Awareness And Use Of E– Resource And Services In Babasaheb Dr.B.R.Ambedkar Central Library, Bangalore University, Bangalore: A Analytical Study

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ABSTRACT:

This analytical study investigates the awareness and utilization of e-resources and services at the Babasaheb Dr. B.R. Ambedkar Central Library, Bangalore University. Through a comprehensive analysis of data collected from 560 respondents, including PG students, research scholars, and faculty members, the study reveals significant reliance on digital resources for academic and research purposes. Key findings highlight the popularity of web-based services such as OPAC and scholarly publication databases, along with high-frequency usage of e-resources. Specific preferences for databases and e-book providers are identified, emphasizing the importance of catering to diverse academic needs. Additionally, the study underscores the significance of infrastructure, particularly internet facilities, in supporting library services and enhancing user experience.

Keywords: Babasaheb Dr.B.R. Ambedkar Central Library, Bangalore University, e-resources and services, Library facilities.

1. INTRODUCTION:

Academic Libraries serve as indispensable facilitators, playing a pivotal role within educational institutions by furnishing resources and services tailored to the diverse needs of both students and educators. In the modern educational landscape, an effective library is often considered a dynamic instructional service. Its primary objective is to empower users, equipping them to extract optimal value from the abundant information resources and services available. With a few exceptions, contemporary libraries are envisioned as more than repositories of books; they are dynamic centers of learning. The

overarching goal is to facilitate users in maximizing the utilization of the library's information resources and services. Specifically, academic libraries are established with the explicit purpose of benefiting both teachers and students. These libraries constitute integral components of educational institutions, offering a spectrum of services based on traditional book materials, non-book materials, and state-of-the-art digital resources across various academic disciplines, including arts, commerce, management, and science, among others. In the current era, characterized by diverse types of libraries evolving within educational institutions, academic libraries stand out for the multifaceted functions they fulfil. Their popularity is underscored by their role as dynamic hubs that cater to the distinctive needs of a broad spectrum of academic disciplines, contributing significantly to the intellectual growth and research pursuits of the academic community. Conducting an analytical study on the awareness and use of e-Resources and services in the Babasaheb Dr. B.R. Ambedkar Central Library is imperative to ensure its continued effectiveness, responsiveness to user needs, and alignment with contemporary trends in information access and utilization.

2. BAC LIBRARY COLLECTIONS

The library has 3,80,000 lakhs of books; 60,000 back volumes; 200 periodicals; 60 daily newspapers and magazines; 52,000 e-books; 1.50,000 lakhs of e-journals; and eprints: Institutional repository for scholarly publications of faculty; Prashnantaranga and shodhaganga, etc. are available for users.

The BAC Library has access to more than 7000 e-journals under the e-shodhsindhu programme of INFLIBNET. Online access to full text and databases from 13 reputed publishers is provided through E-Shodhsindhu viz., ACS, AIP, AR, EPW, ISID (Database), IP, JGate Plus (JCCC), Nature, Oxford, Project Muse, Springer, Taylor & Francis, Web of Science, and Wiley. The library has also subscribed to Ebsco, Emerald database for journals and books, Manupatra, India stat, and Sage journals. • The BAC library has automated its in-house activities and services using KOHA— integrated open source software using cloud technology, enabling all libraries under Bangalore University, including constituent colleges, the PG Centre, and departmental libraries, to have a common database that is functionally distributed for their respective housekeeping activities.

3. REVIEW OF LITERATURE:

➢ **Balakrishnan,. and Jeyshankar. (2019)** conducted a research study with the objective of exploring the information usage and awareness of Graduate Library users in Chennai city. The researchers employed a descriptive survey method, utilizing random sampling to select respondents. A questionnaire consisting of 30 questions, employing a Likert five-point rating scale, was administered. Out of the 300 distributed questionnaires, 295 were filled and returned, with 290 considered for analysis.The study's findings indicate that 50% of the graduate users utilize the library on a daily or regular basis. Notably, female graduate users spend 4 to 6 hours in the library daily. Moreover, the research reveals a high level of awareness among these users regarding library services and information sources.

➢ **Anupam Saigal,. (2019)**.undertook a study aimed at investigating the awareness and utilization of information resources among users of the Jamia Millia Islamia University Library in New Delhi. The research focused on understanding how users effectively and efficiently leverage these resources. The data collection employed a survey method, utilizing a structured questionnaire distributed to 80 respondents. Impressively, 70 respondents, constituting 80.5% of the sample, returned the completed questionnaires. The primary discovery of the study highlighted that a significant portion of library users engaged with non-formal information sources provided by the library.

➢ **Okunoye,.(2021).** Conducted a study on Awareness is paramount if undergraduate are to effectively and efficiently use electronic resources. Electronic resources are referred to as information resources and are essentially products of Information and Communications Technology (ICT). They are resources used in academics for teaching, learning and research activities.

4. OBJECTIVES OF THE STUDY:

➢ To identify frequently used e-resources by the respondents

➢ To find out usage of Web-based services at Bangalore University Library

➢ To find out purpose of accessing the e-resources by the respondents.

➢ To know the Use level of e-resources, database at BAC Library

➢ To assess level of BAC Library Facilities

5. SCOPE AND METHODOLOGY:

The study was conducted among the Post Graduate Students, Research Scholars, and Faculty members of the Bangalore University Library, Jananabharathi Campus, Bangalore University. A survey was conducted with the help of a structured questionnaire containing various questions related to the awareness and use of e-resources. A total of 560 questionnaires were collected from the faculty members and students of various disciplines through Google Forms. Subsequently, the data was analysed, tabulated, interpreted, and presented in this research paper.

6. DATA ANALYSIS AND INTERPRETATION:

Table 1: Status-wise distribution and response rate

Status ofrespondents		560	
		Count's	%
Gender	Male	324	58%
	Female	236	42%
Category	PG Students	190	34%
	Research Scholar	250	45%
	Faculty Members	120	21%
Subject Disciplines	Arts	157	28%
	Science	122	22%
	Commerce	98	18%
	Education	75	13%
	Law	63	11%
	Engineering	45	8%

Gender Distribution:

Male (58%)

Female (42%)

Category Distribution:

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Faculty Members (21%)

Subject Disciplines:

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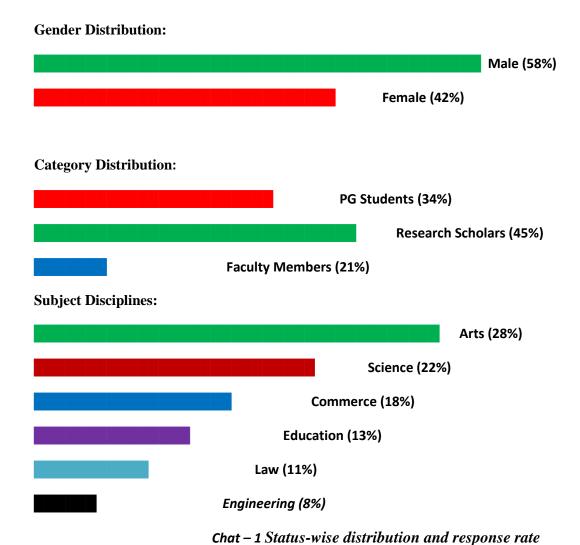*Chat – 1 Status-wise distribution and response rate*

Table 1- reveals a gender distribution where the majority of respondents are male, comprising 58%, while female respondents constitute 42%. In terms of academic categories, research scholars represent the highest proportion at 45%, followed by PG students at 34%, and faculty members at 21%. Regarding subject disciplines, the Arts discipline boasts the highest representation at 28%, followed by Science at 22%, and Commerce at 18%. Understanding these subject preferences is crucial for customizing survey findings to suit specific academic contexts

Table 2: awareness of Web-based services at Bangalore University Library

Web-based Services	No of Respondents			
	PG Students 190	Research Scholars 250	Faculty Members 120	Total N= 560
BUL - Online Public Access Catalogue (OPAC)	*53(28%)*	*63 (25%)*	*30(25%)*	*146(26%)*
BUL - Scholarly Publication Database (Prints@BU)	43(22%)	51(20%)	25(21%)	119(21%)
BUL - Questions Papers Database (DSpace@Prashnantaranga)	30(16%)	42(17%)	20(17%)	92(16%)
BUL - Electronic Thesis & Dissertations (ETD@Shodhganga)	28(15%)	40(16%)	16(13%)	84(15%)
BUL - e-Resources Campus-wide Access	17(9%)	30(12%)	12(10%)	57(10%)
Knimbus : e-Resources Remote Access	13(7%)	15(6%)	10(8%)	38(7%)
BUL - WordPress blog	8(4%)	9(4%)	7(6%)	24(4%)
Total	**190**(34%)	**250**(45%)	**120**(21%)	**560(100%)**

Table 2 shows that OPAC (Online Public Access Catalogue): The most widely used service, with 146 respondents (26%), demonstrating a high reliance on the library's catalog. Scholarly Publication Database (Prints@BU): Used by 119 respondents (21%), indicating a significant interest in accessing scholarly publications. Questions Papers Database (DSpace@Prashnantaranga): Engaged by 92 respondents (16%), suggesting a demand for past examination papers. Electronic Thesis & Dissertations (ETD@Shodhganga): Utilized by 84 respondents (15%), emphasizing the importance of accessing electronic theses and dissertations'-Resources Campus-wide Access: Accessed by 57 respondents (10%), highlighting interest in broader electronic resources. Knimbus Remote Access: Used by 38 respondents (7%), indicating a need for remote access to electronic resources .Word Press Blog: Accessed by 24 respondents (4%), suggesting interest in blog-based content. Research scholars (45%) show the highest engagement with web-based services, followed by PG students (34%) and faculty members (21%).

Table 3: Frequency of using the e- resources

Frequency	No of Respondents			
	PG Students 190	Research Scholars 250	Faculty Members 120	Total N= 560
Every day	62(33%)	120(48%)	49(41%)	231(41%)
Once in a week	53(28%)	65(26%)	28(23%)	146(26%)
Once in a month	40(21%)	30(12%)	25(21%)	95(17%)
Occasionally	35(18%)	35(14%)	18(15%)	88(16%)
Total	**190**(34%)	**250**(45%)	**120**(21%)	**560(100%)**

Table 3 indicates that the majority of the 41% using e- resources every day. Followed by 26% of the total respondents using weekly, and 17% of the total respondents using monthly .Research scholars are the most using the e –resources.

Table 4: Purpose of using E-resources

Purposes	No of Respondents			
	PG Students 190	Research Scholars 250	Faculty Members 120	Total N= 560
For Studying course work	58(31%)	50(20%)	23(19%)	131(23%)
Update Subject Knowledge	47(25%)	46(18%)	34(28%)	126(23%)
Using for Research	35(18%)	65(26%)	25(21%)	126(23%)
To write Assignment	30(16%)	39(16%)	18(15%)	87(16)
For exam preparation	20(11%)	50(20%)	20(17%)	90(16%)
Total	**190**(34%)	**250(45%)**	**120(21%)**	560(100%)

Table 4 indicates that the majority of the 23% respondents are using e-resources for studying course work, update knowledge and using for research, followed by 16% of respondents to write assignments and exam preparation. Research scholars consistently show the highest engagement across all purposes, indicating their versatile reliance on the surveyed activity for various academic and research-related needs.

Table 5: Use of e ShodhSindhu e-resources at BAC Library

E Resources	No of Respondents			
	PG Students 190	Research Scholars 250	Faculty Members 120	Total N= 560
ACS	05(3%)	10(4%)	08(7%)	23(4%)
AIP	06(3%)	08(3%)	06(5%)	20(4%)
APS physics	04(2%)	08(3%)	04(3%)	16(3%)
Annual reviews	08(4%)	09(4%)	05(4%)	22(4%)
EPW	06(3%)	05(2%)	04(3%)	15(3%)
ISID	07(4%)	07(3%)	06(5%)	20(4%)
J Gate	12(6%)	20(8%)	10(8%)	42(8%)
JSTOR	11(6%)	23(9%)	12(10%)	46(8%)

MathSciNet	09(5%)	16(6%)	08(7%)	33(6%)
Oxford University Press	13(7%)	13(5%)	09(8%)	35(6%)
Project Muse	06(3%)	06(2%)	05(4%)	17(3%)
Taylor & Francis group	08(4%)	18(7%)	08(7%)	34(6%)
Springer link	10(5%)	13(5%)	06(5%)	29(5%)
Knowledge	09(5%)	10(4%)	03(3%)	22(4%)
South Asia Archive	10(5%)	08(3%)	02(2%)	20(4%)
Shodh Ganga	16(8%)	28(11%)	12(10%)	56(10%)
ePG Patashala	28(15%)	20(8%)	08(7%)	56(10%)
Vidwan	10(5%)	10(4%)	02(2%)	22(4%)
NDLI	12(6%)	18(7%)	02(2%	32(6%)
Total	**190(34%)**	**250(45%)**	**120(21%)**	**560(100%)**

Table 5 show that majority of respondents using ePG Patashala (10%): Emerges as the most utilized E-Resource, with 15% engagement from PG students, 8% from research scholars, and 7% from faculty members. Shodh Ganga (10%): Demonstrates a significant engagement, with 8%, 11%, and 10% from PG students, research scholars, and faculty members, respectively. J Gate (8%): Another highly utilized resource, with 6%, 8%, and 8% engagement from PG students, research scholars, and faculty members, respectively. JSTOR (8%): Shows consistent engagement, with 6%, 9%, and 10% from PG students, research scholars, and faculty members, respectively.

Table 6: Use level of Bangalore University Library Subscribed Database

Databases	No of Respondents			
	PG Students 190	Research Scholars 250	Faculty Members 120	Total N= 560
Grammarly	20(11%)	48(19%)	18(15%)	86(15%)
EBSCO	30(16%)	36(14%)	15(13%)	81(14%)
ProQuest	20(11%)	32(13%)	12(10%)	64(11%)
Manu Patra	21(11%)	23(9%)	09(8%)	53(9%)
Indiastat	16(8%)	20(8%)	08(7%)	44(8%)
Emerald insight	22(12%)	24(10%)	11(9%)	57(10%)
J - Scholar	23(12%)	28(11%)	13(11%)	64(11%)
Jove	20(11%)	19(8%)	18(15%)	57(10%)
GALE	18(9%)	20(8%)	16(13%)	54(10%)
Total	**190(34%)**	**250(45%)**	120(21%)	560(100%)

Table 6 show that among PG students, the most popular databases appear to be Grammarly (11%), EBSCO (16%), and J - Scholar (12%).Research scholars seem to favor EBSCO (14%), J - Scholar (11%), and ProQuest (13%).Faculty members have a higher preference for EBSCO (13%), J - Scholar (11%), and ProQuest (10%), Overall, this data provides valuable insights into database preferences among different segments of academic users, shedding light on their usage patterns and preferences.

Table 7: Use level of BUL e- Books

E Books	No of Respondents			
	PG Students	Research Scholars	Faculty Members	Total N= 560
Emerald insight	35(18%)	53(21%)	28(23%)	116(21%)
Springer nature	26(14%)	36(14%)	20(17%)	82(15%)
Taylor & Francis group	22(12%)	28(11%)	12(10%)	62(11%)
Mc Graw Hill Education	18(18%)	20(8%)	09(8%)	47(8%)
Mintbooks	23(12%)	32(13%)	16(13%)	71(13%)
Oxford University Press	28(15%)	35(14%)	12(10%)	75(13%)
SAGE	20(11%)	24(10%)	10(8%)	54(10%)
Cambridge University Press	18(9%)	22(9%)	13(11%)	53(9%)
Total	**190(34%)**	**250(45%)**	**120(21%)**	**560(100)**

Table 7 shows that among PG students, Emerald Insight (18%), McGraw Hill Education (18%), and Oxford University Press (15%) seem to be the most preferred e-book providers.Research scholars exhibit a preference for Emerald Insight (21%), Springer Nature (14%), and Taylor & Francis Group (11%).Faculty members' top choices include Emerald Insight (23%), Springer Nature (17%), and Mintbooks (13%).The total number of respondents for e-books across all categories is 560, with 190 PG students (34%), 250 research scholars (45%), and 120 faculty members (21%). This distribution gives an overview of the sample composition for e-book usage.

Table 8: Use of BUL Facilities

Infrastructure	No of Respondents			
	PG Students 190	Research Scholars 250	Faculty Members 120	Total N= 560
Internet	48(25%)	58(23%)	30(25%)	136(24%)
Furniture and equipments	34(18%)	46(18%)	22(18%)	102(18%)
Lighting and ventilation	24(13%)	38(15%	18(15%)	80(14%)
Helpfulness of Library staff	32(17%)	42(17%)	16(13%)	90(16%)
Wifi Facilities	30(16%)	40(16%	14(12%)	84(15%)
Toilet	22(12%)	26(10%)	20(17%)	68(12%)
Total	**190(34%)**	**250(45%)**	**120(21%)**	**560(100%)**

Table 8 shows the importance of various aspects of infrastructure as perceived by respondents across all categories. Internet Facilities: Approximately 24% of all respondents, comprising 136 individuals, identified internet facilities as a significant aspect of infrastructure. Furniture and Equipment: 18% of all

respondents, totaling 102 individuals, highlighted the importance of furniture and equipment. Lighting and Ventilation: 14% of all respondents, amounting to 80 individuals, deemed lighting and ventilation important. Helpfulness of Library Staff: 16% of all respondents, accounting for 90 individuals, considered the helpfulness of library staff as crucial. WiFi Facilities: 15% of all respondents, totaling 84 individuals, mentioned the importance of WiFi facilities. Toilet Facilities: 12% of all respondents, comprising 68 individuals, considered toilet facilities important. The total number of respondents across all categories is 560, with 190 PG students (34%), 250 research scholars (45%), and 120 faculty members (21%). This distribution provides an overview of the sample composition regarding perceptions of infrastructure.

MAJOR FINDING OF THE STUDY :

Based on the data presented from the analytical study on the awareness and utilization of e-resources and services at Babasaheb Dr. B.R. Ambedkar Central Library, Bangalore University, the major findings are as follows:

➢ Awareness and Utilization of Web-based Services:The Online Public Access Catalogue (OPAC) emerged as the most widely used service, followed by the Scholarly Publication Database (Prints@BU), Questions Papers Database (DSpace@Prashnantaranga), and Electronic Thesis & Dissertations (ETD@Shodhganga). Research scholars showed the highest engagement with web-based services, followed by PG students and faculty members.

➢ Frequency of Using E-resources:The majority of respondents (41%) reported using e-resources every day, indicating a significant reliance on digital resources for academic and research purposes.

➢ Purpose of Using E-resources:Respondents primarily used e-resources for studying course work, updating subject knowledge, and conducting research. This highlights the importance of e-resources in supporting various academic activities.

➢ Utilization of Specific E-resources:EPG Patashala emerged as the most utilized e-resource, followed by Shodh Ganga, J Gate, and JSTOR. This indicates a diverse range of preferences among users for specific electronic resources.

➢ Use Level of Subscribed Databases: Grammarly, EBSCO, and J - Scholar were among the most popular databases, with variations in preferences observed among PG students, research scholars, and faculty members.

➢ Use of E-books: Emerald Insight, Springer Nature, and Oxford University Press were the most preferred e-book providers across different user categories, reflecting varied preferences based on academic needs.

➢ Importance of Infrastructure: Internet facilities were identified as the most significant aspect of infrastructure, followed by furniture and equipment, lighting and ventilation, helpfulness of library staff, WiFi facilities, and toilet facilities.

➢ The study included 560 respondents, comprising 34% PG students, 45% research scholars, and 21% faculty members, representing a diverse range of academic users.

CONCLUSION:

The analytical study on the awareness and utilization of e-resources and services at Babasaheb Dr. B.R. Ambedkar Central Library, Bangalore University, sheds light on the significant role played by digital resources in supporting academic and research activities. The findings underscore the importance of web-based services, with the Online Public Access Catalogue (OPAC) emerging as the most widely used service, followed by scholarly publication databases and electronic thesis repositories. Moreover, the study highlights the high frequency of e-resource usage among respondents, indicating a substantial reliance on digital resources for daily academic pursuits. The purposes for accessing e-resources vary, with a focus on studying course work, updating subject knowledge, and conducting research. Furthermore, specific e-resources such as EPG Patashala, Shodh Ganga, and J Gate are extensively utilized, reflecting diverse preferences among users. Additionally, variations in database preferences and e-book providers are observed among different user categories, emphasizing the importance of catering to the varied academic needs of PG students, research scholars, and faculty members. Lastly, the study underscores the significance of infrastructure, with internet facilities identified as the most crucial aspect, followed by furniture and equipment, lighting and ventilation, helpfulness of library staff, WiFi facilities, and toilet facilities. Overall, the findings of the study provide valuable insights into the awareness, utilization, and preferences of e-resources and services among academic users, thereby facilitating informed decision-making and resource allocation to enhance the effectiveness of library services at Bangalore University.

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