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**Access to Web Based Information Resources and Services by Research Scholar of Mangalore University: A Study**

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**Abstract**

*The study Mangalore university library and examine the effective usage of services, what are the problems among research scholars are facing to access web based information resources and also focused purpose of using the web based information resources. The paper highlights the searching strategies for using to search the web based information resources focuses about the web based information resources among the research scholars of the Mangalore University. It found that the 56 (43.75%) use the web based resources on a daily basis, 31 (24.20%) twice in a week, 24 (18.75%) once in a week, 12 (9.40%) once in a month, and only 5(3.90%) access the web based resources in occasionally.*

**Keywords**

*Web; Web based information resources; Library services; Mangalore University*

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## 1. INTRODUCTION

This study focuses on the use of web-based library services by research scholars in different sections of the Mangalore university library. The library provides web access to their collections and user support for accessing web-based library services. The main purpose of academic library is to support education and research. Libraries are mainly entrusted with a host of predetermined tasks like acquiring, organizing, preserving, retrieving and disseminating information to the users. Right from ancient times to the present digital era, the primary objective of library has always been to achieve this goal. There is a need to use information accurately, precisely and systematically. Traditional methods of library and information services have changed greatly in recent years because of the development and application of new technology, especially the internet and web technologies. So libraries must strive to provide the right information to right clientele at right time. The demand and expectation of users have also changed considerably. In this changed scenario, services in libraries are more personalized, more interactive and more collaborative web-based services such as web OPAC, e-resources, institutional repository etc.

### A. Web based library services

For this study, web based library services means, library services provided using Internet as medium and library website as a gateway with the help of integrate library management system. On the user perspective, web-based library services such as: Current awareness service, SDI service, online delivery service, documentation delivery service, CD-ROM service, internet access, indexing and abstracting databases, library portal service, federated search, alert service, digital library services, web OPAC service and a virtual library of links to other useful resources. It provides the unique service like integrating library house-keeping operations, library policies, staff listings, etc. for timely help. Madhusudhan, M. and Nagabhushan (2012) conducted a study to examine the web based library services in universities libraries in India; an analysis on librarian's perspective. The study examined the current state and use of web by university libraries in India via their website. Questionnaire method was used to conduct the study. It was found that university libraries are yet to exploit full potential of web based services.

## 2. OBJECTIVES

1. To investigate the learning method to use web based resources by the university library
2. To identify the purpose of use web based resources
3. To find out the access the different types of web resources
4. To examine the rate of web based resources
5. To find out the browsers to use for accessing web based resources
6. To discover the benefits of get due to the use of web based resources
7. To know the problems faced by the users while accessing web based resources

### 3. METHODOLOGY

The research is based on survey method. The data was collected based on the questionnaire. The goal of the questionnaire was to examine the web based library services among the research scholar of all the disciplines of Mangalore University. 175 questionnaires was distributed, only 128 respondents only response to the questionnaires. The collected data was analysed and tabulated using the SPSS software.

### 4. REVIEW LITERATURE

Thangam & Padma (2016). Examine the study was to know the scholars web attitude like, purpose of usage of web, frequency of web use, preferred search engine, preferred version preferred search option, search method and problem faced by the students. For this the researcher distributed the 100 questionnaire to the scholars of the Anna University. The study found that Out of total respondent the male respondent is more than the female respondent. Google is the major search engine followed by majority of the students, Boolean Operator Search is the leading search technique. Madhusudan & Nagabhushanam (2012). Highlighted on the use of web-based library services by users in different sections of the university libraries in India and examines how some of the University libraries provide web access to their collections and user support for that access and the problems faced by users in accessing web-based library services.. The paper highlights the current state of web-based library services against which they can benchmark their own web-based library services by university librarians in India. They will also learn how the unique web-based library services enhance the quality of web-based

library services in Web 2.0 environment and suggests the new approaches for effective use of web-based library services. Singh & Samyal (2014). The Information and Communication Technology and Internet have revolutionized the way to access and retrieve web based information.. In this research paper a study has been done on the Libraries of IITs with an aim to evaluate their web-based informational resources, services, websites/OPACs and to further study what measures they have taken to better represent web based informational resources and services to their clientele. According to Madhusudhan & Nagabhushanam (2012) current state and use of the web by university libraries in India and to examine the web-based library services offered by some university libraries in different sections via their websites with the help of web-based library automation software. Thangam & Padma (2016) examined the usage of web resources by the research scholars in Madras university. For this purpose 100 questionnaires distributed to the research scholars of Madras University. All the questionnaires are collected. Frequency count and simple percentage was used to analyze the data collection. The study found that Maximum of respondent uses the web resources for Academic purpose, Google is the most used search engine, majority of the respondents uses the Gmail account, scholars are access the web resources from library, the study further found that majority of the respondent prefer the advanced search option, and Key word/Subject search is most prefer search method.

### 5. DATA ANALYSIS

**Table 1:** Gender-Wise Questionnaires distribution

Sl.No.	Gender	No. of Respondents	Percentage
1	Male	88	68.75
2	Female	40	31.25
	<b>Total</b>	<b>128</b>	<b>100.00</b>

Table above table shows that 88 (68.75%) of the respondents were male and 40 (31.25%) were female.

**Table 2:** Area-Wise Questionnaires distribution

Sl.No.	Area	No. of Respondents	Percentage
1	Rural	73	57.00
2	Urban	55	43.00
	<b>Total</b>	<b>128</b>	<b>100.00</b>

The table shows that the use of web based information in residential areas such as urban and rural location. Majority 73 (57.00%) respondents are agreed for use of in rural areas and 55 (43.00%) of respondents favored about urban areas.

**Table 3:**Internet Access points

Sl. No.	Net Access Points	Yes	No	Total
1	Department	72 (56.30%)	56 (43.80%)	128 (100.00%)

department, 32 (25.00%) use in cyber cafe.

2	Library	78 (60.90%)	50 (39.10%)	128 (100.00%)
3	Cybercafé	32 (25.00%)	96 (75.00%)	128 (100.00%)
4	Home	91 (71.10%)	37 (28.10%)	128 (100.00%)

Above table depicts that; majority 91 (71.10%) of users use web based information in their home, 78 (60.90%) use at library, 72 (56.30%) use in their

**Table 4:** Learning method to use web based resources

Sl.No.	Learning methods	Yes	No	Total
1	Self learning	96 (75.00%)	32 (25.00%)	128 (100.00%)
2	Guidance from friends	71 (55.50%)	57 (44.50%)	128 (100.00%)
3	Guidance from Library staff	56 (43.80%)	72 (56.20%)	128 (100.00%)
4	Attending courses, trainings, workshops and seminars	69 (53.90%)	59 (46.10%)	128 (100.00%)

Table 4 elucidates learning method to use web based resources; majority 96 (75.00%) respondents are learnt from self learning, 71 (55.50%) respondents are learnt from friends guidance, 69 (53.90%) respondents are learnt from attending courses, trainings, workshops and seminars and 56 (43.80%) respondents learnt from the guidance of library staff.

**Table 5:** Frequencies of web based resources

Sl. No.	Frequency	No. of Respondents	Percentage
1	Daily	56	43.75
2	Twice in a week	31	24.20
3	Weekly	24	18.75
4	Monthly	12	9.40
5	Occasionally	5	3.90
	Total	128	100.00

Table 5 shows the frequency of use web based resources by the respondents. Out of 128 respondents, 56 (43.75%) use the web based resources on a daily basis, 31 (24.20%) twice in a week, 24 (18.75%) once in a week, 12 (9.40%) once in a month, and only 5(3.90%) access the web based resources in occasionally.

**Table 6 :** Using the web based resources

Sl.No.	Duration	No. of Respondents	Percentage
1	Less than 1Year	56	43.75
2	Between 2-3 Years	31	24.20
3	Between 4-5 Years	24	18.75
4	Between 6-7 years	12	9.40
5	Above 7 Years	5	3.90
	Total	128	100.00

Table 6 shows 56 (43.75%) of respondents are using web based resources for the period of Less than 1Year. Followed by 31 (24.20%) of respondents for the period of Between 2-3 Years. 24(18.75%) of the respondents indicated that they Using the web based resources Between 4-5 Years, 12 (9.40%) of respondents for the period of Between 6-7 Years and 5(3.90%) for above 7 Years.

**Table 7:** Purpose of use web based resources

Sl.No.	Purpose	Yes	No	Total
1	Research	112 (87.50%)	16 (12.50%)	128 (100.00%)
2	For writing paper	94 (73.40%)	34 (26.60%)	128 (100.00%)

3	Improve subject knowledge	60 (46.90%)	68 (53.10%)	128 (100.00%)
4	Prepare notes	71 (55.50%)	57 (44.50%)	128 (100.00%)
5	Prepare for seminar, discussions etc	81 (63.30%)	47 (36.70%)	128 (100.00%)

Above table signifies purpose of use web based resources, majority 112 (87.50%) of the respondents using for research, 94 (73.40%) respondents for writing paper, 81 (63.30%) respondents for seminar preparations and discussion, 71 (55.50%) respondents for prepare notes and very least of the table 60 (46.90%) respondents for improve subject knowledge respectively.

**Table 8 :** Access on the web based resources

Sl.No	Access	Yes	No	Total
1	E-Books	96 (75.00%)	32 (25.00%)	128 (100.00%)
2	E-Journals	112 (87.50%)	16 (12.50%)	128 (100.00%)
3	E-reference sources/directories	57 (44.50%)	71 (55.50%)	128 (100.00%)
4	Current events and facts	99 (77.30%)	29 (22.70%)	128 (100.00%)
5	General knowledge and tutorials	73 (57.00%)	55 (43.00%)	128 (100.00%)
6	Forthcoming events and news	69 (53.90%)	59 (46.10%)	128 (100.00%)

Table 8 depicts access on the web based resources, majority 112 (87.50%) respondents are use e-journals, 99 (77.30%) respondents are use current events and facts, 96 (75.00%) respondents are use

ebooks, 73 (57.00%) respondents are use for general knowledge and tutorials, 69 (53.90%) respondents are used for forthcoming events and activities and 57 (44.50%) respondents are using for e-reference sources and directories.

**Table 9:** Search and access of web based resources

Sl. No.	Search and Access	Yes	No	Total
1	Links through Library websites	93 (72.70%)	35 (27.30%)	128 (100.00%)
2	Links through publisher websites	74 (57.80%)	54 (42.20%)	128 (100.00%)
3	Links through online journal websites	67 (52.30%)	61 (47.70%)	128 (100.00%)
4	Links through search engines	120 (93.75%)	08 (6.25%)	128 (100.00%)

Table 9 examines search and access web based resources, majority 120 (93.75%) respondents are links through search engines, 93 (72.70%) respondents are links through library websites, 74 (57.80%) respondents are links through publisher websites and 67 (52.30%) respondents are links through online journals.

**Table 10:** Rate the web based resources

Sl.No.	Features	Excellent	Good	Moderate	Poor
1	Easy to use	53 (41.40%)	32 (25.00%)	27 (21.10%)	16 (12.50%)
2	Up-to-date	61 (47.70%)	38 (29.70%)	20 (15.60%)	9 (7.00%)
3	Access Speed	49 (38.30%)	35 (27.30%)	28 (21.90%)	16 (12.50%)
4	Usefulness	47 (36.70%)	39 (30.50%)	29 (22.70%)	13 (10.20%)
5	Hypertext links	49 (38.30%)	32 (25.00%)	26 (20.30%)	21 (16.40%)
6	Flexibility	56 (43.80%)	29 (22.70%)	24 (18.60%)	19 (14.80%)

Table 10 reveals that the Digital Information Resources had good rating for several features like Easy to use, up –to –date, Access speed, Usefulness and Hypertext links and with the responses rates corresponding with 53 (41.40%), 61 (47.70%), 49 (38.30%, 47 (36.70%) and 49 (38.30%) respondents, followed by 56 (43.80%) each for Flexibility. It was also found that the respondents rated few features of digital information as excellent.

**Table 11:** Device preference to store web based resources

Sl.No.	Storage Media	Yes	No	Total
1	Pen drive	103 (80.50%)	25 (19.50%)	128 (100.00%)
2	Compact Disk/DVD	29 (22.70%)	99 (77.30%)	128 (100.00%)
3	Hard disk	35 (27.30%)	93 (72.70%)	128 (100.00%)
4	Memory Card	46 (35.90%)	82 (64.10%)	128 (100.00%)

Above table elucidates device preference to store web based resources, majority, 103 (80.50%) respondents are used for storing resources in pen drive, 46 (35.90%) respondents are use for store resources in memory card, 35 (27.30%) respondents are used hard disk and 29 (22.70%) respondents are use compact disk / DVD.

**Table 12:** Browsers to use for accessing web based resources

Sl. No.	Met search	Yes	No	Total
1	Mozilla Fire Fox	78 (60.90%)	50 (39.10%)	128 (100.00%)
2	Internet explorer	81 (63.30%)	47 (36.70%)	128 (100.00%)
3	Google Scholar	101 (78.90%)	27 (21.10%)	128 (100.00%)

**Table 14:** Benefits of get due to the use of web based resources.

Sl.No.	Benefits	Yes	No	Total
1	Time saving	113 (88.30%)	15 (11.70%)	128(100.00%
2	Better source of information	98 (76.60%)	30 (23.40%)	128(100.00%
3	Access to up-to-date information	86 (67.20%)	42 (32.80%)	128(100.00%
5	Improvement in the quality of professional work	105 (82.00%)	23 (18.00%)	128(100.00%
6	Information available in various formats as per the need	75 (58.60%)	53 (41.40%)	128(100.00%
7	Easy portability of Web based Resources	79 (61.70%)	49 (38.30%)	128(100.00%

4	Google chrome	123 (96.10%)	05 (3.90%)	128 (100.00%)
5	Yahoo	68 (53.10%)	60 (46.90%)	128 (100.00%)
6	Opera	49 (38.30%)	79 (61.70%)	128 (100.00%)
7	Netscape	51 (39.80%)	77 (60.20%)	128 (100.00%)

Table 12 explains whoever browsing to use for accessing web based resources, this statistics proved the popular browser, majority of the users 123 (96.10%) respondents are first preference to use Google chrome, 101 (78.90%) respondents are use Google scholar, 81 (63.30%) respondents are used Inetnet explorer, 78 (60.90%) respondents are used Mozila fire fox, 68 (53.10%) respondents are used Yahoo, 51 (39.80%) respondents are used Netscape and 49 (38.30%) respondents are used Opera.

**Table 13:** File format do you prefer download the web based resources

Sl.No.	File Formats	Yes	No	Total
1	PDF	112 (87.50%)	16 (12.50%)	128 (100.00%)
2	HTML	33 (25.80%)	95 (74.20%)	128 (100.00%)
3	M-S Word	96 (75.00%)	32 (25.00%)	128 (100.00%)
4	PPT	67 (52.30%)	61 (47.70%)	128 (100.00%)

According to Table 13, Whoever prepare to download the web based information sources, majority of the users 112 (87.50%) respondents are prepare to download PDF format, 96 (75.00%) respondents prepare MS Word format, 67 (52.30%) respondents PPT format, and only 33(25.80%) users prepare HTML format.

Above table signifies benefits to use web based resources, majority 113 (88.30%) respondents are used for time saving, 105 (82.00%) respondents for use improvement in the quality of professional work, 98 (76.60%) respondents are use for better source of information, 86 (67.20%) respondents are use access for the benefits of access to updating information, 79 (61.70%) respondents are easy probability and 75 (58.60%) respondents are used for the benefits of information available in various formats as per the need.

**Table 15:** Problems faced while accessing web based resources

Sl.No.	Problems	Yes	No	Total
1	Varied search pattern	83 (64.80%)	45 (35.20%)	128 (100.00%)
2	Virus affected	86 (67.20%)	42 (32.80%)	128 (100.00%)
3	Unwanted pages	29 (22.70%)	99 (77.30%)	128 (100.00%)
4	Less band width	44 (34.40%)	84 (65.60%)	128 (100.00%)
5	Less speed of the modem	71 (55.50%)	57 (44.50%)	128 (100.00%)
6	Power failure	21 (16.40%)	107 (83.60%)	128 (100.00%)

Table 15 examines problems faced while accessing web based resources; majority 67.20% respondents faces virus problems, 64.80% of users faces varied about search pattern, 55.50% users faces less speed of the modem, 34.40% users faces less band width connectivity, 22.70% users faces unwanted pages problem and 16.40% users faces electricity problem.

**Table 16:** Search techniques to use access web based resources

Sl.No.	Search techniques	Yes	No	Total
1	Simple	99 (77.30%)	29 (22.70%)	128 (100.00%)
2	Keywords	67 (52.30%)	61 (47.70%)	128 (100.00%)
3	Boolean logic	87 (68.00%)	41 (32.00%)	128 (100.00%)
4	Field search	50 (39.00%)	78 (61.00%)	128 (100.00%)
5	Phrases	51 (39.80%)	77 (60.20%)	128 (100.00%)

	search	(39.80%)	(60.20%)	(100.00%)
6	Truncation	46 (35.90%)	82 (64.10%)	128 (100.00%)

Above table indicates search techniques to use web based resources, majority 99 (77.30%) respondents are going through simple search, 87 (68.00%) respondents are use Boolean logic, 67 (52.30%) respondents are go through keyword search, 51 (39.80%) respondents are using phrases search, 50 (39.00%) respondents are go through filed search and 46 (35.90%) respondents are use truncation.

**Table 17:** Preferred methods

Sl. No.	Preferred methods	Yes	No	Total
1	Attending workshops/seminars	93 (72.70%)	35 (27.30%)	128 (100.00%)
2	Discussing with experts	97 (75.80%)	31 (24.20%)	128 (100.00%)
3	Discussing with colleagues	32 (25.00%)	96 (75.00%)	128 (100.00%)
4	E-mail assistance	81 (63.30%)	47 (36.70%)	128 (100.00%)

Table 17 depicts preferred to methods to use for accessing web based information resources, majority 97 (75.80%) respondents are discussing with experts, 93 (72.70%) respondents are attending workshops and seminars, 81 (63.30%) respondents are Email assistance and 32 (25.00%) respondents discussing with colleagues.

**Table 18:** Satisfaction obtained from using web based resources

Sl.No.	Level of Satisfaction	Yes	No	Total
1	Extremely satisfied (100%)	87 (68.00%)	41 (32.00%)	128 (100.00%)
2	Satisfied (75%)	51 (39.80%)	77 (60.20%)	128 (100.00%)
3	Moderately satisfied (50%)	57 (44.50%)	71 (55.50%)	128 (100.00%)
4	Slightly satisfied (25%)	96 (75.00%)	32 (25.00%)	128 (100.00%)
5	Not at all satisfied	30 (23.40%)	98 (76.60%)	128 (100.00%)

Table 18 shows that only 87 (68.00%) respondents feel extremely satisfied with the web based information requirements in their field, 51 (39.80%) satisfied, 57 (44.50%) Moderately satisfied, 96 (75.00%) Somewhat satisfied and 30 (23.40%)of respondents opinion is not at all satisfied about the service.

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## **6. CONCLUSION**

Web based information services are essential for users in any universities. The transfer of library services to the web based environment helps the users to find, evaluate, and use information effectively. The libraries hold the hands of the users who are moving towards new communication paradigm a shift from face to face human contact to human machine interaction, from paper to electronic delivery, from text centered mode to multimedia and from physical presence to virtual presence. The study would understand the web based information services in the Mangalore university, its benefits to users and problems while accessing it. As the outcome of the study it would propose measures for the improvement of web based information services in Mangalore University.

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