
Usage Information access Patterns of Information and Communication Technology (ICT) Resources among faculty members in St Claret College Library, Bangalore: A Study

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Abstract

The Paper highlights the use of ICT Resources by the users of St Claret College Library, Jalahalli Bangalore. The Paper focuses on whether the Users are Aware of ICT Resources, purpose of using ICT resources, use of different types of ICT resources, problems faced in using ICT resources Finally, it concludes by giving some fruitful suggestions to improve the ICT resources Services given by the Library.

Keywords

ICT Resources; Use of ICT Resources; St Claret College Library; Library Users

Electronic access

The journal is available at www.jalis.in



Journal of Advances in Library and Information Science
ISSN: 2277-2219 Vol. 8. No.4. 2019. pp.145-149

1. Introduction:

In this last few decades the advancement of ICT. Have influenced the libraries and information centres. The Library and Information centres are operation the era of continually changing technological environment. The ICT have changed the nature of libraries and also changed the perception and expectations user Community. due to the advances in ICT tools and the internet the users of the libraries who were simply readers of print Resources are now transferred to ICT Resources like E-Books, E-Journals, Databases, Digital Repositories etc.

1.1. St Claret College Library:

St. Claret College library is a place of knowledge enhancement, which is designed in an appropriate way to meet the academic needs of the students and faculty. It provides a wide range of resources to its academic community. The library has a puddle of academic resources such as books, magazines, journals, encyclopaedias, databases, back volumes, CDs/DVDs, project reports, Rare and question bank and the Internet. Through the completely automated library management system, users can access the library resources without any troubles. The library provides spacious seating arrangements and serene ambiance for learning. Trained and committed library staff is at the service of the academic community. There are separate sections for Science, Commerce, Management, Humanities and Computer Science. It has a collection of over 21,000 collections and 70 periodicals covering a wide range of general and special subjects, comprising of text books, reference books, current periodicals, back volumes of journals and reports and Subscribed N-List and DELNET, Mint booke Resources.

The library has an open access system to facilitate readers to have easy access to the library resources. The College Library has also established links with other important libraries in and around Bangalore in order to provide inter-library access for the benefit of students and teachers of the College. To assist the students and staff in locating literature as well as information in their areas of research or study, general reference, current awareness and computerized catalogues have been introduced. An orientation programme is also organised for new students to help them acquaint themselves with the library system and services and for enabling maximum utilization of the available resources

2. Objectives of the Study:

The main objective of the present study is to analyse the Usage Patterns of Information and Communication Technology (ICT) Resources by Users of St Claret College Library, Bangalore.

- To identify the awareness of ICT resources by the users of St Claret College Library
- To discover the Internet browsing skills of the users.
- To find the purpose of using ICT resources.
- To find out the Channels of Learning ICT Resources Skills
- To know the satisfactory level of using ICT resources.
- To recognize the use of different ICT resources among the Users.
- To know the problems faced by the users while accessing ICT resources.
- To study the feedback and recommendations of the St Claret College Library users.

3. Scope & Methodology:

A survey method was conducted using a well-structured questionnaire. Total 350 questionnaires were distributed to Students & Faculty Members of St Claret College Library. Out of which 310 filled questionnaires were received back. The collected data were classified, analysed. The present study limited to Students & Faculty Members of St Claret College Library.

4. Analysis and Interpretation of Data:

Table 1: Demography information of the respondents:

Demography information			N=310
Gender	Male	152	57.50
	Female	132	45.40
Category	PG Students	12	4.88
	UG Students	306	89.68
	Teaching Staff	45	9.52

Table-1 shows that the response rate of female 58.50 % and male 45.40%, in that 89.68% of the respondents were UG Students followed by 9.52% Teaching Staff, and only 4.73 % were PG Students. St Claret College, running the M.com and MSW in PG studies so response rate of PG Students is less.

Table 2: Awareness of ICT resources by the users of St Claret College Library

N=310	Aware	Not aware
No. of Users	197	85.32
	78	14.68
Total	275	100

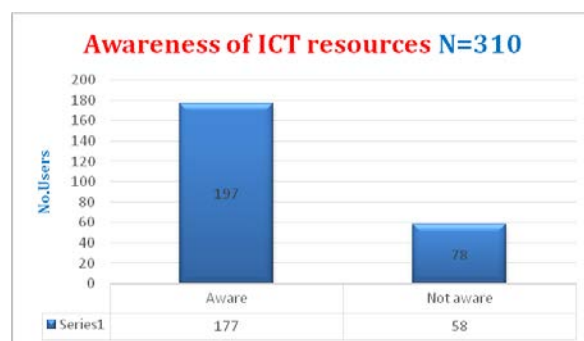


Figure-1

Table-2 shows that 197 (85.32%) users are aware of St Claret College Library ICT resources and only 78 (14.68%) users are not aware of it.

Table 3: Internet browsing skills of the users of St Claret College Library

Internet browsing Skills	No. of User	Percentage %
Expert	160	58.47
Very Good	70	22.98
Good	61	15.58
Uncertain	7	2.12
Poor	2	0.85
Total	310	100

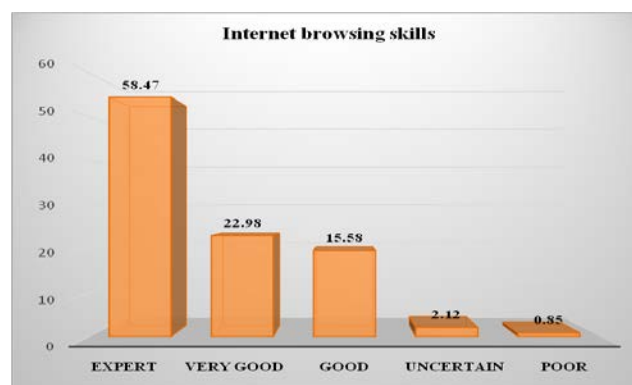


Figure-2

Table-3 discloses that 160 (58.47%) are of the opinion that they are expert in internet skills, followed by 70 (22.98%) are very good skills, 61 (15.58%) are good skills, 5 (2.12%) are uncertain and only 2 (0.85%) opined that they are poor skills for internet.

Table 4: Purpose of Using ICT Resources of St Claret College Library

Purpose of Using	No. of Respondents	Percentage %
To prepare subject assignment or notes	256	96.46
To prepare for competitive exam	240	95.59
To prepare Degree Exams	222	93.46
For teaching and learning purpose	30	9.5
For writing and publishing articles/books	44	12.1

Note: Multiple answers were permitted, N=310

Table-6. It is notices that the above table 96.46% (256) of respondents are using to prepare subject assignment or notes and for prepare for competitive exam, 95.59% (240) for prepare Degree Exams, 93.46% (222) only teaching staff are using teaching and learning purpose 9.5 % (30) and 44 (12.1) are using ICT resources for writing and publishing research paper or articles or books.

Table-5: Use of Different Types of ICT Resources of St Claret College Library

ICT Resources	No. of Respondents	Percentage %
N-List Resources	255	96.74
DELNET Resources	240	94.66
Library Website	212	98.62
E-Database	195	79.82
Open Access E - Books	166	67.99
OA E-Journals & Magazines	165	76.46

Note: Multiple answers were permitted, N=310

Table-5 reveals that 212 (98.62%) all most all users using Library website followed by 255 (96.74%) Users access N-List Resources, 240 (98.62%) Users are access e-Resources of DELNET and 195(79.82%) users are access E-Database, followed by and only 165 (76.46%) Users are access OA E-Journals & Magazines and only 166 (67.99%) Users are access Open Access E – Books.

Table 06: Channels of Learning ICT Resources Skills

Channels	No. of Respondents	Percentage %
St Claret College Librarians	85	41.9
Social Media	52	10
Guidance from friends	28	11.9
Guidance from teachers	57	14.76
Library Notice Board	56	12.04
Self	32	9.3
Total	310	100

Table-06 shows that 85 (41.9%) of the users are knowing ICT Resource through St Claret College Librarians which is the most popular method of learning ICT resource, followed by 52(10%) Social Media and 57 (14.74 %) Guidance from teachers and 28(11.9%)Guidance from friends,28(11.09%) learning ICT resource seeing Library Notice Board and only 22 (9.3%) users are learn ICT resource their own.

Table 7: Satisfactory Level of Using ICT resources

Opinion	No. of Respondents	Percentage %
Highly Satisfied	75	25.33
Satisfactory	176	66.46
Average	19	6.08
Poor	10	2.13
Total	310	100

Table-07 indicate that 176 (66.33%) St Claret College Library users are satisfied with the level of using ICT resources, 75 (25.33%) Users are highly satisfied, 19 (6.08%) are average and only 10

(2.13%) respondents are poorly satisfied with the level of using ICT resources.

Table 8: Problems Faced in Using ICT Resources of St Claret College Library

Problem Faced	No. of Respondents	Percentage %
Lack of Knowledge to Search Relevant Materials	94	33.9
Lack of Skilled Library Staff to Assist	74	13.77
Poor Internet facility	55	17.5
Lack of Facilities for Using ICT E-Resources in Library	49	19.4
Others problem facing	37	12.04
Total	310	100

Table-8 states that 94 (33.9%) Users are facing the problem of Lack of Knowledge to Search Relevant Materials followed by 49(19.4%) Poor Internet facility and 55(17.5%) users are facing Lack of Facilities for Using ICT E-Resources in Library,74(13.77%) of users are facing Lack of Skilled Library Staff to Assist and only 37(12.04%) facing some other problems not listed there.

Table 09: Recommendations to Expand Usages of ICT Resource

Problem Faced	No. of Respondents	Percentage %
Speed Internet &Wi-Fi facility	253	88.36
To increase the more computer systems in library	248	82.41
Develop good infrastructure to use of e-resources	199	82.44
Arranged orientation Programs for to search and use ICTresources easily	206	84.49

Total	310	100
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Note: Multiple answers were permitted, N=310

Table 09reveals that 253(88.36%) users are Recommended to increase the Internet speed & Wi-Fi facility, followed by 248(82.41%) users are suggested to Arranged orientation Programs for to search and use of ICT resources easily199 (82.44%) users recommended to increase the more computer systems in library and develop good infrastructure to use of e-resources.

5. Findings, Recommendations:

- Out of 280 questionnaires were circulated and 255 (87.01%) questionnaires were received back properly.
- Out of 245 respondents, 144 users (57.60%) are male however 152 respondents (45.40%) are female. This indicates that majority of the respondents are male.
- The overall 255 Users, 08 users (4.93%) are PG Students, 46 Users (87.66%) are UG students and outstanding 30 Users are (9.41%) are teaching Staff.
- 188 (52.45%) users are they are very much expert in internet browsing skills.
- 187 (73.32%) respondents are aware of St Claret College Library ICT resources.
- Maximum 96.38% (297) of respondents are using ICT resources to prepare subject assignment or notes.
- N-List e-resources accessed/used by maximum 310 (100%) and 179 (80.42%) number of Users.
- 171 (73.25%) St Claret College Library users are satisfied with the level of using ICT resources.
- Most of 85 (41.8%) of the users are learning ICT resource skills by the St Claret College Librarians.
- 85. (32.8%) users are facing the problem of Lack of Knowledge to Search Relevant Materials.
- Maximum 213 (85.88%) respondents recommended speed internet and Wi-Fi facility in the students recommended increasing the more computer systems with internet connectivity in St Claret College Library.St Claret College

Conclusion:

The main objective of this study was to intend the usability of Information and Communication Technology (ICT) Resources by Users of St Claret College Library. N. List Resources, Mint boook and DELNET Resources are more useful ICT resources in the library. The study recognized that users are not getting proper training/guidance to use of ICT resources, and lack of knowledge to search the relevant materials. So, St Claret College Library should arrange and organize training programmes related to ICT resources, because it is very necessary for the effective use of ICT resources.

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