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## Users Attitudes and Approaches Towards E-Resources and Services in Academic Libraries of Puducherry Union Territory: A Study

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#### Abstract

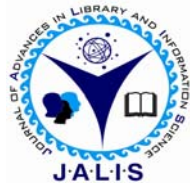
*This study provides an analysis of the current state of the attitude towards e-Resources and examines the level of use of these publications by university academics in affiliated colleges of Puducherry University. Consideration is given to both users and non-users, examining why they use or not to use this medium. The perceived advantages and disadvantages of electronic publications are also examined. The study is based on questionnaire method. A questionnaire was distributed among the users to collect desired data. A total of 1300 questionnaires were distributed to the selected sample and 1250 valid samples were collected. The result showed a growing interest in electronic information resources among the engineering users at affiliated colleges of Pondicherry University.*

#### Keywords

Attitudes, E-resources, E-books, E-journals, Internet.

#### Electronic access

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## Introduction

In an information system, user is an important component. Access to relevant information is highly essential, particularly in industrial research and development sectors. The user community in an academic library system constitutes the faculty, students, from the view of point of the user whether he is the student, he needs variety of information. An attitude is a mental state of readiness exerting directive or dynamic influence upon individual's response to all objects and situations with which it is related. Electronic resources are some of the most important aspects of a digital library. In information technology the internet can be used efficient retrieval and meeting information needs E-resources works which are encoded and made accessible through a computer online or in physical format. Especially the internet has profoundly changed the way of publishing newspaper, magazines and periodicals have for years been published online and all kinds of texts are now available in digitized form digital media and network have created new products such as E-books, E-journals, database for the network security. E-resource is an electronic information resource that can access on the web, on or off campus. Material (data and/or program(s)) encoded for manipulation by a computerized device. This material may require the use of a peripheral directly connected to a computerized device (e.g. CD-ROM drive) or a connection to a computer network (e.g. Internet).

Users are increasingly expected to use electronic resources. Studies were undertaken to determine the level of use of this type of resource, how users feel about various issues surrounding electronic resources and whether attitudes change dependent upon subject studied to determine level of use of various electronic information resources, ways in which they felt electronic resources had hindered or improved their academic career, if they perceived themselves capable of using the resources, would the standard of their work suffer without the use of these resources and the various methods employed to acquire the skills necessary to use the sources.

## Objectives

The main objective of the study is to analyze the user attitudes and approach towards the E-resources and services of academic libraries in Puducherry

- i) To know the E-services and services in the academic of affiliated colleges to Pondicherry Territory.
- ii) To know the various sources used by the respondents from affiliated colleges and Pondicherry Central University library.
- iii) To examine the extent of use of the library facilities and services made to the college teachers, research scholars and students.
- iv) To determine the relative of different sources of information used by the respondents.

### Colleges In Pondicherry

Pondicherry has, apart from a University there are 33 higher educational institutions. 11 Arts, Science and Commerce Colleges, 5 Engineering, Technical and Architecture Colleges, 6 Medical Colleges, 5 Teacher Training Colleges and 6 other Institutions imparting education in Law, Management, Information Technology and Agriculture. Further, there are 10 Teacher Training Schools, 5 Polytechnics and Technical Schools.

### Data Analysis and Interpretation

A simple percentage analysis was carried out on the data extracted from the questionnaire based on domain, gender and designation etc.,

**Table1 Distribution of respondents according to organization**

Organization	No. of Respondents	Percentage
Achariya Arts and Science College	100	7.70
Arignar Anna Govt. Arts college	100	7.70
Avvaiyar Govt. College for women	100	7.70
Bharathidasan Govt. College for Women	100	7.70
Idhaya College of arts & Science for Women	100	7.70
Indira Gandhi college of Arts & Science	100	7.70
Kanchi Mamunivar Centre for PG Studies	100	7.70
Perunthalaivarkamarajar Govt. College	100	7.70
Rajiv Gandhi Arts & Science College	100	7.70
Rathnavel subramaniam College of Arts & science	100	7.70
Saradha Gangadharan College	100	7.70
Tagore Arts College	100	7.70
Pondicherry University	100	7.69
Total	1300	100.00

From the above table 1 shows the distribution of the respondents according the organization wise. All institution have equal contribution to distribute the questionnaire.

### Methodology

A questionnaire method was adopted to collect responses from the library professionals and users among various colleges of Pondicherry.

### Sampling

12 Government and Private Colleges affiliated by the Pondicherry University, Pondicherry. From the 12 colleges 100 samples from each college were taken as the sample. Therefore totally 1300 samples were selected and questionnaires were distributed individually. But only 1250 samples were correctly responded. Therefore for the present study the researcher selected 1250 samples as the final samples.

### Statistical Techniques used

The general data interpretation is done with the application of percentage analysis. Cross tables, Chi-square test is used in the study by using Statistical Software SPSS (Statistical Package for Social Sciences).

**Table 2 Distribution of respondents according to course of study**

Qualification	No. of Respondents	Percentage
Undergraduate	646	51.68
Post graduate	438	35.04
M.Phil	110	8.8
Others	56	4.48
Total	1250	100

From the above table 2 it is inferred that 51.68 percent of the respondents are qualified Undergraduate, 35.04 percent of the respondents are qualified post graduate, 8.8 percent of the respondents are qualified M.Phil and 4.48 percent of the respondents are other qualification. So majority of the respondents are from Undergraduate.

**Table 5 Distribution of respondents according to their type of database used**

Type of database	No. of Respondents	Percentage
Online	985	78.8
Offline	265	21.2
Total	1250	100

From the above table it is inferred that 78.8 percent of the respondents are used online database and 21.2 percent of the respondents are used offline database. So most of the respondents are used online database.

**Table 7 Distribution of respondents according to their use the internet primarily**

Purpose of internet	No. of Respondents	Percentage
Research Paper	600	48.0
Electronic Books	281	22.5
Electronic Journals	215	17.2
Electronic database	96	7.7
Others	58	4.6
Total	1250	100

**Table 3 Distribution of respondents according to institution**

Institution	No. of Respondents	Percentage
Government	763	61.0
Aided	407	32.6
Self-Financing	55	4.4
Others	25	2.0
Total	1250	100

From the above table 3 that 61 percent of the respondents are government institution, 32.6 percent of the respondents are Aided institution, 4.4 percent of the respondents are Self-Financing institution, 2 percent of the respondents are other institution. So it is concluded the majority of the respondents are from government institution.

From the above table 6 that 78.8 percent of the respondents are used online database and 21.2 percent of the respondents are used offline database. So most of the respondents are used online database.

journals, 7.7 percent of the respondents are use the internet for electronic database, 4.6 percent of the respondents are use the internet for other purpose. So that the majority of the respondents are use the internet for research paper work.

**Table 10 Purpose of visit to library on the basis of gender**

Gender	Electronic books	Electronic journal	Online journal	Offline journal	Electronic Database	library home catalog	Periodical /Newspaper	Research paper	Article writing	Conference paper	Any other's	Total
Male	65 (12.08%)	110 (20.44%)	25 (4.64%)	20 (3.71%)	11 (2.04%)	53 (9.85%)	115 (21.37%)	85 (15.79%)	23 (4.27%)	12 (2.23%)	19 (3.53%)	538
Female	90 (12.64)	105 (14.74%)	68 (9.55%)	42 (5.89%)	42 (5.89%)	47 (6.60%)	90 (12.64%)	80 (11.23%)	62 (8.70%)	43 (6.03%)	43 (6.03%)	712
Total	155	215	93	62	53	100	205	165	85	55	62	1250

Calculated chi-square value	Degrees of freedom	Level of significance (p-value)
75.43	10	0.001

The chi-square test is applied for further discussion. The computed chi square value is 75.43, value at 5% level of significance. Hence the difference in designation status is statistically identified as significant with respect to respondents' Purpose of visit to library. It could be seen clearly from the above discussion that respondents purpose of visit to library. In male respondents 12.08 percent of the respondents are visit the library for the purpose of Electronic books, 20.44 percent of the respondents are electronic journals, 4.64 percent of the respondents are Online journals, 3.71 percent of the respondents are offline journals, 2.04 percent of the respondents are electronic database, 9.85 percent of the respondents are search the library home catalog, 21.37 percent of the respondents are periodical /newspaper, 15.79 percent of the respondents are research paper, 4.27 percent of the respondents are article writing, 2.23 percent of the respondents are conference paper and 3.53 percent of the respondents are any other purpose to visit the library. In Female respondents 12.64 percent of the respondents are visit the library for the purpose of Electronic books, 14.74 percent of the respondents are electronic journals, 9.55 percent of the respondents are Online journals, 5.89 percent of the respondents are offline journals, 5.89 percent of the respondents are electronic

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database, 6.60 percent of the respondents are search the library home catalog, 12.64 percent of the respondents are periodical /newspaper, 11.23 percent of the respondents are research paper, 8.70 percent of the respondents are article writing, 6.03 percent of the respondents are conference paper and 6.03 percent of the respondents are any other purpose to visit the library.

**Conclusion**

The present study attempted to know the users attitude and approaches towards e-resources and services in the academic libraries of Puducherry Union territory. The result found that students from private colleges fully satisfied regarding the utility of 'e' resources in the library. The result found that clients of Government colleges need further improvement in the application of 'e' resources. The colleges and universities try to provide 24 hours electronic source access. This will help the researchers students and faculties to access the electronic resources and to get necessary information with their convenient time. Thus the clients also get motivation to use 'e' resources.

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