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## A STUDY OF ACADEMIC FACULTY SATISFACTION OF E-RESOURCES AND SERVICE IN UNIVERSITY AND FISHERY SCIENCE LIBRARIES

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### Abstract:

*This is a study on electronic information and information seeking behaviour of Marine science faculty. This study is based on empirical data collected through questionnaire and from an online survey conducted between January 2010 to March 2010 at south Indian Marine science departments and Libraries. The goal of this study is to investigate how this faculty uses the e-resources in our institutional resources and also studied need and satisfaction levels of various information sources and to obtain insights into information-seeking behaviour, especially its similarities and differences compared with the information-locating patterns used by their marine science and fishery College Libraries.*

### Keywords:

*University Libraries, Fishery college libraries, Information needs, User satisfaction.*

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## 1. INTRODUCTION

Electronic resources, particularly journal literature have become a major element of library collections worldwide. In colleges and universities, electronic resources, as an integral part of an institute's libraries and academic resources, are assisting learning, teaching and research activities. Therefore, it has become a great challenge for the electronic resource producers and providers to understand the variety of users' demands in order to improve the efficiency and value of the utilisation of electronic resources. This needs to be undertaken so that the libraries can attract more potential users and enhance the service quality and customer satisfaction (Liyi Zhang 2011).

The rapid advancement of information and communication technology (ICT) has brought a revolutionary change in the information scenario giving rise to a number of options to handle varied information sources conveniently and effortlessly as a result of which e-resources have become the most sought after modern library's reserves in satisfying varied needs of students, teachers, and researchers with minimum risk and time.1 Information technology has changed the world and has become one of the important tools for retrieving information. The electronic

information resources have acquired a major portion of library collections. The value and use of information resources, particularly e- resources, have increased with the time. Therefore, there is necessity to make study on the different aspects of e- resources and the issues relating to the use of e-resources by users, more particularly by faculty of departments of marine science and Fishery College Libraries.

## **2. IMPORTANCE OF THE STUDY**

It is important to classify and distinguish what is meant by an “electronic resource”. In the context of this work, an electronic resource (e-resource) is a separately linked and accessed “wholesome” unit of learning material that presents a topic, an idea, a concept, or a method. For example, an electronic book is an e-resource while its chapters although dealing with different sub-topics, ideas, concepts or methods, will not be considered as distinct e-resources since they will be considered as an integral part of the wholesome unit; the e-book. Similarly, a course web site dealing with the contents of a course will have chapters or sections as well as examples, quizzes, exam questions, solutions, etc., and will be considered as a wholesome unit while its sub-space will not be linked separately (Dervis Z. Deniz e tal-2010).

In recent years, electronic resources have become the library’s important storage of a university library and the fund purchase electronic resources, also increased quickly, year after year. In order to find out the reader present conditions, difficulties and requirement of using e-resources of the marine science libraries carried out sampling, questioning and investigating of all faculties, students and research scholars. The purpose of this paper is to present the present of this investigation.

## **3. OBJECTIVES OF THE STUDY**

The following are the major objectives of the present study:

1. An investigation of the reader’s ability to use electronic resources
2. To find the purpose and utilization of the electronic resources and services by the faculties
3. To know the level of satisfaction on current e-resources
4. To know the difficulties encountered by the users while using e-resources
5. An evaluation on whether the readers are satisfied with electronic information resources

## **4. METHODOLOGY**

The study is completely based on primary data, the purpose of the study a structured questionnaire was designed and 197 questionnaires were distributed, out of which 126 questionnaires were received back with the response rate being 64%. Received sample questionnaires were analyzed statistically. The study was limited to find the use of e-resources of faculties in Marine science departments and fishery colleges in south Indian four states i.e., Andhra Pradesh, Karnataka, Kerala and Tamil Nadu.

## 5. ANALYSIS AND INTERPRETATION OF RESULTS

The respondents were asked to state their opinion about dependence on e-resources for information and satisfaction with the electronic resources and services offered by the library for supporting research and teaching. Later the respondents were asked to use five point scale given in the questionnaire to express their opinion as to how much they get satisfied with electronic resources available in the marine science library for research and teaching.

The opinion has been collected from faculty members on performance of the library in providing accessibility to e-resources. The data has been tabulated and presented in Table 5.1.

**Table 5.1:** Performance of the Library in Satisfying users' Information needs via E- Resources: Faculty Members

Sl No	User needs	Total=126					$\chi^2$
		Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	
1	The library provides adequate access to e-resources	17 (13.5)	101 (80.2)	06 (4.8)	02 (1.6)	00 (0.0)	10.732* Significant at 1% level
2	The library offer adequate instructions and assistance on use of e- resources.	18 (14.3)	107 (84.9)	00 (0.0)	01 (0.8)	00 (0.0)	15.687* Significant at 5% level
3	The library provide adequate training on use e-resources	21 (16.7)	102 (81.0)	02 (1.6)	01 (0.8)	00 (0.0)	11.858* Significant at 5% level

Table 5.1 reveals that, the highest number of the respondents (strongly agree 14.3% and agree 84.9%, put together 99.2%) were of the opinion that the librarians offer adequate instructions and assistance, enabling them to use e-resources effectively, whereas, the rest of the respondents (0.8%) disagreed. The third particular is placed at second rank, for which a large number of the respondents, (strongly agree 16.7% and agree 81% put together 97.6%) agreed that the library provides adequate training as how to use e-resources, whereas the negligible percentage respondents were neutral (1.6%) and disagreed (0.8%). The first particular is placed at third and last rank. The majority of respondents (93.7%) (Strongly agree 13.5% and agree (80.2%) said the library provides adequate access to e-resources, whereas 4.8% were neutral and 1.6% disagreed.

Chi-square test was made to test the significance of association between the degree of satisfaction towards the libraries providing adequate access to e-resources and the grade of the faculty members. The calculated chi-square value was found to be statistically significant. Therefore, it inferred that there is an association between the level of satisfaction and the designation of the faculty members.

Another important factor, chi-square test was made to test the significance of association between the degree of satisfaction towards the library offering adequate instructions and assistance on use of e-resources and the designation of the faculty members. The calculated chi-square value was found to be statistically significant. Therefore, it is inferred that there is an association between the level of satisfaction and the designation of the faculty members.

In addition, the chi-square test was made to test the significance of association between the degree of satisfaction towards the libraries providing adequate training on use of e-resources and the designation of the faculty members. The calculated chi-square value was found to be statistically significant. Therefore, it is inferred that there is an association between the level of satisfaction and the designation of the faculty members.

**Table 5.2:** The Quality of Information you acquire from Electronic Resources

Sl No	Teaching Faculties	High Quality	Somewhat high quality	Poor quality	Total	$\chi^2$
1	Professors	48 (38.1)	00 (0.0)	01 (0.8)	49 (38.9)	25.730* Significant at 1% level
2	Readers/Associate Professors	20 (15.9)	00 (0.0)	00 (0.0)	20 (15.9)	
3	SSL/Assistant Professors	37 (29.4)	02 (1.6)	01 (0.8)	40 (31.7)	
4	Lecturers	16 (12.7)	01 (0.8)	00 (0.0)	17 (13.5)	
	Total	121 (96.0)	3 (2.4)	2 (1.6)	126 (100.0)	

The above table reveals that 96% of faculties said high quality of information could be acquired from e-resources, 2.4% said somewhat high quality and only 1.6% said poor quality of information. It is significant to note that a number of scientists and faculty members, who said somewhat high quality and poor quality is very less.

Chi-square values have been calculated to test the significance of association between the ranking of quality of information and designation of faculty members. The calculated chi-square value was found to be statistically significant at 1% probability level. Therefore, it could be inferred that, there is a significant association between the designation of faculty members and the level of ranks assigned to the quality of information.

**Table 5.3:** The Typical Access Time when you Search an Electronic Resource

Sl No	Teaching Faculties	Very fast	Fast	Some What fast	Slow	Total	$\chi^2$
1	Professors	14 (11.1)	25 (19.8)	06 (4.8)	04 (3.2)	49 (38.9)	1* 18.78

2	Readers/Associate Professors	06 (4.8)	04 (3.2)	07 (5.6)	03 (2.4)	20 (15.9)
3	SSL/Assistant Professors	13 (10.3)	16 (12.7)	08 (6.3)	03 (2.4)	40 (31.7)
4	Lecturers	06 (4.8)	10 (7.9)	01 (0.8)	00 (0.0)	17 (13.5)
	Total	39 (31.0)	55 (43.7)	22 (17.5)	10 (7.9)	126 (100.0)

Chi-square values have been calculated to test the significance of association between the rating of the typical access time to search an e-resource and the designation of scientists. The calculated chi-square value was found to be statistically significant at 1% probability level. Therefore, it could be inferred that, there is a significant association between the designation of faculty members and the level of ranks assigned to rating the typical access time to search an e-resource.

Web usability is an approach to mark websites easy to use for an end user, without requiring undergoing any specialized training. The broad goal of usability can be:

1. Present the information to the user in a clear and concise way.
2. To give the correct choices to the users, in a very obvious way.
3. To remove any ambiguity regarding consequences of an action e.g. click on important/delete/remove/parches
4. Put the most important thing in the right place on a web page or a web application.

**Table 5.4:** The Usability of the Interface of the Library Websites

Sl No	Teaching Faculties	Very Easy	Easy	Somewhat Easy	Not easy	Total	$\chi^2$
1	Professors	03 (2.4)	33 (26.2)	09 (7.1)	04 (3.2)	49 (38.9)	20.175* level Significant at 1%
2	Readers/Associate Professors	01 (0.8)	08 (6.3)	08 (6.3)	03 (2.4)	20 (15.9)	
3	SSL/Assistant Professors	08 (6.3)	21 (16.7)	07 (5.6)	04 (3.2)	40 (31.7)	
4	Lecturers	03 (2.4)	08 (6.3)	06 (4.8)	00 (0.0)	17 (13.5)	
	Total	15 (11.9)	70 (55.6)	30 (23.8)	11 (8.7)	126 (100.0)	

To know the web usability, respondents were asked to rate the usability of the library websites. Usability rate of library website is given in Table 5.4. A large number of faculty members rated the usability of library websites as easy (55.6%) and somewhat easy (23.8%). A small percent of faculty members rated it as very easy (11.9%). It is good to note that a small percent of faculty (8.7%) rated it as not easy.

Chi-square value has been calculated to test the significance of association between the usability of library websites and designation of scientists. The calculated chi-square value was found to be statistically significant at 1% probability level. Therefore, it could be inferred that, there is a significant association between the designation of scientists and the level of ranks assigned to the usability of library websites.

Chi-square value has also been calculated to test the significance of association between the usability of the interface of library websites and designation of faculty members. The calculated chi-square value was found to be statistically significant at 1% probability level. Therefore, it could be inferred that, there is a significant association between the designation of faculty members and the level of ranks assigned to the usability of the interface of library websites.

## 6. FINDINGS AND SUGGESTIONS

The present article analyzed with the major findings and observations based on the data analysis performed and to fulfil the stated objectives which is broadly classified under suitable headings substantiated by relevant table and figure numbers.

The majority of Faculty members (99.2%) (strongly agree 14.3% and agree 84.9%) of the respondents agree that the library offers adequate instruction and assistance on the use of e-resources. Very small percent of respondents (4.8%) were neutral and 1.6% disagreed. (Tables 5.1).

96% of faculties who said high quality of information could be acquired from e-resources, 2.4% said somewhat high quality and only 1.6% said it poor quality of information. It is significant to note that a number of scientists and faculty members, who said somewhat high quality and poor quality, is very less (Table 5.2).

43.7% faculty rated as fast and followed by very fast (31%) and somewhat fast (17.5%). But marginally large number of respondents (7.9%) rated it as slow (Table 5.3).

A large number of faculty members rated the usability of library websites as easy (55.6%) and somewhat easy (23.8%) (Table 5.4).

## 7. CONCLUSION

The success and sustenance of libraries in future depends upon their capability to be more dynamic and continually to prove their value in academic and research endeavor. The study emphasizes that the existing marine sciences departments of university libraries, fishery college libraries infrastructure in terms of collection, e-resources and services, online sources and services, Internet facilities are more to be strengthened. The Satisfaction level of e-resources and services of faculties in universities, in these aspects of teaching, promoting as well as involving in research and finally safe guarding marine (organisms) animals, oceans atmosphere, earth quacks, and tsunami etc. by marine science faculties treatment is really applaud able. In fulfillment of the desired facilities and functions, it is the responsibility of the librarians of the

marine science research institutions/ universities/ colleges to support the faculty duties with the required information sources.

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