

USE AND SATISFACTION LEVEL OF WEB BASED SERVICES AMONG LIBRARY AND INFORMATION SCIENCE RESEARCH SCHOLARS' OF BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY LUCKNOW, UTTAR PRADESH

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ABSTRACTS: Due to the emergence of internet and related various web technologies, the World Wide Web in particular have opened up an entirely new medium for providing users with improved information services and resources. Library services provide using web technology are to as web-based library services. The present paper mainly discuss about web based library resources and services and what is its functions, benefits and demerits also, and what is deferent types of web based library resources and services are offer by central library BBAU Lucknow. This paper focus on use and satisfaction level of research scholar in library and information science department

Keyword: Web Based Services, Library Web page, Web OPAC, Ask-A-Librarian.

INTRODUCTION

Web based library services are modified version of existing library services. The method of offering library services has been changed. Initially libraries offered their services traditionally. Users get troubles to visit library even for a small queries. Now, due to emergence of internet and users demand and expectation depend on the internet, web based library services more popular among the library and its users. Technology allows users to submit their queries to library via internet. Web based service improve the access of library collection in a modern way. It included multiple types of services like virtual reference desk/ Ask a librarian; FAQ; online chat/ group chat; instant messaging; inter library loan based services; online current awareness bulletin; virtual reference service etc. Group chat/ online chat are a synchronous way of communication rather than others. It also provides the links of full text articles; updated news, library policies etc.

Web based library services

This term means, those library services are based on internet and web technology. It provides users with the convenience of accessing information in their own time, saving them travelling cost and time and new option to offering reference questions. It makes possible to use

different type of searching techniques to retrieve the online resources like Boolean operators; truncation; proximately location; keyword; controlled vocabulary etc.

Library webpage

In simple word library webpage is gateway of searching information about the library. it provide multiple access to the metadata of a library's multiple database like e-journal and library catalogue and deliver details information about a library and also provide access to all computer based services.

Important features of library webpage

- Facilitate and increases library use.
- Keep to up-to-date information his members.
- Save the time of users.
- Work as bridge of distance.
- Provides Gateway of access information.

Methodology

This based on a structured questionnaire was used for the study and the questionnaires were given directly to the doctoral students. 18 questionnaires distributed and received from 18. The study focused on web based library resources and services provided by BBAU central university library similar studies and previously drafted questionnaires in this area were consulted in the preparation of the questionnaire. This study was carried out confined to all Babasaheb Bhimrao Ambedkar University full-time doctoral students.

Objectives of the Study

This study mainly focused on satisfaction on web based library resources and services among library and information science research scholar in BBAU central library provided. The study formulated following objectives

1. To know web based library resources and services provided by the Gautam Buddha Central Library.
2. To know the awareness and use of web based library resources and services among LIS research scholars.
3. To find out purpose of using web based library resources and services.
4. To find out problem face of research scholars while using library resources and services
5. To know about satisfaction level of web based library resources and services.

The core concept of this study to know the satisfaction level of LIS research scholars of BBAU with web based library resources and services.

DATA ANALYSIS

Table 1. Web based library resources and services.

S N	Yes	No	Total (n=18)
1	18	0	18
Total	18	0	18

Table 1. Shows that all research scholars who are involved in this study are using web based library resources and services which are provided by library.

Table 2. Aware from web based library resources and services.

S. N	Yes	No	Total (n=18)
1	18	0	18
Total	18	0	18

Table 2 observed that all research scholars are aware about web based library resources and services.

Table 3. Frequency of visit library.

S.N.	Items	Frequency (n=18)	Percentage
1	Daily	13	72.22%
2	Weekly	3	16.66%
3	Fortnightly	0	0
4	Monthly	0	0
5	Occasionally	3	16.66%
6	Monthly	0	0
7	Any other.....	0	0

Table 3 presents that maximum 72.22 percent scholars of BBAU visit the library daily, followed by 16.66 Percent once in a week, 16.66 percent visit to library occasionally.

Table 4. Place of access web based library resources and services.

S. N.	Place	Frequency (n=18)	Percentage
1	At university	15	83%
2	At campus	8	44%
3	At home	5	28%
4	In cyber library	1	5%
6	In cyber cafe	0	0
7	In hostel	3	17%
8	Any other	0	0
	Total	32	100

Table 4 indicates that 83% of the respondents are access web based services at university, followed by 44% respondents were accessed web based information from at campus. While 28%

respondents are access web based services from at home, followed by 17% at hostel and 5% were accessed from in cyber library.

Table 5. Use of web based library resources and satisfaction level.

S. N.	Resources	Use		Highly satisfy	Satisfy	Neutral	Dissatisfy	Highly dissatisfy
		Yes	No					
1	Emerald insight	18 (100%)	0	4 (22%)	9 (50%)	2 (11%)	3 (17%)	0
2	Elsevier science direct	15 (83%)	3 (17%)	5 (28%)	5 (28%)	4 (22%)	3 (17%)	0
3	JSTOR	15 (83%)	3 (17%)	1 (5%)	6 (33%)	4 (22%)	4 (22%)	0
4	Springer	14 (78%)	4 (22%)		6 (33%)	2 (11%)	4 (22%)	0
5	Any other	0	0	0	0	0	0	0

Table 5 shows that all the research of this study of this study are preferred emerald insight 50% of the respondent are satisfied with this.

Table 6. Use of search techniques to access web based library resources.

S.N	Techniques	Frequency (n=18)	Percentage
1	Types of web address directly	6	33%
2	Use of search engine	13	72%
3	Use subscribes e- resources	7	39%
4	By keyword	15	83%
5	By author name	9	50%
6	By article name	10	55%
7	Web OPAC	11	61%
8	Any other	0	0

Table 6, present that 83% of the research scholars are searching by keyword , 72% the research scholar of search engine, 61% research scholars are searching Web OPAC, 55% respondents prefer to by article name, 39% of the research scholars prefer to access facility of use subscribes e-resources. 33% of the research scholars visit the library web address directly to search multiple approaches.

Table 7. Benefits of web based library resources and services.

S.N.	Facility	Frequency (n=18)	Percentage
1	Save time and money	15	83%
2	Easy access and faster service	15	83%
3	Interaction with library staff	1	5%
4	24x7 availability of services	13	72%
5	It allow self service	4	22%
6	Easy downloading	11	61%
7	Quick in searching	12	67%

8	Associability from anywhere	10	55%
9	Simultaneous access by many at a time	1	5%
10	Any other	0	0

Table 7, shows clearly that 83% research scholars of BBAU opined that they preferred WBLS because of it the save time and money, they also believe that it is easy to access and faster service, 72% use web based library services for the 24×7 availability of services, 67% opined that it quick in searching, 61% thinks that it is easy in downloading, 55% opined that it accessible from anywhere, 5% opined that it makes easier to interact with library staff, and 5% opined it that simultaneous access by many at a time.

Table 8. Open access resources access by research scholars.

S. N	Open access resources	Use		Highly satisfy	Satisfy	Neutral	Dissatisfy	Highly dissatisfy
		Yes	No					
1	DOAJ	16 (89%)	2 (11%)	3 (17%)	8 (44%)	5 (28%)	0	0
2	Open DOAR	12 (67%)	6 (33%)	0	6 (33%)	6 (33%)	0	0
3	OAJSE	6 (33%)	12 (67%)	0	3 (17%)	3 (17%)	0	0
4	LII	6 (33%)	12 (67%)	0	3 (17%)	3 (17%)	0	0
5	DOAB	6 (33%)	12 (67%)	0	3 (17%)	3 (17%)	0	0
6	Public library of science	5 (28%)	13 (72%)	0	2 (1%)	3 (17%)	0	0
7	Shodhganga	16 (89%)	4 (22%)	5	10 (55%)	1(5%)	0	0
8	Shodhgangotri	13 (72%)	5 (28%)	3	9 (50%)	1 (5%)	0	0
9	Vidyamitra	10 (55%)	8 (44%)	4	5 (28%)	1 (5%)	0	0
10	e-pg Pathshala	13 (72%)	5 (28%)	4	9 (50%)	0	0	0
	Any other	0	0	0	0	0	0	0

The table 8 shows the overall preference to the open access resources of central library of BBAU. It was also clear from the table that research scholars of BBAU preferred every open access resources is more or less. It shows that 89% research scholars preferred DOAJ and Shodhganga open access is most, which was followed by 72% research scholars who preferred Shodhgangotri and E-PG Pathshala, followed by 67% research scholars who preferred Open DOAR, followed by 55% research scholars who preferred Vidyamitra and 33% research scholars who preferred OAJSE, LII, DOAB, and so on.

Table 9 Purpose of using web based library resources by research scholars

S. N	Purpose	Use		Highly satisfy	Satisfy	Neutral	Dissatisfy	Highly dissatisfy
		Yes	No					
1	For research work	16 (89%)	2 (11%)	6 (33%)	9 (50%)	1 (5%)	0	0
2	For writing article/books/projects	15 (83%)	3 (17%)	3 (17%)	11 (61%)	2 (11%)	0	0
3	For up-to-date	14 (78%)	4 (22%)	3 (17%)	10 (55%)	1 (5%)	1 (5%)	0
4	For assignment	7 (39%)	2 (11%)	1 (5%)	6 (33%)	2 (11%)	0	0
5	For lecture	8 (%)	2 (11%)	1 (5%)	7 (39%)	2	0	0
6	Any other	1 (5%)	0	1 (5%)	1 (5%)	0	0	0

The data presented in table 9, shows the overall and institute wise purposes of using web-based library services by the users. It is clear from the table that maximum number of users i.e. 89% research scholars basically access WBLS for research work, followed by 83% research scholars who access web based library services for writing article/books/projects, followed by 78% research scholars who access web based library services for keeping to up to date information about library services and resources. 8% research scholars who access web based library services for lecture.

Table 10 Satisfaction level with web based library resources.

S.N.	Level	Yes	No.
1.	Highly satisfy	2 (11)	0
2.	Satisfy	9(50%)	0
3.	Neutral	5(28%)	0
4.	Dissatisfy	2(11%)	0
5.	Highly dissatisfy	0	0

It is inferred table 10 that satisfied rating had been given by the research scholars by a relatively higher percentage have given a relatively higher percentage to good in their rating. From the discussion it can be concluded that satisfy 50% is the highest rating for web-based library services, followed by Neutral 28%, 2% highly satisfy and 2% dissatisfy with the web based resources.

Table 11 Problem faced by research scholar to access web based library services

S.N.	Types of problem	Frequency	Percentage
1.	Slow access speed	11	36.66

2.	Difficulty in finding relevant information	5	16.66
3.	Overload of information on the internet	3	10
4.	Privacy problem	4	13.33
5.	It takes too long to view/download pages	5	16.66
6.	Language problem	1	3.33
7.	Lack of knowledge	0	0
8.	Bulk information	1	3.33
Total		30	100

The table 12 indicating that problems faced by the research scholars on web based library services, It is clear from the table that 36.66% of the research scholars faced slow access speed as a major hindrance in accessing web resources, followed by 16.66% research scholars who find difficulties in searching in relevant information from internet and overloading of information on internet as a major problem, followed by 13.33% research scholars who have faced the privacy problems in accessing web resources, followed by 19% research scholars who face lack of knowledge and bulk information shows on the internet while Accessing the web-based library services in their respective libraries.

Suggestions to web based services for Central Library, BBAU

- Web page of library should be regular up-to-date.
- Content based book services.
- Add hyperlinks to direct access.
- Ability to upload content by users.
- Higher bandwidth and wireless connectivity for users.
- Recognized archives of faculty publications should be show on library web site.
- Interpretation of organizational procedures to make the improved use of web-based.
- All back-volumes of journals and archived information should be accessible through online mode.
- Digital learning databases and more web-based seminars and tutorials should be conducted for users.
- Library should be provided digital reference services for instant check a queries

Findings of the study

- Each effort should be made to upgrade the library websites periodically on a consistent basis. This will certainly draw visitors to library websites and then to library facilities and web-based library services.

- There is a vital need to build interactive library websites and include online forms in each web-based library service that are compliant with web 2.0 technologies.
- The study finds that most of the central library web sites provide the research scholars with online OPAC resources to know the bibliographic information and resources status.
- Central library are provided with a librarian online chat service to the research scholars.

Conclusion

Web-based library services become more popular with the advent of internet and their available on web. It helps maintain direct interaction of library professional and users. Apart from some issue and challenges after implementing the web based library services such on technical like digital literate users, library staff co-operations. The study will recommend suggestions for enhancing web-based information services in central library of BBAU to play an active role in academic research scholar's life.

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