

**USER'S PATTERN TOWARDS DIGITAL LIBRARY PRODUCTS AND SERVICES
SPECIAL REFERENCE TO CENTRAL UNIVERSITY LIBRARIES IN DELHI**

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Abstract

University e-libraries have made research more interesting and have attained the status of intellectually organized information resource Centre and a world of knowledge at researchers' fingertips. Adoption of university e-library is a good match towards making researchers, students, faculty members and the university more research driven. Library resources and services vary and diverse methods can be used to access them. Both physical and electronic libraries have their certain approaches to access and use these services and resources. A thorough library user instruction programme can help users to gain the experiences required to efficiently use both the physical and the electronic library services and resources. This paper analyse the User's pattern of library products and services in digital environment in central university libraries in Delhi.

Keywords : University, e-library, e-services, pattern, Delhi.

1. Introduction

The rapid expansion of the Internet and the World Wide Web (WWW) has had a great impact on how libraries are managing their collections and services. In an environment of increasing technological innovations, academic libraries must attempt to measure quality and effectiveness to align themselves with criteria by which higher education institutions are judged (Pritchard, 1996); justify financial investments (Kyrillidou & O'Connor, 2000) and respond to the changes brought about by the digital revolution. Technological progress has changed how libraries do their work, not why (Kuny & Cleveland, 1996). In the academic library scenario, the digital library has expanded from mere means of offering a collection of digital objects that people can access from their desktop, to a means of offering innovative library services over a networked environment, mainly the web. Henderson (2005) points out that "virtual library", "digital library", "electronic library" are all terms used to describe libraries and information services delivered via the Internet. These services may include access to purchased databases, catalogue databases, electronic theses & dissertations, electronic document delivery, reference service, forums, internet resources, and others (Venkatalakshmi & Sonker, 2002).

User studies are one of the most important areas of research in library and information science. User studies primarily deal with the kind of information required by the user, the ways and means used for searching for the required information, the use of the information obtained, the satisfaction/dissatisfaction arising from the use of information obtained, the flow of the information and the relationship of the user with the system (Gupta, 2012).

2. Review of Literature

The literature reviewed that some public and academic libraries still not equipped with digitalization, whereas organizational, economic and cultural barriers aggravate this problem (Tammaro 2020). On the other way we can say these libraries have resources that are often outdated and have very less/no academic value (Nabushawo et al. 2016). The global pandemic has opened up the different problems and accelerated the digital form of educational/institutional libraries. Near about 94% of quarantined libraries published COVID-19-related data through their websites/app to safe guard common people in different way and also help to take preventive measures (Guo et al. 2020). The remaining 6% were improvised for the challenge (Guo et al.,2020). Most of the libraries have changed their working culture in online mood with remote access with the help of electronic resources and support services (China Agricultural University Library 2020). All printed materials transformed into digital formats (Guo et al. 2020).

In the time of pandemic, public and educational libraries were closed but libraries staff continued to provide necessary services, made communication with their users, and inform the students and public about the situation (Guo et al. 2020; Tonini 2020). The library and their staff put their best to raise emergency information and services to a strategic level (Tonini 2020) and also fulfill additional roles, such as institutional and community supports as government partners and educators. In this way most of the libraries are energetically participating as resource providers to disseminate high-quality electronic information (University Library (2020), but the literature revealed that the proportion of libraries that use remote-access channels was limited within 34% (Guo et al. 2020).

The basic role of Library and its professional is altered from conservator of data to facilitator of knowledge amongst the vast group of students. Library professionals have taken the responsibility to identify the query/problem, to sort out the query with organized solution and disseminate information among the students within least possible time. Library Professionals will remain at the frontline in the profession to serve the whole student community. Though the school education, especially private schools were quick enough to shift its whole affair to online platform than the higher education sector in India (Wadia, 2020). The most of the traditional libraries hold print and manuscript (Bachynska and Salata 2016; Rozkolupa et al. 2019), but in the due course new methods of storing of material emerged and libraries transformed to fulfill accordingly. In the period of pandemic libraries are observing and actively participating in the transition to distance learning, an advance form of education that has been spreading now a day. In education, distance learning is a method where both students and teachers both are physically separated and interconnect with each other by means various communicating technologies Ministry of Education of the Russian Federation (2020). Here

authors present an overview of public library's response to emergencies and discussed how public libraries have provided essential information during the time of crisis. The study suggests that how the college libraries took responsibility to build their position as a trustworthy source of primary information by providing quick and easy access to those patronages looking for information about what to do in an emergency. The information provided from past literature that public libraries should be proactively prepared to provide reliable disaster and health digital resources for adult users (Tu-Keefner, Liu, Hartnett, & Hastings, 2017). The paper titled "Public Libraries as Post-Crisis Information Hubs" reports that public libraries played a great role by providing internet access to community members to request aid, to help find missing family and friends, to file insurance claims and in general, to begin rebuilding their lives. (Jingjing Liu and others 2017) emphasized the role of libraries in disaster preparedness and recovery via social media by disseminating credible information. The libraries proactively create risk communication strategies using social media for effective information services (Liu, Tu-Keefner, Zamir, & Hastings, 2017).

3. Objective of the study

- Find out users pattern towards library products and services are available at the Central University Library in Delhi.

4. Research Methodology

Sample used for the study

There are four central universities in Delhi i.e. University of Delhi, Jawaharlal Nehru University, Jamia Millia Islamia and Indira Gandhi National Open University.

Sample population

Total 90 respondents are taken from the population.

Jamia Millia Islamia University	20
Jawaharlal Nehru University	20
University of Delhi	30
Indira Gandhi Open University	20
Total	90

Research instruments

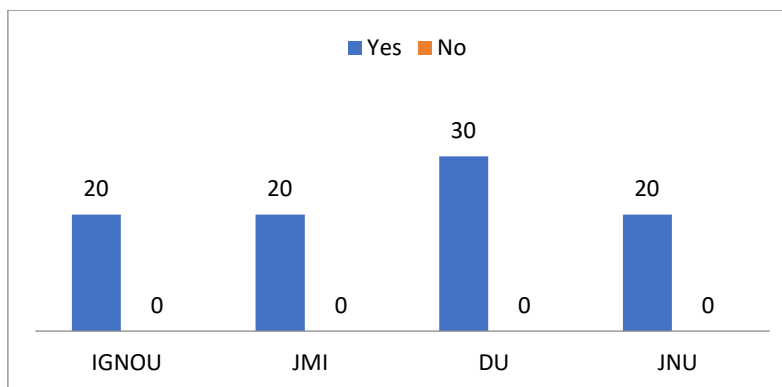
Instrument used in the study is questionnaire. Questionnaire designed contained some questions for which modern form of Likert's scale has been developed with the help of senior teachers in faculty of social sciences and percentage method has been used for analysis of data.

Awareness of the Electronic Resources

Table 1 : Awareness of research scholars with the e-resources

University	Awareness of the e-resources		
	Yes	No	Total
IGNOU	100% (20)	----	100%
JMI	100% (20)	----	100%
DU	100% (30)	----	100%
JNU	100% (20)	----	100%

Fig. 1 : Awareness of research scholars with e-sources

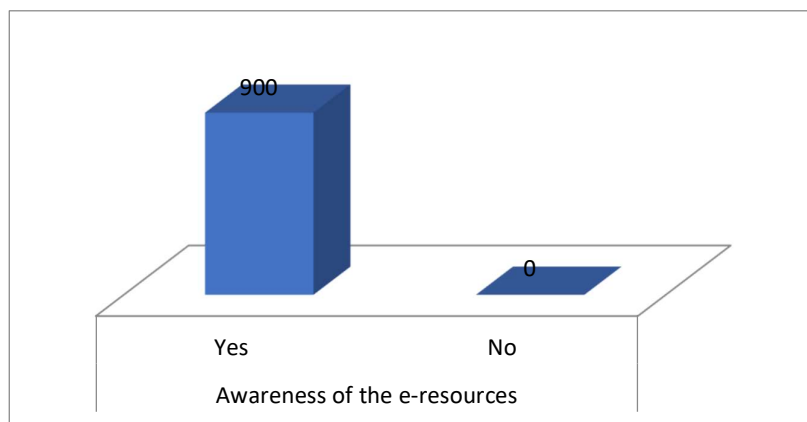


Respondents were asked to confirm their awareness of the electronic resources whether they are aware of the electronic resources or not. The responses showed that 100% of research scholars are aware of the electronic resources in JMI, DU, JNU and IGNOU Universities.

Table 2 : Awareness of research scholars with the e-resources in central universities in Delhi

University	Awareness of the e-resources		
	Yes	No	Total
Central universities in Delhi	100% (90)	----	100%

Fig. 2 : Research Scholars' awareness of e-resources in Delhi



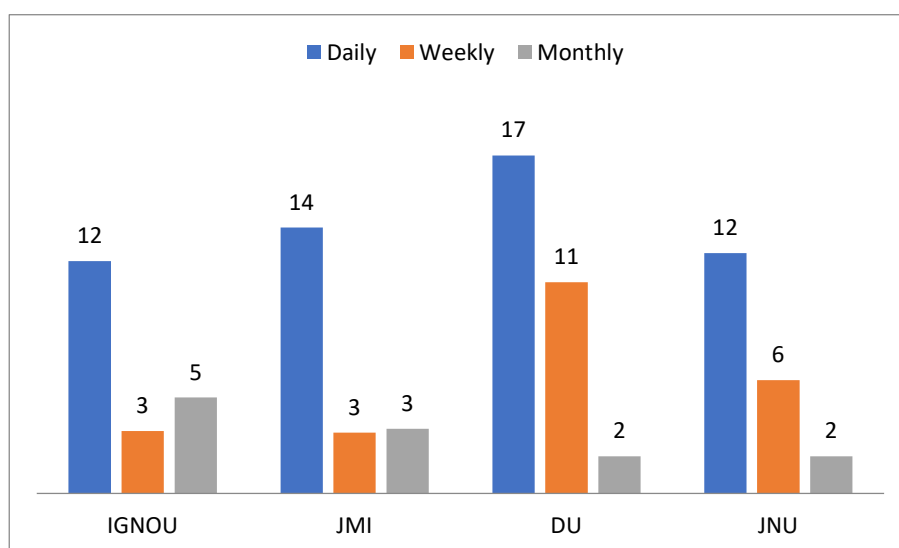
Respondents in central universities in Delhi were asked to explain their awareness of the electronic resources; as to whether they are aware of the electronic resources or not? The responses showed that 100% research scholars were aware of the electronic resources in central universities of Delhi.

Libraries use

Table 3 :Frequency of use of library by the research scholars

University	Frequency of use of library			
	Daily	Weekly	Monthly	Total
IGNOU	59.33% (12)	16% (3)	24.67% (5)	20
JMI	68% (14)	15.33%(3)	16.67% (3)	20
DU	57.67% (17)	36% (11)	6.33% (2)	30
JNU	61.50% (12)	29% (6)	9.5% (2)	20

Fig. 3 : Frequency of use of library

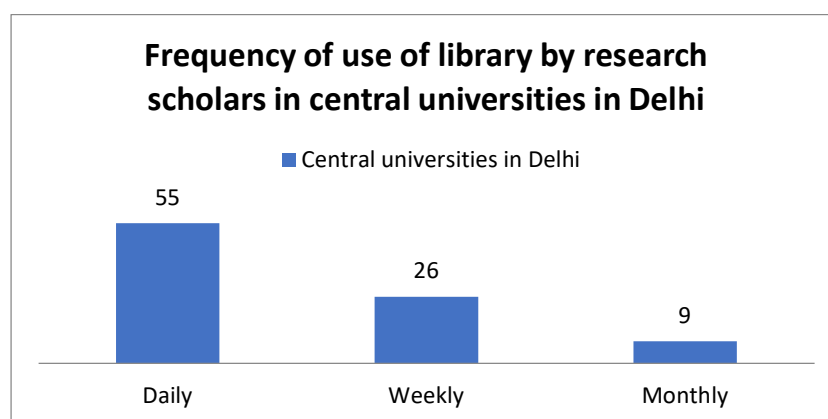


The investigator asked the respondents to give details about their visits to library; how often do they avail the services of the library, daily, weekly or monthly? Research scholars from DU i.e. 36% followed by research scholars of JNU (29%) comprises the largest numbers to utilize and visit library on weekly basis. University of Delhi has lowest number of research scholars among all central universities surveyed who use library on monthly basis.

Table 4 : Frequency of use of library by research scholars in central universities in Delhi

Universities	Frequency of use of library			
	Daily	Weekly	Monthly	Total
Central universities in Delhi	61.23% (55)	29.08% (26)	9.69% (9)	100% (90)

Fig. 4 : Frequency of use of library by research scholars in Delhi



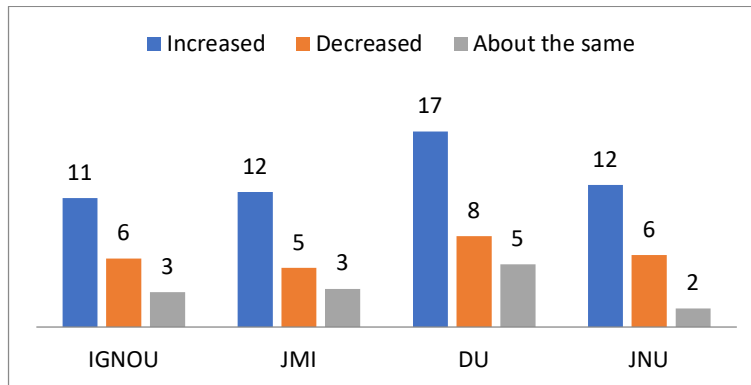
Respondents were asked to give details about their frequency of library use. Table shows that the central universities in Delhi i.e. 61.23%. 29.08% of users in central universities in Delhi use library weekly.

Table 5 : Present library use of research scholars

University	Present library use			
	Increased	Decreased	About the same	Total
IGNOU	55.33% (11)	29.33% (6)	15.34% (3)	100% (20)
JMI	58% (12)	25.33% (5)	16.67% (3)	100% (20)
DU	56% (17)	26% (8)	18% (5)	100% (30)
JNU	61% (12)	31% (6)	08% (2)	100%

				(20)
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Fig. 5 : Present Library use of research scholars

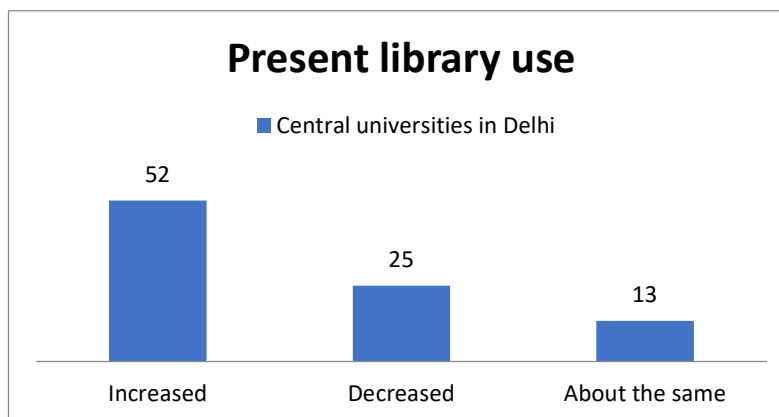


The researcher asked the respondents if their present library usage increased, decreased or is about the same in last 1-3 years. 61% of JNU respondents said that their present library use had increased. It has been noticed that there is overall increase in the usage of library by the respondents across all the universities surveyed.

Table 6 : Present library use of research scholars in central universities in Delhi

Universities	Present library use			Total
	Increased	Decreased	About the same	
Central universities in Delhi	58% (52)	27.38% (25)	14.62% (13)	100% (90)

Fig. 6 : Present library use of research scholars in Delhi



Overall, 58% of respondents from central universities in Delhi responded that their library usage had increased. The increased in availing the services of library was found in the central universities in Delhi which can be clearly seen in the graph.

5. Findings

100% users (respondents) in central universities in in Delhi are merely aware of electronic resources and not with the types of electronic resources. However, there is a remarkable difference in the awareness and use of various types of electronic resources by the users in central universities in Delhi. So there is significant difference between users in central universities in Delhi in context of awareness and use of different types of e-resources apart from the awareness merely with the term electronic resources.

69.64% users (respondents) in central universities in Delhi only 61.23% respondents visit library daily. There is significant difference between the number of users who visit library daily in central universities in Delhi.

Present library use of respondents in central universities in Delhi has been increased, as 58% respondents in central universities in Delhi indicated as such.

6. Conclusion

Times have changed, so has the changed occurred in traditional sources like print sources. Print sources with help of technology has transformed into the electronic resources. With the change in time, the mindset of people has also changed. Today's age belongs to those who keep up with the changing time. Life has become fast and to coup-up with it, technology has played a greater role in the lives of people by facilitating their busy time. Information communication technology has promoted the growth of electronic format of the information and gave rise to e-resources. As the time progressed, many things conflicted and many things became easy. Earlier it was not possible to pursue research with easy availability of materials and needed resources. Technology made swift advances in making things easy and accessible. Now it became easy to get up-to-date with the latest trends and information in academics with the assistance of electronic resources. Earlier the e-resources were not very much famous as they are in present time. Only the few libraries had accessibility to electronic resources that time but

now the whole world of the libraries got changed by the e-resources. In academics, however, the electronic resources, a gift of technology are not thought to be reliable by many. There is the danger possibility that information can be manipulated after the electronic resources are hacked. If a person having expertise over the computer programming can easily hack and manipulate the electronic resources. Another issue in the usage of electronic resources is digital divide among the knowledge seekers. Digital divide means divide between those who know how to use it and those who don't. Technology shift became the impediment for the information seekers and users of e-resources.

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