Attitude of Users Towards E-Resources: A Study based on Kerala University Library

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Abstract - **The pandemic, COVID- 19 has made the e-resources more popular and during the pandemic period all are much familiar with it. So it is very important to study about the proper and maximum use of the online resources. The study highlights the attitude of the users towards the e-resources. All the respondents are aware about the e- resources and majority of them were satisfied with the online resources in the Kerala University Library.**

Index Terms - **E-resources, Online Resources, Information Behavior.**

I. INTRODUCTION

The emergence of Internet has dramatically changed the way people and institutions function. It has influenced the function of libraries also. At present, the libraries actively procure, organize, display and issue e-forms of books, journals, newspapers, theses and dissertations. The new generation of users prefers online resources as they want all information at their finger tip. Electronic resources form one of many formats that are readable using various electronic components that delivers a collection of data, be it text referring to full text bases, electronic journals, image collections, other multimedia products and numerical, graphical or time based, whether free or fee-based, required to support research in the subject covered, and may be audio, visual, and/or text files.

II. LITERATURE REVIEW

Kumar Saklani (2021) describes the use of e-resources in the academic library and analyses the status of use of e-resources. In the sphere of education, information technology has brought about significant developments. Librarians will also have to adapt to this new trend in terms of information storage, e-delivery, and dissemination. Print sources are digitalized to provide digital information sources.

For educational institutions, this is more significant. Digital technology has contributed significantly to the development of libraries, making it easy for users to access the library.

Students' learning in higher education is aided by electronic resources. This study conducted by MboniRuzegea and Sydney Msonde(2021) looked at the elements that influence successful use of e-resources, as well as the issues that arise and the practical consequences of the findings. According to the findings Undergraduates used e-resources more frequently than postgraduates. Individual experience, education level, and Information Literacy (IL) proficiency all had a role in efficient e-resource use.

The study gauged the acceptance of e-resources usage by faculty members and students at the Institute of Finance Management done by Mumitie MoikanMollel and Kelefa Mwantimwa(2019). The study has employed a cross-sectional descriptive research design to gain insights into the acceptance and use of e-resources. A survey instrument was administered to 90 users of e-resources conveniently. The study's findings reveal a difference in the usage of open access and subscription e-resources. The e-resources subscribed to by the Institute registered insignificant usage compared to open access resources.

III. INFORMATION BEHAVIOR

The context, as well as students' information-seeking behavior in a digital academic environment, influence today's information needs. In terms of sessions and pages viewed, students were the most active users, and they were more inclined to stay online for longer amounts of time. Undergraduates and postgraduates were the most likely to use library linkages to access academic databases, suggesting

that libraries serve as vital "hot links" (Nicholas, 2009).

IV. EVOLUTION OF E-RESOURCES IN LIBRARIES AND INFORMATION CENTERS

The history of electronic resources may be traced back to the introduction of computers in the 1950s. Electronic information, in the form of electronic bibliographic indexes, was initially introduced in libraries in the early 1960s (de Gennaro, 1973).These bibliographic records took up a lot of space on the hard drive. Each technological evolution in the twentieth century paved the way for the development of online catalogues.

V. ADVANTAGES OF E-RESOURCES

The advantages of e-resources are:
1. The library saves storage space.
2. Eliminates binding, printing and postage costs.
3. Saves time by providing easy and quick access without wasting time.
4. Can be used from anywhere anytime with the help of remote access.
5. The cost of publishing and distribution is less than the cost of print editions.
6. Can provide multi access on a network product.
7. Electronic resources are readily available in remote areas. (Kumar Saklani, 2021)

VI. TYPES OF ELECTRONIC RESOURCES

Electronic resources can be classified into two types - online and offline. Online resources are e-books e-journal, multimedia facilities, email, chat etc. Offline resources are DVD, CD-ROM, floppy disk and magnetic tape. Some of the most frequently used e-resources are:
- E-journals
- E-books
- Full-text (aggregated) databases
- Indexing and abstracting databases
- Reference databases (biographies, dictionaries, directories, encyclopaedias, etc.)
- Numeric and statistical databases
- E-images
- E-audio/visual resources

VII. DATA COLLECTION

Data were collected from the users of Kerala University Library. Questionnaire is used as the tool for the study and for collecting necessary data. It can be employed to gather background information about the respondents as well as the e-resources they need.Library user category constitutes students, research scholars, Faculty members and non-teaching staff of the University of Kerala, and hence the population is heterogeneous. A total of 148 questionnaires were distributed and 120 (81.08%) were returned and this was taken for study.

VIII. ANALYSIS AND INTERPRETATION

A. Profile of the Sample
The socio economic and demographic profile of the respondents, such as age, gender, university, experience and professional qualification is presented in Table 1.

Table 1 Demographic Details of the Respondents

Characteristics	Category	Frequency	Percentage
Gender	Male	41	34.17%
	Female	79	65.83%
Age	18-25	70	58.33%
	26-40	44	36.67%
	Above 40	6	5.00%
Residence	Urban	65	54.17%
	Semi-Urban	21	17.50%
	Rural	34	28.33%
Categories	Students	85	70.83%
	Research Scholars	19	15.83%
	Faculty Members	16	13.33%
	Students	85	70.83%

From the table it is evident that majority (65.83%) of the respondents are females, and a good number of respondents (58.33%) with in the age group 18-25. While considering the respondents, most of them (54.17%) residing in urban area. A lion's shares (70.83%) of the respondents are students. As we conclude most of the respondents are students.

B. Mode of access for seeking information
The methods adopted for accessing information while seeking is depicted in the Table 2.

Table 2 Mode of access for seeking information

Mode of Access	Frequency	Percentage
Print Mode	0	0.00%
Digital/ Online	13	10.83%
Both	107	89.17%
Total	120	100.0%

Out of the 120 respondents, lion's share were using 'both' i.e., offline (Print mode) and online

(Digital/online) mode (89.17%) for gathering information. 10.83% of the respondents were using only online mode for gathering information. None of the respondents use print mode only.

C. Awareness about E- resources

The awareness about the use of e-resources of the respondents are depict in the Table 3.

Table 3 Awareness about e resources

Sl. No	Awareness	No of respondents	Percentage
1	Aware	120	100%
2	Not aware	0	0%

All the respondents are aware about e-resources.

D. Sources of understanding about the use of e-resource

Users find the needed information through various ways. The responses of the users are tabulated in Table 4.

Table 4 Sources of understanding about the use of e-resource

Sl. No	Find the Information	Frequency	Percentage
1	Online sources	113	94.17%
2	Library	84	70.00%
3	Newspapers	27	22.50%
4	Teachers	23	19.17%
5	Friends and colleagues	12	10.00%
6	Others	16	13.33%
	Total	141	100

Multiple Responses

From the analysis, it is found that majority of the respondents (94.17%) seek the needed information from online sources, followed by Library (70.00%). Newspaper prefer as a source of information by 22.50%. Teachers, friends and other sources use by 19.17%, 10.00% and 13.33% respectively.

E. Place of accessing Online Resources

The online resources can be accessed from various places. The analysis on the place of accessing online resources is mentioned in Table 5.

Table 5 Place of accessing Online Resources

*Place	Frequency	Percentage
Home	115	95.83%
Library	85	70.83%
Computer lab	28	23.33%
Internet Cafe	11	9.17%

Multiple responses

Lion's share of students 95.83% accessing online resources from their 'home', followed by 'Library'

with 70.83% of response and 23.33% of the respondents accessing online resources from 'Computer lab'. Only a least number of respondents (9.17%) use online resources from Internet Café.

F. Purpose of using E-Resources

The e- resources provide current information on the fingertips. The purpose of using e-resources mentioned in the Table 6.

Table 6 Purpose of using E- Resources

*Purpose	Frequency	Percentage
To update knowledge	102	85.00%
To carry out seminar work	80	66.67%
To carry out project work	70	58.33%
For competitive exam	67	55.83%
For preparing for exam	27	22.50%
Others	22	18.33%

Multiple responses

Majority of the respondents 85.00% use e-resources for getting 'To update knowledge'. Followed by, the 66.67% of the respondents use e-resources for the preparation of seminar work. 58.33% of the respondents opined that they use e-resources for carry out project work and 55.83% have the opinion that they use for the purpose of 'For competitive exam'. Only a least number of respondents, 22.50% use e-resources for the 'For preparing for exam'.

G. Factors that attracts users to e-resources

There are several factors that attract the users to e-resources. Table 7 depicts the factors that attract the effective use of e-resources.

Table 7 Factors that attracts users to e-resources

Sl. No	Factors attract	No of respondents	Percentage
1	Up-to-date	94	78.33%
2	Comprehensive	58	48.33%
3	Easy search	74	61.67%
4	Others	15	12.50%

A lion share (78.33%) of respondents is attracted towards e-resources through up-to-dateness.

H. Most preferred source of E-Information

The e-resources are electronically available information products. The analyses on various types of e-resources based on their use are depicted in Table8.

Table 8 Most preferred source of E-Information

*E-Resources	Frequency	Percentage
E-Journals	98	81.67%
E-Books	89	74.17%
E-Newspaper	77	64.17%
E-Thesis and Dissertations	27	22.50%

| Subject gateways | 11 | 9.17% |
| Online databases | 7 | 5.83% |

*Multiple responses

The above table shows the use of e-resources by users of Kerala University Library. Out of the 120 respondents, 81.67% were used the most widely using e- resource 'e-journal'. Followed by, 74.17% of the respondents using 'e-book' for gathering information as in electronic format. 'E- Newspapers' and 'E-Thesis and Dissertations' were used by 64.17% and 22.50% of the respondents respectively. Whereas only a small number of respondents i.e. 5.83% opined that they use 'online databases' for having information.

I. Favorite Internet Browser

Internet browsers bring information resources to the user, allowing them to view the information, and then access other information. It is through internet browsers one can find information they needed. The respondents were asked to identify the browser used by them and responses are tabulated in Table 9.

Table 9 Favorite internet browser

(Multiple responses allowed)

Sl.No	Internet Browser	Respondents	Percentage
1	Google chrome	102	85.00%
2	Mozilla Firefox	65	54.17%
3	Internet explorer	11	9.17%

From the study it is clear that among 120 respondents, 102 (85.00%) favored as Google chrome, 65 (54.17%) used Mozilla Firefox. Only a very few 11 (9.17%) used internet explorer as favorite internet explorer.

J. Search methods adopted

There are various search techniques you may employ to improve the precision of your search results while using e-resources. The Table 10 reveals the search methods adopted by the respondents

Table 10 Search methods adopted

Sl. No	Search methods Adopted	No of respondents	Percentage
1	Subject	80	66.67%
2	Author	28	23.33%
3	Keyword	120	100.00%
4	Title	35	29.17%
5	Others	8	6.67%

*Multiple responses

Keyword search (100%) is the most preferred search method adopted by the respondents followed by subject search method (66.67%).

K. Preferred file format

E-resources are available in different file formats. The file formats helps to share, preserve and re-use digital files.

Table 11 Preferred file format

Sl. No	File formats	No of respondents	Percentage
1	PDF	110	91.67
2	Word	90	75.00
3	Others	7	5.83

Majority of the respondents (91.67%) prefer PDF file format. PDF file format can be easily shared and printed.

L. Usefulness of information contained in e resources

The responses of the respondents about the usefulness of e-resources are tabulated in Table 12.

Table 12 Usefulness of information contained in e-resources

Sl. No	Usefulness	No of respondents	Percentage
1	Very useful	26	21.67%
2	Useful	85	70.83%
3	Rarely useful	8	6.67%
4	No use	1	0.83%

It is clear from the table, majority of the respondents (70.83%) consider the information in e-resources are useful and about (0.83%) of the respondents consider the information contained in the e-resources are not useful.

M. Level of Satisfaction with E-resources

Level of satisfaction was used to evaluate the satisfaction level of the respondents in using e-resources. Table13 results the satisfaction level of respondents

Table 13 Satisfaction with e-resources

Sl. No	Level of satisfaction	No of respondents	Percentage
1	Fully satisfied	54	45.00
2	Satisfied	63	52.50
3	Less satisfied	2	1.67
4	Dissatisfied	1	0.83

Table 1.13 depicts that more than half of the respondents (52.50%) were satisfied with the available e-resource. Followed by (45.00%) were fully satisfied. 1.67% of the respondents were less satisfied. Only 0.83% of the respondents dissatisfied with the e-resources.

N. Obstacles Faced While Accessing/ Using E-resources

Obstacles faced while accessing e-resources are depicts in the table 14.

Table 14 Satisfaction with E-resources

Sl. No	Obstacles	No. of respondents	Percentage
1	Slow speed of the Internet	83	69.17%
2	Difficulty in finding relevant information	49	40.83%
3	Library time not suitable	10	8.33%
4	Infrastructure not suitable	6	5.00%
5	Library staff not supportive	2	1.67%

The table 1.13 reveals the problems faced by the respondents during access to e-resources. The table shows that 69.17% of the respondent's complaint about slow speed of the internet and 40.83% argued that they are faced difficulty to find the relevant information from e-resources. 8.33% responded that library time is not suitable for finding information and 5.00% stated that the infrastructure is not suitable to fulfill their needs. 1.67% revealed that library staff is not supportive.

IX. CONCLUSION

E-resources are beneficial in ensuring that information is comprehensive and precise.The library may save space and time by utilizing e-resources. The fifth law of Dr. S.R Ranganathan, "Library is a growing organism" reveals that library is not only a collection centre, but also it is a knowledge centre. Every reader approaches the library to satisfy their desired information. The study concludes that respondents are attracted towards e-resources through its up-to-dateness and they use e-resources for update knowledge. The users faced several problems during access to e-resources. Some of them are slow speed of the internet, difficulty in finding relevant information, time of the library is not suitable to the users, infrastructure facility is not satisfied and the non supportive library staff. But the importance of e-resources is increased day by day.

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