: Gender of the respondents

Table 1 shows the gender distribution of responders. Out of 150 participants, 80 are male (53.33%) and 70 are female (46.67%).

Table 2: Awareness about e-resources

Awareness	Percentage
Yes	85.0
No	15.0
Total	100.0

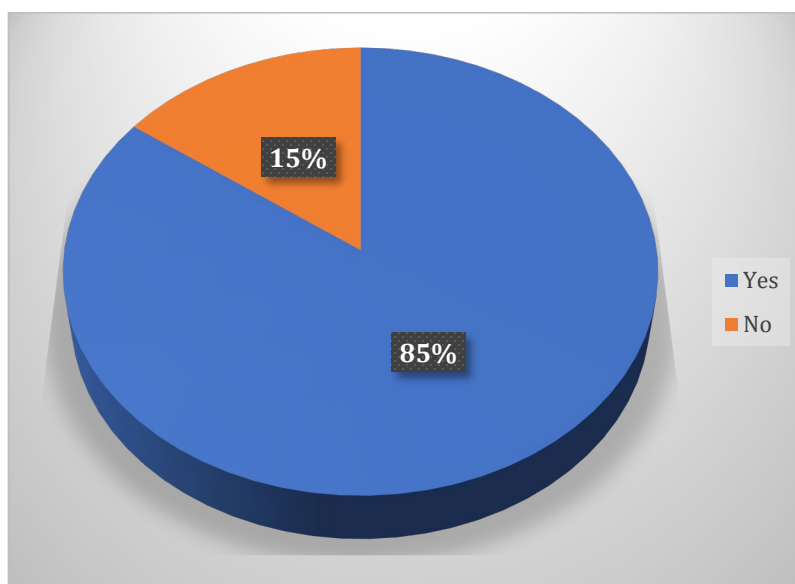


Figure 2: Awareness about e-resources

Table 2 shows respondents' e-resource awareness. Only 15% are unaware of e-resources, while 85% are aware about it.

Table 3: Sources of awareness about e-resources

Sources	Percentage
Through library visit	39.5
Through friends	27.0
Through Library Staff	17.5
Library Website	9.8
Teachers	6.2

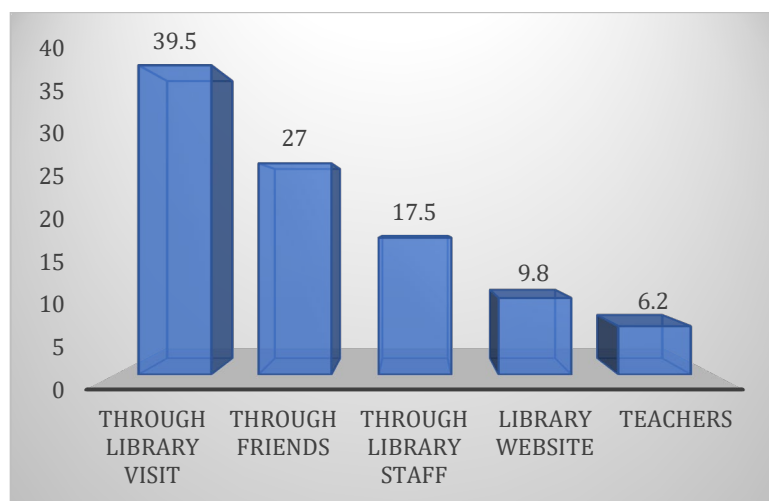


Figure 3: Sources of awareness about e-resources

Table 3 shows that respondents learned about Library e-resources through various channels. Students first learned about e-resources from library trips (39.5%) and friends (27%). 17.5% were informed by librarians. 9.8% on the library website and 6.2% from teachers. The study found that library staff and other facilitators are not doing enough to educate students about e-resources, therefore orientation programs are needed.

Frequency of Access	Percentage
Through library visit	39.5
Through friends	27.0
Through Library Staff	17.5
Library Website	9.8
Teachers	6.2

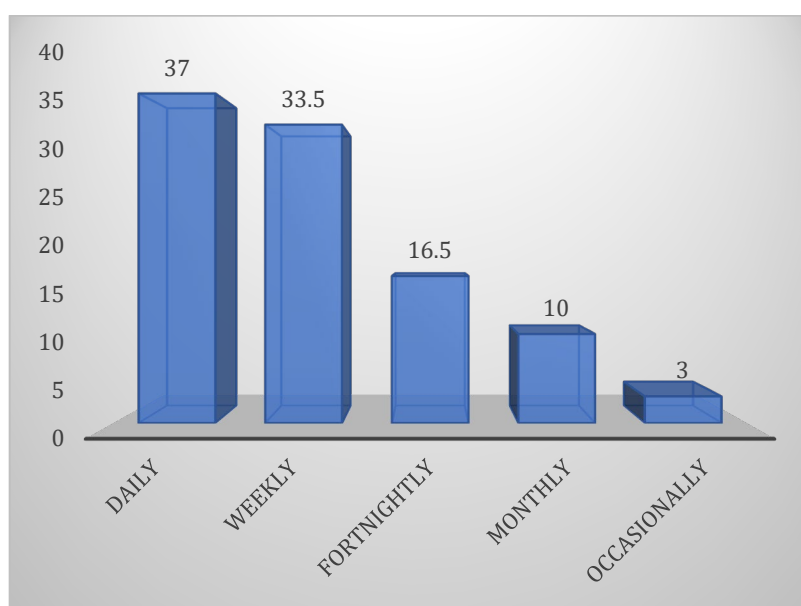
Table 4: Usage of e-resources**Figure 4: Usage of e-resources**

Table 4 demonstrates student e-resource usage. 37% of students utilize e-resources daily, 33.5% weekly, 16.5% fortnightly, 10% monthly, and 3% sporadically.

Table 5: Usage of different types of e-resources

E-resources	Percentage
E-Journals	40.0
E-Books	28.0
E-Theses/Dissertation	18.8
E-Databases	8.2
All e-resources	5.0
Total	100

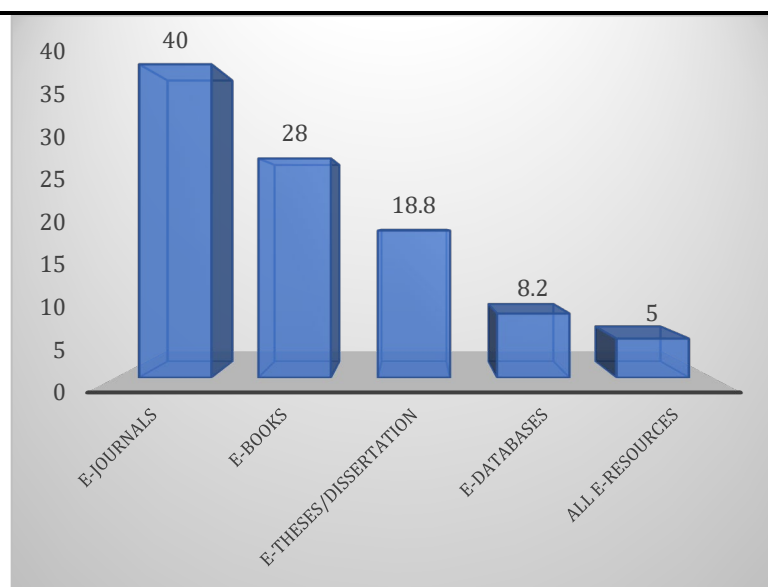


Figure 5: Usage of different types of e-resources

Table 5 shows how students use e-resources. E-journals are used by 40% of students and e-books by 28%. 18.8% use e-theses/dissertations, 8.2% e-databases. A mere 5% of students use these e-resources.

Table 6: Problems faced while accessing/using e-resources

Problems	Percentage
Slow speed of the Internet	44.7
Difficulty in finding relevant information	43.3
Infrastructure not suitable	7.2
Library timing not suitable	3.6
Library staff not supportive	1.2
Total	100

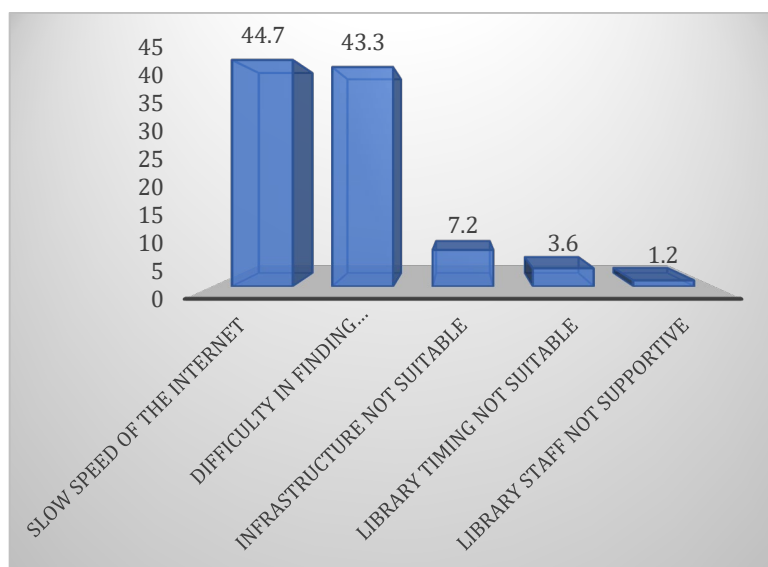


Figure 6: Problems faced while accessing/using e-resources

Table 6 shows student e-resource access issues the table shows that 44.7% and 43.3% of students complained about slow Internet speed and trouble finding relevant information, 7.2% said the infrastructure is not suitable, 3.6% said library timing is not suitable, and 1.2% said library staff is not cooperative. They expected the library personnel to inform them of new services and sources, but the outcomes were disappointing.

Table 7: Level of Satisfaction of using E-resources

Level of Satisfaction	Percentage
Satisfied	32.0
Very Satisfied	29.0
Extremely Satisfied	17.4
Partially Satisfied	16.6
Dissatisfied	5.0
Total	100

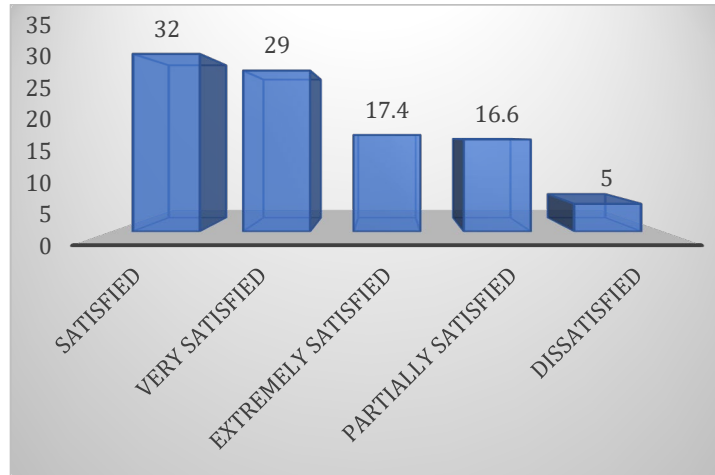
**Figure 7: Level of Satisfaction of using E-resources**

Table 7 shows that 32% of students were satisfied with their subscription e-resources, 29% were very satisfied, 17.4% highly satisfied, and 16.6% partially satisfied. Although only 5% of students were unhappy, that is significant.

Variable	Awareness Level (n)	Satisfaction Level (n)	Chi-Square Value (χ^2)	Degrees of Freedom (df)	p-value	Significance
High	65	60	9.234	2	0.010	Significant
Moderate	50	55	4.365	2	0.112	Not Significant
Low	35	35	7.489	2	0.023	Significant
Total (n=150)	150	150	-	-	-	-

Table 8: Chi-Square Test Results for Awareness and Satisfaction Level of E-Resources among Library Users (n=150)

The chi-square test shows that there is a statistically significant association between awareness level and satisfaction level of e-resources for users with high and low awareness (p-values = 0.010 and 0.023, respectively). This indicates that users who are more aware of e-resources are generally more satisfied. For users with moderate awareness, the association between awareness and satisfaction is not statistically significant (p-value = 0.112), suggesting that moderate awareness may not directly affect satisfaction.

6. CONCLUSION

E-Resource use has grown fast in the recent two decades. E-resource awareness and use are frequent among library users, according to the survey. E-resources are vital to discovering reliable, timely, and relevant information because library users utilize them to search, retrieve, and communicate research. Electronic resources also enhanced research production. The study found that students are using e-Resources more. To maximize user access, libraries must acquire additional online materials. E-resource difficulties are handled by the library's helpdesk. Libraries must hold annual awareness seminars for new students to maximize e-resource use.

CONFLICT OF INTEREST

None

ACKNOWLEDGEMENTS

None

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