

## Use and Impact of E-Resources in Amity University, Lucknow

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### Abstract

*The study investigates the use of electronic resources by the users of Amity University Lucknow. It is based on a survey of the users' awareness about available e-resources in the Library i.e. purpose and frequency of using e-resources by the users, the factor affecting resource utilization, impact of e-resources and services on the academic work of the users, and means for the effective use of e-resources and services available in the library. It was found that the library is well equipped with electronic resources; however user awareness was somewhat less and therefore needs to be enhanced.*

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**Keywords:** E-Resource, Usage of E-Resources, User Awareness, Information Technology.

### 1. Introduction

Presently we are living in the age of information explosion. Information is generated day by day in a great abundance in all fields of human life. Due to this surplus of information, it is required to store and preserve this information in a suitable format for the use of future generations. Information is always collected for the future retrieval and this retrieval depends on the preservation format of collected information. Information Technology has provided the facilities to store information in a suitable format and libraries are involved in procuring, preserving, and dissemination information in digital format. In this way, to overcome for any problem, libraries are moving toward a new source of information storage and retrieval that is electronic media of information. Electronic media is more useful due to essential capacity of manipulating and searching, easy access, cheaper procurement, storage and maintenance.

The ongoing development in Information Technology brings considerable changes in information communication. Information Communication Technology (ICT) developments opened up new directions to e-resources publications. Electronic resources mean sources of information which requires computer or any electronic product to access this information. Information may be disseminated in any e-format of storage media as pen drive, CD, Floppy, Magnetic tape or on computer network with or without the Internet, like E-journals, E-Books, ETD etc. E-Resources can be accessed simultaneously from unlimited points by a great number of users.

**About Amity University, Lucknow:** This is a fully fledged university recognized by University Grant Commission (UGC) to award all degrees. The university has received prestigious national and international recognitions and accreditations for their courses i.e. NAAC A Grade, IET UK for B. Tech Degree, ACBSP UK for Management Degree, ASIC

Premier Status from ASIC UK, Indian Education Award 2012-National Award of excellence in education for being the best nonprofit private university.

**Central Library, Amity University, Lucknow:** For e-resource services, Amizone is a web portal of university library to access various types of e-resources available for running courses of all campuses of the university. Different types of services are provided in the library as document lending, reference services, reprography services, book bank, information alert services, E-resources access, information literacy etc.

**Computerization of Library:** The Library uses KOHA library software which is integrated multi user library software that comprises of all in house operations. The KOHA consists of modules on acquisition, cataloguing, circulation, serial control, reports, bibliographic records of books available in the library can be accessed through OPAC. The record of books available in the library is being updated every day.

**E-Resources in Library:** The following e-resources are available for the user community.

S. N.	Particulars	Detail
1	E-Resources	Cambridge University Press, Institute of Physics, Oxford University Press, Royal Society of Chemistry, American Institute of Physics, DELNET, ACM Digital Library, MANUPATRA, SCC Online, EBSCO HOST, Taylor & Francis, IEEE, ProQuest. Amizone an internal web portal of e-resources having approx. 95,470 e-resources.

The library is subscribing maximum reputed e-resources for the running courses and this is also planning other new services for the betterment of library in future.

## 2. Literature Review

There are plenty of studies on awareness, satisfaction and impact of resources in print and electronic in various libraries which conclude increasing importance and use of electronic especially online resources. **Bhat & Mudhol** (2014) reveal that medical faculty and students' attitude seems to be very positive towards e-resources for their study and research and the library is proved a good gateway in accessing information. They found that faculty members and students heavily depend on e-resources for their information and to keep themselves updates in their subject area. It was also identified how faculty members and medical students access more and more information in their respective departments or on personal desktops. **Jewell** (2006, pp. 183-196) in his project on, "University of Waterloo Electronic Theses: Issues and Partnership" observes that, E-theses supports author's right, minimizing access restrictions and encourages innovations while respecting the value of gradually evolving thesis standards and traditions. **Kaur** (2006) reports e-resources can be good substitutes for conventional resources if the access speed is fast, access to all the important e-journals is provided and more computer terminals are installed to provide access to e-resources. **Renwick** (2004) recommends, there be greater promotion of the library's e-resources. Kaur and Verma find that users use all the sources available to them regularly, like CD ROMs, online databases, Web resources and audio/video tapes. **Dastforoush & Venkatesha** (2011) conducted a study to determine use of electronic and print journals by users (research scholars and faculty) in Iran. Maximum findings or result of the study are as mentioned here :

(i) 43.9% of the users of all categories did not find e-journals equally important as print journals (ii) 57.9% of the users preferred electronic versions over printed ones. **Singh & Saxena** (2015) highlighted in their study that 100% faculty members were aware about the availability of e-resources and majority of them had used for various purposes like teaching, conducting and guiding research, writing research papers, update subject knowledge, preparing presentation, etc. **Sivakami & Rajendran** (2019) found that the majority of the faculty members 88 (31.43%) are using the e-resources for the purpose of giving lecture notes. They also have accessed e-resources for their study and research purpose.

### 3. Objectives

Following are the objectives of the present study:

- To trace out the existing e-resources of the Amity University, Lucknow Library.
- To find out awareness and use of available e-resources among the users of the Library.
- To find out the impact of e-resources on the academic work of users.
- To find out the purpose of utilization of e-resources.
- To find out the satisfaction of users about the e-resources.

### 4. Research methodology, Scope and Limitations

Data is collected by distributing Questionnaires to the respondents of this university. Total 150 Questionnaires were distributed to the user's i. e. Faculty, Research Scholars and Students. This methodology is followed by personal visit of library to see availability of e-resources. 100 valid questionnaires were received from the respondents. The questionnaires were distributed randomly to know the real status of the e-resources. Percentage technique has been adopted for calculating result and finding.

This study focuses on the internal users of Amity University Lucknow Campus Library. Internal Members includes Faculty, Research Scholars and Students. This research is limited to cover the use of subscribed e-resources by the registered users of this university only.

### 5. Data Analysis and Interpretation

After data collections, data was analyzed appropriately, results of which has been described in the following sections and sub-sections.

**Table 1: Distribution of Questionnaires to Respondents**

S.N.	Respondents	Questionnaires Distributed	Questionnaires Received
1	Faculty	30 (100%)	20 (66.67%)
2	Research Scholars	62 (100%)	40 (64.52%)
3	Students	58 (100%)	40 (68.97%)
	Total	150 (100%)	100 (66.67%)

From the distributed 150 questionnaires total 100 filled questionnaires were received back from the users, which are clearly mentioned in table 1. Total 66.67% users responded in which faculty 66.67%, research scholar 64.52% and students 68.97%. In all the above mentioned data maximum response is received from research scholars and minimum from students.

**Table 2: Availability of E-Resources**

<b>E-resources</b>	<b>Faculty</b>	<b>Research Scholar</b>	<b>Students</b>
e-journals	Yes	Yes	Yes
e-books	Yes	Yes	Yes
e-databases	Yes	Yes	Yes
e-thesis and dissertations	Yes	Yes	Yes
e-manuscripts	Yes	Yes	Yes
e-magazines	Yes	Yes	Yes
e-news paper	Yes	Yes	Yes

Variety of e-resources is available for different courses of this university. These e-resources are available in the form of e- journals, e-books, e-databases, e-thesis & dissertations, e-manuscripts, e-magazines and e-newspapers. Table 2 shows that in Amity University Lucknow Campus required e-resources are available for all Faculty, Research Scholar and Students.

**Table 3: Awareness about available e-resources**

<b>Respondents</b>	<b>Users</b>	<b>Non Users</b>
Faculty	80%	20%
Research Scholar	72.5%	27.5%
Students	60%	40%

Table 3 shows that most of the faculty i.e. 80% and 72.5% Research Scholars are aware for the available e-resources in their area of interest while 60% students are aware about use of e-resources. 20% faculty, 27.5% research scholars and 40% students are not aware about the available e-resources in library. Maximum response for users is research scholars due to their nature of work. They are involved in research, project or writing research papers for their research work so that they are much involved in access of e-resources of library. But students are not very much familiar for e resources as they are focusing on their class work activities, assignment, exam preparation etc.

**Table 4: Use of e-resources**

<b>E-Resources</b>	<b>Faculty</b>	<b>Research Scholars</b>	<b>Students</b>
e-journals	70%	85%	50%
e-books	65%	82.5%	70%
e-databases	55%	75%	70%
e-thesis and dissertations	70%	80%	50%
e-manuscripts	60%	80%	10%
e-magazines	65%	80%	60%
e-newspaper	60%	80%	50%

Table 4 shows that maximum faculty i.e. 70% is using e-journals and e-thesis and dissertations. Second highest preference is given to e-books and e-magazines, i.e. 65% while e-newspapers and e-manuscripts are less used. 85% research scholars are using e-journals followed by 82.5% e-books and 80% EDT, e-manuscripts, e-magazines, e-newspapers. As per this table, majority of students 70% are using e-books & e-database followed by e-magazines 60%, e-journals & e-newspapers 50% minimum utility.

**Table 5: Preferred Format of Using E-Resources**

Formats of E-Resources	Faculty	Research Scholars	Students
1. PDF	40%	45%	47.5%
2. HTML	15%	17.5%	20%
3. Hard Copy	45%	37.5%	32.5%
Total	100%	100%	100%

It is clear from the above table 5 that 40% and 45% faculty member prefer to access PDF format and hard copy of e-resources, whereas HTML format was used by only 15% faculty members. Highest 45% research scholars prefer to use PDF format of e-resources, HTML format was used by 17.5%, whereas 37.5% prefer to use it in hard copy. Highest 47.5% students prefer to use PDF format of e-resources, HTML format was used by 20% students, whereas 32.5% prefer to use it in hard copy. Overall result shows that PDF format is most popular among the all kinds of users.

**Table 6: Impact of Using E-Resources**

Academic Activity	Faculty	Research Scholars	Students
1. Expedite the Research/Project	80%	85%	50%
2. Improve professional competence	75%	85%	55%
3. Expedite the teaching process	85%	60%	55%
4. Access to wider range of information	70%	85%	60%
5. Easy and fast access to information	70%	87.5%	70%

Table 6 elaborates that majority of the faculty prefer to use e-resources in comparison to traditional resources because 85% of them feel that e-resources are to expedite the teaching process followed by expedite the research / project, i.e. 80%, further followed by access to wider range of information/ easy and fast access to information i.e. 70%. Majority of research scholars 87.5% accepts that main impact of e-resources is, easy and fast access of information followed by 85% expedite the research project, improve professional competency and 60% research scholars consider that this impacts to the wider range of information. From the students points of view majority of students 70% accepts, it impacts easy and fast access to information followed by 60% access to wider range of information, 55% improve professional competence and expedite the teaching process, 50% students responded that it is useful to expedite the research projects.

**Table 7: Satisfaction of Various E-Resources**

E-resources	Faculty	Research Scholar	Students
e-journals	70%	80%	50%
e-books	65%	85%	80%
e-databases	75%	80%	75%
e-thesis and dissertations	45%	80%	30%
e-manuscripts	65%	85%	55%
e-magazines	45%	75%	70%
e-newspaper	45%	75%	70%

Table 7 shows that majority of faculty 75% is satisfied by the use of e-databases followed by 70% for e-journals and 65% for e-books. 45% faculty is satisfied for the use of EDT, e-magazines & e newspapers. This table reveals that 85% Research scholars are satisfied by e-

books followed by 75% e-magazines, 80% e-thesis and dissertations, 80% e-databases and 75% satisfied by e-newspaper. From the students point of view 80% students are satisfied by the use of e-books followed by 75% e-databases, 70% e-newspapers, 50% e-journals, 30% e-thesis and dissertations.

**Table 8: Problems in Accessing E-Resources**

<b>E-resources</b>	<b>Faculty</b>	<b>Research Scholar</b>	<b>Students</b>
Slow speed of Internet/ PC	25%	10%	10%
Less resources available	20%	30%	25%
Lack of time	20%	15%	30%
Lack of knowledge	15%	32.5%	40%
Technical issues	30%	27.5%	32.5%
Power failure	10%	15%	10%

Analysis of the table 8 shows that very few percentages of users were accepted that they had faced problems in the use of e-resources as listed in the questionnaire. It is clear that they all are frequently using e-resources which are subscribed for them.

## 6. Findings

On the basis of tables analysed, following major findings were recorded:

- As per this research Amity University is having the ample required e-resources for their user community of different courses of university.
- The users in library were found satisfied with the availability of the various types of e-resources i.e. e-journals, e-books, e-databases, e-thesis, e-manuscripts, etc.
- PDF format was considered most popular format for accessing e-resources.
- The library has impact on the lectures delivered, research works, professional competence etc.
- The users are aware of electronic resources and also make good use of the same.

## 7. Conclusions

This research reveals that the use of e-resources is very common among the user community i.e. faculty, research scholars and students of the Amity University, Lucknow. The majority of users get e-resources in the library. Even universities are having the required e-resources as per the running courses, but it can be intensified as discussions with library users and the survey results disclose. The awareness, satisfaction and use of e-resources among users were found good. Need of user awareness however felt essential in the library for the best use of e-resources.

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