
Usage of E-Resources among Law Students in NUJS Library

Ashim Kundu

Library Assistant

The West Bengal National University of Juridical
Sciences

Dr. Ambedkar Bhavan, 12LB Block, Sector III,
Salt Lake City, Kolkata 700106

Email: akundu@nujs.edu /
ashimkun2009@gmail.com

Abstract

This paper presents and explains the status of electronic facilities and services provided by the NUJS Library and Information Centre, Kolkata. It also describes the purpose of using e-resources, benefits, subject coverage, overall user satisfaction, problems faced by NUJS users while accessing e-resources, and the perceived impact of e-resources on users. Finally, it reports the results from a questionnaire-based survey of e-resources use and its effects on NUJS users. □.

Keywords

Electronic Resources; Electronic Services; NUJS
Library

Electronic access

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INTRODUCTION

The library and information center is a crucial part of any educational institution, the hub of the teaching and learning exercises where students, teachers, and researchers get their required information according to their needs. In traditional libraries, users have to spend much time searching for a small piece of information. For that, they have to depend mainly on library professionals or library staff. But in the age of information communication technology, Information Communication Technology (ICT) is being used for day-to-day information seeking, which saves the time of the end-users, and library professionals. Electronic resources are revolutionizing the libraries. To provide better and faster user services conveniently, the NUJS has taken radically to ICT application. □

The West Bengal National University of Juridical Sciences (WBNUJS)

The West Bengal National University of Juridical Sciences (WBNUJS) established under the WBNUJS Act, 1999 (West Bengal Act IX of 1999). The Bar Council of India granted the WBNUJS permanent affiliation in July 2005. It has situated at Salt Lake City in the eastern part of Kolkata. The NUJS (a popular acronym for WBNUJS) is considered one of India's elite national law schools. The university offers a five-year integrated B.A/B. Sc. LL. B (Hons.) degree program at the undergraduate level and a Master of Laws (LL. M) program at the postgraduate level. Admission to the former plan is through the Common Law Admission Test, a highly competitive, nationwide standard entrance examination. NUJS also offers M.Phil, Ph.D., and diploma and other programs. It also provides several online courses that attract students from 17 countries across the world. It currently has 42 faculty members besides four guest faculties. There are 625 seats for LL.B, 40 for LL.M, and 20 for Ph. D. □

NUJS Library & Information Centre

The library of NUJS, called 'NUJS Library & Information Centre,' occupies the central location measuring 1500 sq. m. and provides seating for approximately 300 users. The open-access system followed in the library allows unlimited access to the students and research scholars and users from different parts of the country. It caters to around 800 users, including the academic community and non-

academic staff, besides external bona-fide visitors. The library selection has over 23,000 titles and 74 print journals covering a broad range of legal, inter-disciplinary, and social sciences subjects. The library has the archives of the entire sets of most prestigious journals in the field of law. Keeping in stride with the digital development, the library has increased its resources by subscribing to different leading e-book collections on law and other disciplines. The NUJS library's online resources are online legal databases and legal e-journals such as Oxford Handbooks Online, Oxford Scholarship Online, University Press Scholarship Online, Cambridge E-books, and Bloomsbury E-books Collections.

The other online e-journals are Hein Online, West Law India, Lexis Advance India, Manupatra Online, SCC Online, ICSID Reports, Investor-State Law Guide, Kluwer Arbitration, Wiley Online Library, i-Law.com, JStore, Oxford's Constitution of the World, Oxford Legal Research Library, Oxford's Reports on International Law, Taxmann's Online Database, Sage Online Journals, Cambridge Online Journals, Oxford Academic Journals - Law, EBSCO and various other online journals. The databases can be accessed over the campus on Wi-Fi and LAN and off-campus by 'Remote Access' EZproxy Services. The NUJS library is open 20 hours a day (round the clock during and before exams), and all days except three national holidays. The regularly updated library website (<https://nujslib-ic.wixsite.com/lawlibrary>) provides reliable information support to one and all. CCTV installation helps in round the clock backing services. Application of RFID automation for Self Check-Out System; Digital Library Assistant (for stock-taking and stock-management); Magnetic Tattle Tapes; Security Gate (for security purpose) have made the library a very user-friendly state-of-the-art-technology library.

The library is an aid member of INFLIBNET's UGC-INFONET consortium. The Computer Centre attached to the Library hosts nearly 70 machines backed by the National Knowledge Network connectivity of 1 GBPS. The library has fully automated on VIRTUA (VTLS) –Integrated Library Software, and Provides various services such as Circulation Services, Reference Services, Bibliographic Services, CAS & SDI Services, New Arrival Services, Print, Scanning, and Photocopying Services. It also houses a State of the Art Accessibility Lab for NUJS's visually impaired students.

OBJECTIVES OF THE STUDY

The study has designed and carried out in August 2019 to achieve the following objectives:

1. Find out the present status of electronic resources facilities and services provided by the NUJS L & IC;
2. Study the purpose and density of using the electronic resources available in the library;
3. Locate the obstacle faced by the users while accessing and using the e-resources in the library
4. Study the effect of e-resources and services on the academic work of the patrons, and
5. Provide advisable suggestions and recommendations to improve the e-resources and e-services for the benefit of users in NUJS L & IC.

LITERATURE REVIEW

A large number of research studies have conducted on the use of electronic resources. One prominent study has been of Shulling (2007), who analyzed the use of electronic resources in Shanxi University of Science and Technology. The sample consisted of 909 respondents of all types of library users. The study found that nearly half the respondents used printed and electronic resources, followed by print periodicals. Studies show that both faculty and students use and like electronic resources and most cheerfully accept them if the sources recognized as convenient, relevant, and time-saving to their natural work-flow. The print medium is still used for some reading and is part of research in almost every method. Rao (1997) has discussed the impact of electronic resources and digital libraries on collection development. He has described it as quite significant. This study has attempted to explain the electronic resources and its use in one of the country's premier universities. Dadzie (2005) investigated the use of e-resources by faculty and students of Ashesi University, Ghana, to resolve the level of use, the type of information accessed, and the library's transmission device for information research, and complication faced in accessing electronic resources. The conclusion indicated that 85 percent of respondents used the internet to access information, and that respondent mainly located data in the library by browsing shelves.

Ali (2005) highlights adopting electronic information services in the Indian Institute of Technology (IIT) library in New Delhi. Data collected from three hundred users. Results revealed that 95 percent of users were aware of the Electronic Information Services provided by the library. Electronic resources have widely used in institutions. There is a direct correspondence between computer literacy and the use of electronic resources. Most academics are computer literate, though they need to develop their searching skills.

METHODOLOGY

A structured of 25 questions consist of a questionnaire-based survey method developed for data collection. The questionnaire included questions about the availability of electronic resources and the ability to use them, questions about demographic information, and questions about using electronic resources. The questions were pre-tested—follow-up questions used for clarification and changes made after that. Questionnaires were filled in by the researches users, and the items explained if required.

SAMPLING

Category of User

A total of 100 questionnaires were dispersed randomly to the NUJS users, of which 90 were returned and used for analysis. Out of the 100 users, 65.0 percent were students, and 20.0 percent of researchers and 15.0 percent are academics. Figure 1 shows the user distribution of the respondents: See figure 1 below.

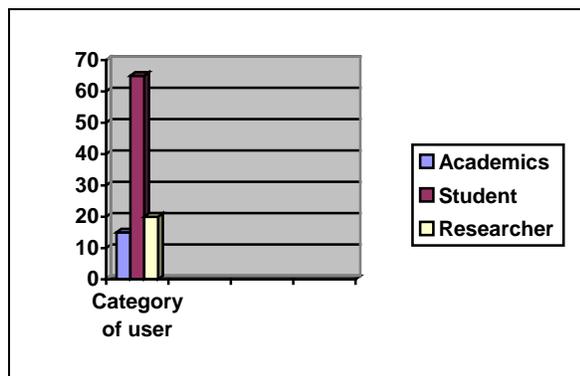


Figure 1: Category of Users

FINDINGS AND DISCUSSION

Electronic Resources Access and Use in NUJS

The online journals have linked to the NUJS Library web site (<https://nujslib-ic.wixsite.com/lawlibrary>), and it provides an easy interface to its users. NUJS L & IC provides its electronic resource services within the NUJS Campus area and off-campus. Off-campus services are open for all faculty members, students, researchers, officers, and staff through the Remote Access. NUJS Library subscribes to 20 online databases, which cover around 5000 online journals available different subject content. Those publishers' links are open to the NUJS Library website. Those links help users to access the desired articles quickly.

Access to the Internet

The users asked about access to the internet. The findings showed that 60.0 percent of users acknowledge access to the internet at the library, 10.0 percent of users accessed at the computer center, and 30.0 percent accessed the internet at their hostel rooms. Most of the users access the internet at the library than in other places. See figure 2 below.

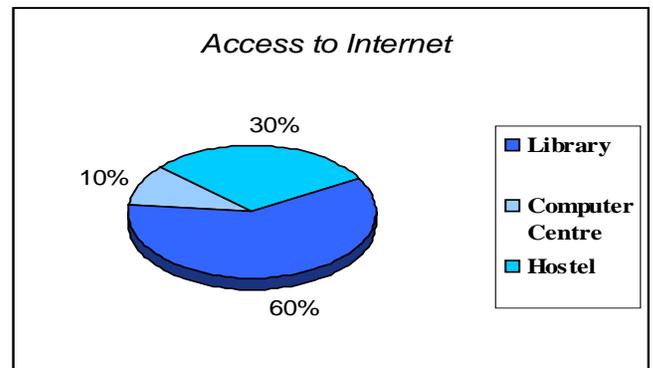


Figure 2: Access to the Internet

Access to Electronic Resources

From the returned questionnaires, it has found that most of them (52.0 percent) users accessed electronic resources every day, 29.0 percent a few times every week, 16.0 percent least once a week, 2.0 percent at least once a fortnight, and 1.0 percent at least once a month. In short, most of the NUJS L & IC users used e-resources every day, which is a good sign. See figure 3 below.

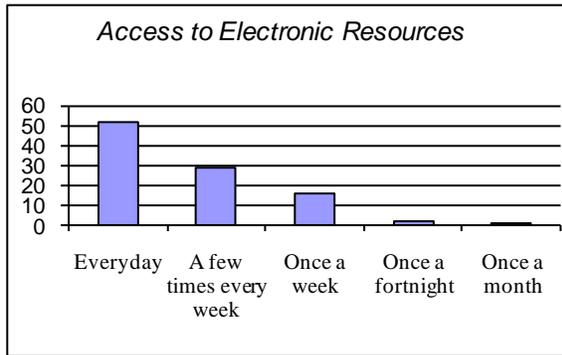


Figure 3: How often access to electronic resources

Look for Relevant Electronic Resources. □

In response to this question, the users asked about where they look for relevant electronic resources. The reaction to this question is shown below in Table 1. □

Table 1: Look for Relevant Electronic Resources

Look for relevant electronic resources. □	Academics	Student	Researcher	Percent
NUJS library websites	6	25	2	33.0
Web search engine	9	38	8	55.0
Online databases with links to full-text	3	7	2	12.0

Table 1 reveals that 33.0 percent of users looked for relevant electronic resources using the NUJS Library website. 55.0 mostly used web search engines to find appropriate electronic resources on the internet, and 12.0 percent used an online database with links to the full text. So, from this study, it is clear that half of the NUJS L & IC users find their relevant e-resources using web search engines. □

Purpose of Using Electronic Resources

The NUJS L & IC users used electronic resources for many purposes. According to the respondents, 48.0 percent of users mostly used electronic resources for learning, 33.0 percent for current information, 12.0 percent for research purposes, and 7.0 percent for teaching purposes. See figure 4 below. □

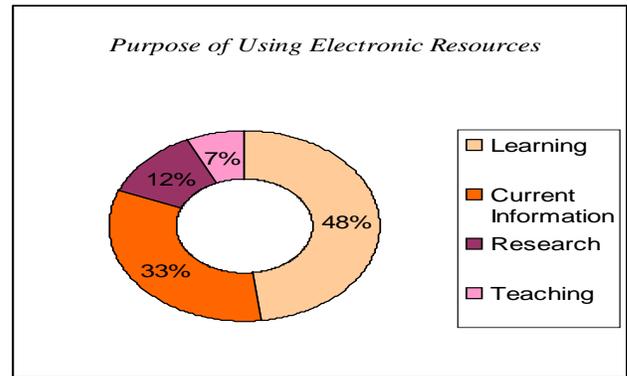


Figure4: Purpose of Using Electronic Resources

Types of Electronic Resources Used

Analyzing the respondents replied, it has found that most users (49.0 percent) preferred to use electronic journals. The second-highest number of users (24.0 percent) used electronic books, and 17.0 percent of users used library catalog, and the lowest 10.0 percent users used bibliographic databases. Here, most of the users used e-journals rather than library catalog, bibliographic databases, and e-books.

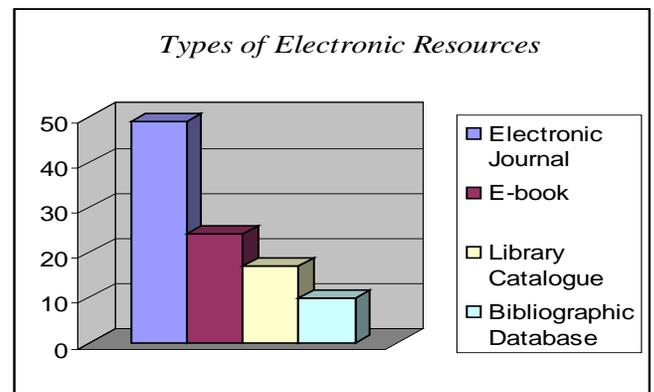


Figure 5: Types of Electronic Resources

Features of Electronic Resources

The NUJS users also asked about what features of electronic resources they considered to be the most important for their research/study's efficiency. Evaluate the respondents, and it has found that most of the users preferred to use electronic resources for up-to-date information. According to the respondents, 52.0 percent of users used e-resources for up-to-date information. The second most (23.0 percent) users considered the most important feature of electronic resources as its efficiency in full-text searching, 14.0

percent used electronic resources for quick irretrievability, 8.0 percent for free availability, and 3.0 percent the availability of links to other resources. See figure 6. □

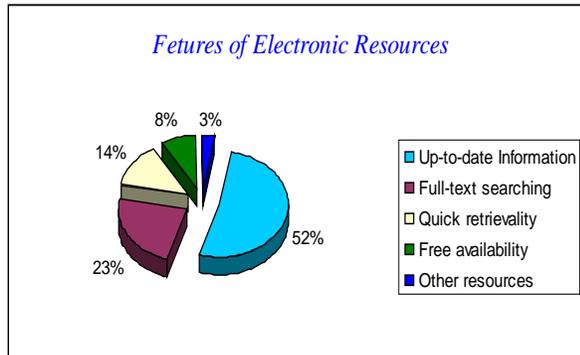


Figure 6: Fetures of Electronic Resources

Valuation of Electronic Resources and Services Evaluation of content

The Level of Materials Available

The findings show that out of total respondents, 5 percent of users replied that the materials available at NUJS L & IC are low. Acknowledged 8 percent of users that the available materials were 'average', 58 percent indicated the standard as 'high,' and 27.0 percent felt the scale as 'very high.' Two (2.0) percent ticked on NA [Not applicable]. See Table 2. □

Table 2: Level of Materials Available

The level of materials available	Academics	Student	Researcher	Percent
Low	1	2	2	5.0
Average	1	3	4	8.0
High	12	36	10	58.0
Very high	7	18	2	27.0
NA	1	1	0	2.0
Total	22	60	18	100.0

The Coverage of the Subject/Work

According to the filled in the questionnaires, it has found that 3.0 percent of users considered the

coverage of their subject/work as 'low,' 8.0 percent as 'average,' 62.0 percent as being 'high,' 25.0 percent as 'very high.' Two (2.0) percent marked NA. See Table 3 □

Table 3: The Coverage of the Subject/Work

The coverage of my subject/work	Academics	Student	Researcher	Percent
Low	1	1	1	3.0
Average	2	2	4	8.0
High	15	37	10	62.0
Very high	5	19	1	25.0
NA	1	0	1	2.0
Total	24	59	17	100.0

Ease of Access

The findings show that 15.0 percent of users considered access to electronic resources at NUJS L & IC as 'not easy,' 18.0 percent as 'average,' 60.0 as 'high,' and 6.0 percent as 'very high.' One (1.0) percent of users considered the element as not applicable. Table 4 explained the above data below: □

Table 4: Ease of Use

Level of Ease of use	Academics	Student	Researcher	Percent
Low	3	6	6	15
Average	5	7	6	18
High	11	37	12	60
Very high	3	2	1	6
NA	0	0	1	1
Total	22	52	26	100

Technical Evaluation of Resources

Availability of computer facilities in the university

From the analysis of the responses it has found that 12.0 percent users felt the computer facilities in NUJS L & IC as 'low,' 20.0 percent as 'average,' 53.0 percent as 'high,' 12.0 as 'very high' and 3.0 percent as NA. See Table 5 in below: □

Table 5: Availability of Computer Facilities at the University □

Level of availability of computer facilities in the university	Academics	Student	Researcher	Percent
Low	3	7	2	12.0
Average	3	13	4	20.0
High	10	39	4	53.0
Very high	2	9	1	12.0
NA	0	2	1	3
Total	18	70	12	100.0

Overall User Satisfaction

The analysis responses found that the 'overall user satisfaction' levels of e-resources varied from user to user. While 5.0 percent users were 'not satisfied', 16.0 percent marked it as 'average', 61.0 percent as 'high' and 18.0 percent as 'very high'. So, it has found that more than half of the users were generally satisfied with the e-resources usage. See Table 6 □

Table 6: Overall User Satisfaction

Level of overall User Satisfaction	Academics	Student	Researcher	Percent
Low	1	2	2	5
Average	3	9	4	16
High	11	46	4	61
Very high	6	11	1	18
Total	21	68	11	100

Problems encountered while using the e-Resources. □

According to the filled responses, users faced some problems while they are using e-resources. They were: slow access speed (12 percent), the overload of information on the internet (7 percent), difficulty in finding relevant information (22 percent), privacy problems (16 percent), and limited access (43 percent). See figure 7 below. □

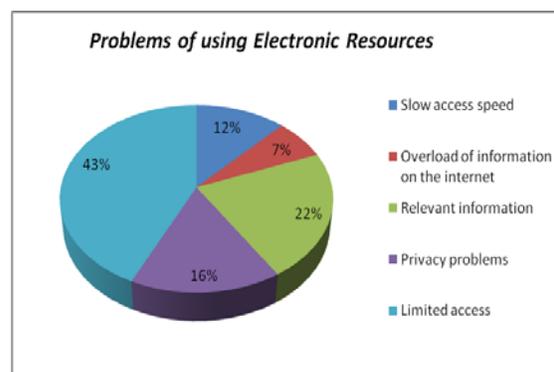


Figure 7: Problems of using Electronic Resources

Level of Success in Research/Academic Work

Analyzing the respondents found that most NUJS L & IC users used electronic resources for their research/academic work. According to the respondents, 21.0 percent of users have a given level of success using electronic resources as average. 58.0 percent indicated their success level as 'high,' 16.0 percent considered it 'very high,' and 5.0 percent explained their success level for using electronic resources as 'low.' Users were successful in their research/academic work by using NUJS L & IC e-resources. The raised data are shown below in Figure 8. □ □

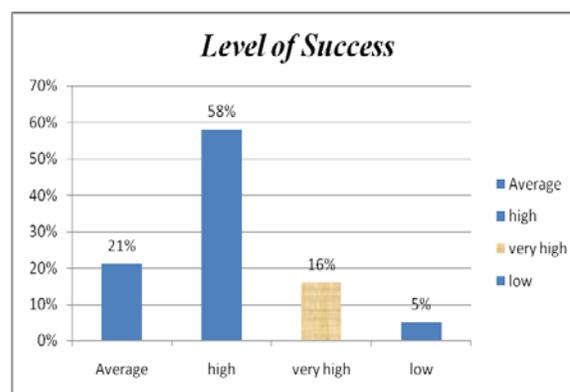


Figure 8: Level of Success

CONCLUSION AND RECOMMENDATIONS

This paper confirms that a large number of e-resources are made available in NUJS Library & Information Centre. This study acknowledges that the majority of users use e-resources for their learning purpose. It has found that sufficient e-resources materials were available, and users were generally satisfied with these materials. The existing e-resources at the library could fulfill the user needs.

Moreover, NUJS L & IC should arrange more training programs for users by trained professionals with ICT skills. IT should also accommodate users' opinions on subscribing to new e-journals. In the backdrop of the growing popularity of e-resources revealed through this study, the following recommendations made for improvement in e-resources in NUJS L & IC—Development of advanced infrastructure facilities for accessing electronic resources by the users and coverage of all the subjects content of NUJS by subscribing to more e-journals;

NUJS Library and Information Centre should increase the budget for subscribing to more electronic resources. Without an adequate budget, the library cannot cover all subjects' content. The e-journal cost is increasing day by day, and among those, the current issues are more costly than back issues. Most of the researchers and faculty members require current problems in the article. However, back issues are not considered crucial by some academics; Before and after the electronic resources subscription, a survey of users should do at regular intervals. The library should also receive information and suggestions from the faculty members and the students, on existing subscriptions;NUJS Library and Information Centre should organize training programs for the faculty members and the students to know about different search interface, latest changes of the journal site 1 and develop sophisticated searching and retrieval skills or techniques;—The bandwidth of internet connection must increase in the NUJS campus. Faster internet access should offer to minimize download time.—

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