



# Evaluation Of Electronic Information Services At Pulla Reddy College Of Engineering Library – A Study

Dr. K. Devendra Reddy\*

Teaching Assistant

Department of Library & Information Science

S. K. University, Ananthapuramu

## ABSTRACT:

The study aims to examine and evaluate the existing Electronic Services offered by the Pulla Reddy college of Engineering Library. The study discusses to know the awareness, utilization of various electronic services. The major findings of the study are that the respondents are not aware of the Electronic Services and most of the respondents are satisfied with the Internet facility.

Keywords: Electronic Services, Internet, User study

## INTRODUCTION:

Libraries in the present digital era are significantly different and have a greatly increased range of services and resources in the fast changing environment of emerging technologies than in the past. The library has become a 365 days a year 24 hours a day access point to information services where users can access services and resources on their terms whenever and wherever they want. The exponential growth of information and knowledge in the present era has made the task of libraries more challenging in providing the right information to the right user at the right time.

Developments in Information and Communication Technologies (ICTs) and their applications in libraries to facilitate rapid transfer of information on a global scale, advances in computer storage and telecommunication methods, online access to databases, electronic journals, bulletin boards, CD-ROMs, networks etc., have been the revolutionary developments in the last two decades that have brought a great change in communication, storing and handling of information.

Electronic information services are activities or group of activities designed to enhance maximum utilization of subscribed electronic information resources by institutions of higher learning. There have, undeniably, been significant changes in academic libraries in recent years. Electronic Information services (EIS) are becoming increasingly important in academic libraries. In order to gain an understanding on the current awareness, utilization and satisfaction of EIS by the engineering students, the present study was conducted. Electronic information services have supported the University library and ICT center to attain end user empowerment, linking patrons with information without any intermediary or agency.

**OBJECTIVES:**

- ❖ To study the frequency and purpose of the final year B.Tech students visiting the library.
- ❖ To identify the various reasons which obstruct the use of the Library?
- ❖ To evaluate the existing electronic services like OPAC, Internet, E- Journals and offered by Pulla Reddy college of Engineering, based on awareness, utilization and satisfaction of library users.
- ❖ To know the most imposed facility/service in Engineering College Libraries.
- ❖ To draw useful conclusions for the benefit of users of Engineering College Library.

**METHODOLOGY:**

To conduct the study, survey method and questionnaire tool for data, collection was used. A Structured questionnaire was designed keeping in view of the objectives. The questionnaires were distributed to a sample of 200 users. However, 140 (70.0 %) of them responded and the same used for analysis.

**ANALYSUS AND DISCUSSION:**

Table: 1  
Gender wise Distribution of Respondents

S. No.	Gender	Number	Percentage
1	Male	90	64.3
2	Female	50	35.7
Total		140	100.0

It is evident from the table – 1, that out of the total 140 respondents, (64.3 %) are male students and (35.7 %) are female students.

Table: 2  
Frequency of Visit to the Library

S. No.	Frequency of visit	Male	Female	Total	Percentage
1	Daily	20	12	32	22.8
2	3-4 times in a week	30	15	45	32.2
3	Once in a week	22	13	35	25.0
4	Occasionally	18	10	28	20.0
Total		90	50	140	100.0

It can be observed from the table – 2, that majority of the respondents visit of the library 3 - 4 times in a week, (32.2 %), followed by once in a week (25.0 %), daily (22.8 %), and occasionally (20.0 %). It can be concluded that majority of the respondents visit the library 3-4 times in a week.

Table: 3  
Reason for not visiting the library frequently

S. No.	Reasons for not visiting library	Male	Female	Total
1	Non-availability material	23	12	36
2	Library is distantly located	04	08	12
3	Maintenance of the library is not good	06	04	10
4	Poor internet facility	18	10	28
5	Other reasons	06	14	20

Table - 3 indicates that majority of the respondents are not visiting the library frequently for non-availability of needed material followed by poor internet facility and other reasons like lack of time busy schedule of class work which obstruct to visit the library frequency. It can be concluded that the library lacks adequate reading material to cater to the needs of its users.

Table: 4  
Awareness of OPAC

S. No.	Awareness	Male	Female	Total	Percentage
1	Yes	73	38	111	79.3
2	No	17	12	29	20.7
Total		90	50	140	100.0

It is clear from the table – 4, that majority of the respondents (79.3 %) are aware of the OPAC service provided by the library. Only (20.7 %) responded negatively. It can be concluded that majority of the respondents are aware of the OPAC service.

Table: 5  
Approach to OPAC

S. No.	Approach	Male	Female	Total	Percentage
1	By subject	17	07	24	17.2
2	By Author	25	12	37	26.4
3	Title	48	31	79	56.4
4	Publisher	0	0	0	0.0
Total		90	50	140	100.0

The table - 5 reveals that the majority of respondents approach OPAC by Title (56.4 %) and Author (26.4 %), followed by Subject (17.2 %). It can be concluded that Title approach is more when compared to Author, subject, and publisher.

Table: 6  
Purpose of using Internet

S. No.	Purpose	Male	Female	Total	Percentage
1	E-mail	15	12	27	19.3
2	Academic	40	21	61	43.6
3	Career Development	15	07	22	15.7
4	Job purpose	18	10	28	20.0
5	Others	02	0	02	1.4
Total		90	50	140	100.0

The table - 6 indicated that (43.6 %) of the respondents are using Internet for academic purpose and (20.0 %) for Job Purpose followed by (19.3 %) respondents for using internet for E-Mail purpose, further followed by (15.7 %) for Career Development and very least (1.4 %) use Internet for others purpose. It can be concluded that majority of the respondents are using Internet for academic purpose.

Table: 7  
Browsing of library WebPages

S. No.	Responses	Male	Female	Total	Percentage
1	Yes	34	22	56	40.0
2	No	56	28	84	60.0
<b>Total</b>		<b>90</b>	<b>50</b>	<b>140</b>	<b>100.0</b>

The table - 7 reveals that (60.0 %) of respondents (among those having Internet awareness) are not browsing the library WebPages, while (40.0 %) of respondents are browsing the library Web Pages. There is no significant difference between male and female respondents with regard to browsing of library WebPages. It can be concluded that majority of the respondents are not browsing their library web pages.

Table: 8  
Satisfaction on Internet Service

S. No.	Satisfaction	Male	Female	Total	Percentage
1	Yes	26	18	44	31.4
2	No	64	32	96	68.6
<b>Total</b>		<b>90</b>	<b>50</b>	<b>140</b>	<b>100.0</b>

The table - 8 clearly shows that majority of the respondents (68.6 %) are not satisfied with the Internet service provided by their library. Only (31.4 %) of respondents are satisfied with the internet. It can be concluded that majority of the respondents are not satisfied with Internet service provided by their library.

Table: 9  
Awareness of E-Journals

S. No.	Awareness	Male	Female	Total	Percentage
1	Yes	29	18	47	33.6
2	No	61	32	93	66.4
<b>Total</b>		<b>90</b>	<b>50</b>	<b>140</b>	<b>100.0</b>

The table - 9 indicates that majority of the respondents (66.4 %) are not aware of E-Journals. Only (33.6 %) of respondents are aware of e-journals. There is no difference between male and female respondents with regard to awareness of e-journals. It can be concluded that majority of the respondents are not aware of e-journal service provided by their library.

Table: 10  
Most impressed facility

S. No.	Facilities	Male	Female	Total	Percentage
1	Library collection	32	20	52	37.1
2	Arrangement of material	14	10	24	17.1
3	Computerized circulation	05	00	05	03.6
4	OPAC	06	00	06	04.3
5	Photocopying facility	20	16	36	25.7
6	Internet	10	03	13	09.3
7	E-Journals	03	01	04	02.9
<b>Total</b>		<b>90</b>	<b>50</b>	<b>140</b>	<b>100.0</b>

The table - 10 shows that (37.1 %) of respondents are impressed by the collection of material in the library. While (25.7 %) of them are impressed by photocopying service. (17.1 %) of respondents are impressed by the arrangement of materials, and (9.3 %) of respondents are impressed by Internet facility. Very few i.e. (3.6 %) of respondents are impressed by Computerized circulation. It can be concluded that the library is having good collection, which meets the information requirements of its users.

## CONCLUSION

The study clearly revealed that the Pulla Reddy college of Engineering and its ICT centre subscribed to numerous electronic resources and provide responsive services to facilitated and support the teaching, learning and research activities of the university. Engineering College libraries are in a state of transition from traditional to digital which is more or less a hybrid library containing both traditional documents and digital/electronic documents now a days. There are many variations of library evaluation methods and hence it is the right time for the Engineering College Librarians to analyse the environment and the user community to order to maintain good status for the Librarians.

## REFERENCES:

1. Yeh, H.H. (2006). Statistical problems of electronic resources and the development and application of COUNTER project. *Journal of Educational Media and Library Sciences*. 43(4): 453-469.
2. Sharma, C. (2009). Use and impact of electronic resources at Guru Singh Indraprastha University (India): A Case Study. *Electronic Journal of Academic and Special Librarianship* 10 (1), 1-10
3. Min, S. and Yi, Y. (2010). E- resources, services and user surveys in Tsinghug university library. *Electronic journal and information systems*, 45(1), 67-77.
4. Kenchakkanavar A.Y. (2014), Types of e-resources and its utilities in library. *International Journal of Information Sources and Services*, Vol. 1: September to October 2014: Issue-2, ISSN 2349-428X.
5. Gomez-Cruz, M. E. (2019). Electronic reference services: A quality and satisfaction evaluation. *Reference Services Review*, 48(2), 118-133.

