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RESEARCH ARTICLE

LIBRARY RESOURCES AND SERVICES IN THE NURSING COLLEGES AT BANGALORE CITY, KARNATAKA

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ABSTRACT

This paper elaborates on how technological innovations have led to the improved information management and library services. Information technology (IT) and Information Communication Technology (ICT) have changed the information seeking behavior of the users and services being provided by the librarians. Journey from print phase to the era of Electronics (E) has been discussed. How information needs have been changed from asking for a book or a journal to an article or a topic with the provision of E-resources has also been discussed. A survey has been conducted to know the changes in the information-seeking behavior and needs of the medical professionals and librarians in this era of "E". Increase in the demand of E-resources by the users as well as librarians have been observed with the growth of knowledge to use these resources. In spite of some problem in using E-resources almost every user need E-resources in one or the other form. Provision of E-resources has shown a rapid growth in research. This information explosion, increasing needs of users, lack of self sufficiency and financial crunch has led to the formation of consortia all over the world.

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INTRODUCTION

Once librarians were considered only the custodians of the library collection, but the change in information media from print to electronic has shown the new sunrise in the life of librarians. The basic aim of a library is to meet the teaching, learning, scholarly-research and other information needs of its faculty, students and research scholars and that too effectively and with efficiency. Medical library and information professionals ensures that health care providers have access to reliable, relevant, accurate, up to date and timely information that enhances the quality of health care. The migration of information from paper to electronic media has changed the whole nature of research. With the easy availability of office computers and the transformation of media, the popularity and usage of digital and virtual libraries has been increased. World Wide Web has totally changed the meaning of a library. Physical presence has been decreased rapidly with the invention of virtual library. There is a universal assumption that man was born innocent or ignorant and should actively seek knowledge. "Information seeking is thus a natural and necessary mechanism of human existence" (Marchionini, 1995). Information seeking behavior is the purposive seeking for information as a consequence of a need to satisfy some goal. In the course of seeking, the individual may interact with manual information systems (such as a newspaper or a library), or with computer-based systems (such as the Web) (Wilson, 2000).

Information seeking behavior involves personal reasons for seeking information, the kinds of information which are being sought and the ways and sources with which needed information is being sought (Leckie *et al.*, 1996). Information seeking behavior is expressed in various forms, from reading printed material to research and experimentation. Scholars, students and faculties actively seek current information from the various media available in libraries, e.g. encyclopedias, journals and more currently, electronic media. In this era of 'E', a sea change can be seen in the information-seeking behavior of the users of library. In the phase of print media, users had

no choice except going to the library and search for the material in books, journals and archives for hours. Search was very time consuming in print phase. Changing needs of users have changed the role of a librarian, which has transformed a librarian into information professional. Librarians have always acted as a link between knowledge source and its users. In this era of 'E', librarians are playing the role of an electronic middleman. They are now helping the readers in the best possible way by using the latest technology and searching techniques. Users are being connected to the information resources via Internet for hyper-links and for many more options and choices for advance search.

The change in the information-seeking behavior is the result of the invention of E-resources. Readers felt relaxed with this invention and inclination towards these resources was natural. There are many types of E-resources like Ebooks, E-journals, various open sources, gateways and databases. Chronologically we can divide these resources specifically journals as, in-print journals, on-line journals free with print, only on-line journals, on-line databases (which provide cross-links to related articles and other websites/gateways etc). In the era of 'E', readers demand has become significant as they ask for an article or topic in place of a book or journal and at the same time they prefer to search online databases to fulfill their needs. With the invention E-resources quantity and quality of research both have been affected. Different search techniques are undertaken by library users to search and locate relevant information. To understand how users of libraries search and locate relevant documents, we librarians, need to understand the search techniques and what resources and sources of information they generally use and require. Information professionals and users both suffer from the problem of exhaustive information, from a wide range of sources and shortage of time to find, manage and evaluate. Sometimes users search internet indiscriminately without knowing the facts. Here librarian plays an important role by making the users aware of the importance of the evaluation of the retrieved information by guiding them, how to retrieve, what to retrieve and how to further use that retrieved information, which is called evaluation of information. The challenge posed by the information explosion is being successfully met by electronic information sources.

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Further this information explosion, diversity of user need, financial crunch and impossibility of self-sufficiency has led to the formation of consortia at local, regional, national and international level.

Literature Review

Dhanavandan (2011) found that the role of engineering colleges in the technical manpower development is quite significant. They need rapid Information Communication Technology infrastructure and in this context, there is a need for adequate development of electronic resources. The lack of adequate finance is the main reason for not developing information communication technology infrastructure especially in the case of libraries, those that do not receive financial aid from UGC of India or others like AICTE. The problem can be solved only through the aid from the state government or AICTE. The establishment of information communication technology infrastructure facilities in the self financing college libraries in Tamil Nadu can improve the efficiency of information support, the information retrieval and quality of education as a whole. Helaluddin (2010) described in his study the current position of libraries in ICT environment in Faridabad district of Haryana state. Various services provided by libraries with support of information & communication technologies to their users have been observed and discussed with the library professionals and their users. 54% users are satisfied with ICT based library services, 45% users are not satisfied due to single computer at issue counter. They demanded more terminals at lending counter. 55% users are not satisfied with the number of terminals in the library. They need more terminals with high speed connectivity.

Sharma et. al. (2009) described that ICT in research libraries of Haryana all the libraries are well strengthen in ICT and are able to meet the requirements faced. NITK library expensed more on various resources rather than NDRI and NBAGR. The study showed that the trends of libraries have been diversified: these are giving more significance to various aspect of ICT such as internet, e-mail, online databases, online journals, e-books, e-thesis, online FAQ etc. In the ICT race coming time will not give a pause and it is an unavoidable tool in all kind of libraries to survive in the future. Haneefa (2007) found that a good number of the users were not satisfied with the present application of ICT in their libraries and indicated that 'inadequate ICT infrastructure' as their reason for dissatisfaction. Large majority of the users agreed that there was a need for workshops/ orientation programs on the use of ICT based resources and services. Ramana and Rao (2003) reported in his study that Central University (CU) Libraries in India are currently at various stages of advancement in the use of information technology (IT). They present the results of a research study conducted in order to survey the use of IT in CU libraries. It covers computers and software packages used, computerized library operations. Development of databases, bibliographic standards used, computerized information services, level of participation in networks and computerized facilities offered to users etc.

Objectives of the Study

The objective of this study was to analyze the patterns of use of Internet and electronic resources, the Internet skills of the nursing students, and problems faced by them while using the Internet and electronic resources. Investigate whether the Internet can replace the library.

METHODOLOGY

The present study is confined to the final year students of Krishna College of Nursing. A total number of 150 questionnaires (consisting of 15 questions) were distributed to the students. Of these 140 respondents filled and returned the questionnaires. The overall response rate of the survey was 93.33% The responses were analysed for frequencies, percentages and cross tabulation to organize the data for further analysis.

Profile of Respondents

Table 1. Age of Respondents

Age Range	Number	Percentage
21 - 25	96	68.57
26 - 30	44	31.42
Total	140	100

It is clear from Table 1 68.57 % of the respondents are 21-25 age group, remaining 31.42 % belongs to 26-30 age group.

Table 2. Responses by Gender

Gender	Number	Percentage
Male	87	62.14
Female	53	37.85
Total	140	100

Table 2 describes 87 (62.14 %) of respondents were male, while 53 (37.85 %) were female.

Use of Internet & e-resources

Table 3. Experience of Internet Use

Years of Experience	Number	Percentage
1-3 years	96	68.57
3-5 years	34	24.28
5 years and above	10	7.14

Table 3 shows that on an average majority of the respondents have ranged 1-5 years experience of Internet use. Only 7.14 % have more than 5years of experience of Internet use.

Table 4. Internet Skill Rating

Rating	Number	Percentage
Expert	17	23.8
Average	81	57.85
Below average	42	30
Total	140	100

The respondents were asked to indicate their skill of internet literacy. It is evident from Table 4 that majority of the respondents (57.85%) have an average level of Internet skill. 30 % of the respondents reported that they have below average level of internet skill. Only 23.8 % admitted that they are expert in internet skill.

Table 5. Internet Skill learning Method

Method	Number	Percentage
Training from the College	84	60
Self study / Instruction	27	19.28
From Friends	23	16.42
External Sources	6	4.28
Total	140	100

Table 5 shows more than half acquired their internet skill through training from the college, 19.28 % learned from self study, 16.42 learned from friends. Only 4.28% acquired skills from external sources.

Table 6. Place of Internet access

Location	Number	Percentage
College	117	83.57
Café	15	10.71
Home	8	5.71
Total	140	100

Table 6 highlights the location from where the Internet and electronic resources are mostly accessed by the law students. A majority of the

respondents i.e.83.57% access the Internet from the College, while 10.71% also access from café. Another 5.71 % access Internet from home.

Table 7. Internet Use Frequency

Duration	Number	Percentage
Daily	27	19.28
Weekly twice	25	17.85
Weekly	78	55.71
Monthly	10	7.14
Total	140	100

In response to the question how frequently do you use Internet? The respondents have responded in different ways (Table 7) Majority of students used Internet weekly (55.71%), daily (19.28 %) and weekly twice (17.85%). Only few students (7.14) used internet monthly.

Table 8. Most Frequently used Internet & e-Resources

Services	Number	Percentage
E-mail	15	10.70
E-journals	37	26.42
E-books	18	12.85
E-Databases	58	41.42
DVD / CD-ROMs	12	8.57
Total	140	100

Table 8 indicates the use of Internet services and electronic resources. The use of e-resources and Internet services in order of preference is 41.25 % E-databases, 26.42 %E-journals, 12.85 % E-books, 10.70 % e-mail and 8.57 % DVD/CD-ROMS.

Table 9. Problems of Internet use

Problems	Number	Percentage
Slow Internet access speed	67	47.85
Longtime to view/download	38	27.14
Difficulty in finding relevant information	17	12.14
Internet connectivity always off	18	12.85
Total	140	100

Table 9 shows problems faced by the users in surfing. 47.85 % of the respondents find slow Internet access speed, 27.14 % of the respondents find longtime to view / download Web pages, 12.14 % of the respondents find it difficult to get the relevant information from the Internet. 12.85 % of the respondents also reported that Internet connectivity always off.

Table 10. Level of Satisfaction

Satisfaction Level	Number	Percentage
Fully satisfied	52	37.14
Average satisfied	26	18.57
Least satisfied	37	26.42
No Comment	45	32.14
Total	140	100

Table 10 only 37.14 % of respondents were fully satisfied, 18.57 % of the respondents average satisfied, 26.42 % of respondents least satisfied and 32.14 % of respondents no comment.

Table 11. Do you think Internet & e-resources can replace the Library

Variables	Number	Percentage
Yes	37	26.42
No	103	73.57
Total	140	100

A majority of the respondents (73.57%) feel that the Internet and electronic resources cannot replace the Library. Only 26.42% of the respondents feel that Internet and electronic resources can replace Library because they find it difficult to get the relevant information on the Internet.

Recommendations

Based on the findings of the study, the following suggestions are put forward to improve the use of the Internet and electronic resources among the nursing students.

- The Internet and allied technologies should be included in the curriculum of legal studies
- Libraries of nursing colleges should subscribe more e-journals and e-databases.
- Some orientation training programmes should be organized by the colleges at regular intervals so that the maximum users can improve their excellence or proficiency in the use of the Internet for academic purposes.
- The qualified IT staff should be appointed to provide the expert guidance to users about e-resources and Internet.
- Efforts should be made to increase the speed of the Internet access and shorten the time it take to view and download web pages.

Conclusion

The successful operation of any library depends to a large extent on the choice of library collections. The choice of the collection should meet the need and requirements of the end users. Consequently, librarians must be aware of how the user community connected to that library seeks information. Survey revealed that 40% of respondents reported frequently visiting a medical library, while in the overall group, those who never or rarely visited a library indicated that E-resources are not sufficient. Most respondents reported performing database searches independently. Regarding access to the full text, few respondents said they visited a library to check document availability and more than half of respondents preferred electronic tools for literature searching. Online databases are the most preferred form in contrast to the print only format that is the least preferred one. This observation directly shows the shift of the preferences of the users from print to the online formats which is again the result of technological innovations.

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