

Analysis of Computerized Electronic Information Services in CCS Haryana Agriculture University Library, Hisar, India

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Abstract

The present study concisely describes the evaluation of electronic information services in the light of current status of electronic information services in Hisar agricultural university libraries. It examined the extent to which the use of computerized electronic information services by users has influenced the services at a university library. The major constraints identified by the respondents were lack of basic infrastructures, limited number of computer terminals available for use, and incessant power outages. It was concluded that the electronic information services services are quite useful to the users in Hisar agricultural university library.

Keywords: Library services, Users, Automated, Information Services, HAU

Introduction

Agriculture university libraries play an important role in providing the right direction to the agricultural, scientific, and technological development of a nation. Every library exists to serve the needs of its community of users. The evaluation of a library is based on how well it serves these needs. Meeting user needs necessitates a study of those needs. The global development of information technology (IT) and its applications in libraries have generated changes in the pattern of information collection, processing, storage, and dissemination.

Electronic information services are those services provided by the library that can be accessed by computers, like the databases, document delivery, library website, interlibrary loan, online catalog etc. Electronic information and the development of electronic information search skills have become part of academic life for an average university student. In universities around the world, electronic information use is

beginning to be incorporated in classroom instruction and required for completing course assignments. Electronic information services are the keys to the development of agriculture, agriculture education, research and agricultural extension education in India. One of the main objectives of agricultural university libraries in India is to process, organize and disseminate the much-needed agricultural information to the users. In changing agricultural scenario and rapid development of agriculture science and technology, the importance of agricultural information service is vital to the progress of agriculture.

Chaudhary Charan Singh Haryana Agricultural University (CCSHAU) is a public funded agricultural university located at Hisar in the Indian state of Haryana. It is one of the biggest agricultural universities in Asia. It is named after India's seventh prime minister, Chaudhary Charan Singh. It was initially a satellite campus of Punjab Agricultural University at Hisar. After formation of Haryana, it was declared as an autonomous institution. It was established as a university by Haryana and Punjab Agricultural Universities Act, ratified February 2, 1970 and was named as Haryana Agricultural University. On 31 October 1991, it was renamed as Chaudhary Charan Singh Haryana Agricultural University. A. L. Fletcher was the first Vice-Chancellor of the university. The university publishes the largest number of research papers among agricultural universities in India. It won the Indian Council of Agricultural Research's Award for the Best Institute in 1997. It contributed significantly to Green Revolution and White Revolution in India. The University Library, endeavoring over the last 30 years to leap forward in presenting new models in order to incorporate and emphasize the cardinal aspects of knowledge for scholarly pursuits, has carved a niche for itself in the arena of university setup. The magnificent library building - a blend of functional structure, elegance and exquisiteness - is centrally located within an easy access from all the constituent colleges of the university, hostels and residential areas.

Objectives

The objectives of this study are:

- To identify the category of users
- To find out the status of various types of electronic information services provided by the agricultural university library in Hisar
- To know the users' opinion about use of computerized electronic information services.
- To know the how users familiarized with OPAC.
- To identify the problems associated with the automated electronic information services

Literature Review

Gooch (1995) reported that even though many libraries and information units in Africa adopted the CD-ROM technology pretty well, the sustainability of CD-ROM

databases appears to be threatened by low usage statistics, lack of confidence from library and information staff, unfamiliarity of users with the system, and lack of awareness by managers about its potential as a valuable resource to support research. According to DiMartino and Zoe (2000) limitations in international students' use of electronic resources and information literacy may hamper their effectiveness in searching and evaluating electronic information. Kannappanavar and Swamy (2010) in his study "User Perception of Library and Information Services in Agricultural Science Universities in South India" discussed A large majority of respondents find the library's directional signs useful, large numbers report being able to easily locate required information, and a clear majority found material shelved properly. Fifty to eighty percent of respondents find the collection in good condition, and all users are satisfied with the organization of reading materials in their respective libraries. The collections of electronic and audiovisual material were not found as useful, probably because the numbers of these resources are much smaller. The libraries under study are in the initial stage of development. Modern technologies in the libraries are now being used to satisfy the information need of users. The people working in these libraries need training and exposure to new technologies. There is a need to develop the culture of interlibrary loan services and electronic transmission of documents. Databases of theses, journal articles, and library catalogues must be made available to users. Rokade and Rajyalakshmi (2006) found in his study that in the state of Maharashtra there are four agricultural university libraries which are rendering electronic information services to the users to fulfill the aims and objects of the agricultural university. They concluded after thorough study that electronic information services are preferred by the users to other types of services. But INFLIBNET, DELNET, ARISNET services are not available in three agricultural university libraries in Maharashtra excepting the MAU library Parbhani. It is therefore recommended that the INFLIBNET should also include the Indian Council of Agricultural Research under its coverage and try to provide electronic information services to all the agricultural university library users in India in collaboration with ICAR.

Research Methodology

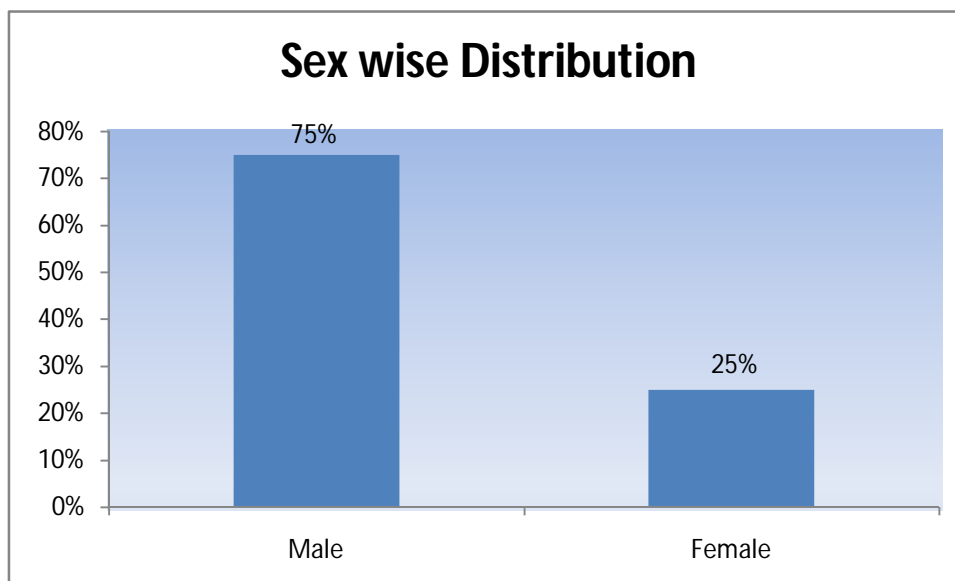
Keeping in view of the objectives the questionnaire method was used for the present study to collect the data. Besides this, observation and interview techniques were also used. In the present research, agricultural information services and their nature has been examined by collection of data from Hisar agricultural university library. A survey method was adopted in this study. A total number of 250 questionnaires were administered by the researcher to library users at CCSHAU. It took a time of 4 weeks. The questionnaire covers topics such as user categories, user preference, user satisfaction, and constraints associated with the services. Altogether, 200 (80%) of questionnaires were returned and considered useable. Data collected were analyzed using frequency counts and percentages.

Discussion

Sex wise distribution of Users

Table 1

Sex	Frequency
Male	150 (75%)
Female	50 (25%)



Out of the 200 respondents, the males are 150 (75%) while females are 50 (25%). Table-1 shows that there are more male than female users.

Categories wise distribution of Users

Table 2

Users Category	Frequency
Students	160 (80%)
Teaching Staff	30 (15%)
Non-Teaching Staff	10 (5%)

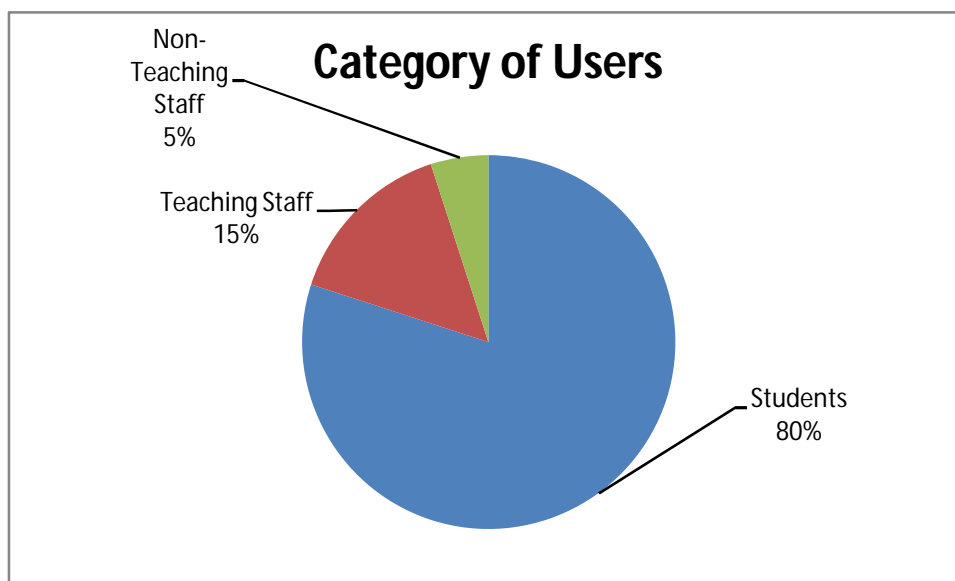


Table-2 reveals the category wise distribution of 200 users. Only 20% faculty member are using the computerized electronic information services in the library whereas 80% students are using the same.

Availability of electronic information services

Table 3

Network Services	Status
Internet	√
E-mail	√
CD Rom data bases services	√
Current awareness service	√
Other	√

It is observed from the table-3 that all the services i.e. internet, e-mail, CD Rom data base services and current awareness service are providing by the library.

Users opinion about use of information services

Table 4

Opinion	Frequency
Very Easy	120 (60%)
Easy	40 (20%)
Difficult	40 (20%)

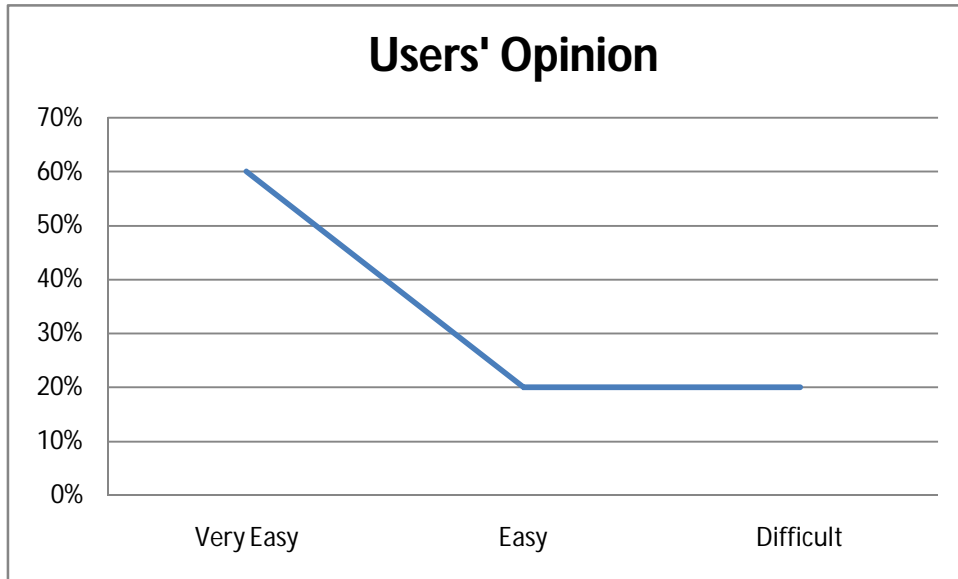


Table-4 depicts that 60% users responded that they felt very easy to use automated work of library whereas 20% users responded easy for the same. But 20% users also responded that it was difficult to use of these information services.

Methods of familiarization with OPAC

Table 5

Method	Frequency
Library Orientation	52(26%)
Help from library staff	88 (44%)
Previous use in other library	10 (5%)
Help from instructions to use OPAC	50 (25%)

Table-5 reveals that 26% users got the knowledge about OPAC through library orientation programme whereas 44% users got help from the library staff. 5% users responded that they already used the OPAC in other library. 25% users took help from instruction displayed near the OPAC.

Problems Faced by Users

Table 6

Problems	Frequency
Interrupted power supply	48 (24%)
Insufficient no. of PCs	72 (36%)

Not aware about Computer	27 (13.5%)
Proper data not retrieved	23 (11.5%)
Other	20 (15%)

Table-6 shows that 24% users faced the problems in using computerized electronic information services due to the bad power supply. 36% users demanded more computers in the library. 13.5% users responded that they have not sufficient knowledge about computer. 11.5% users faced problem information retrieval.

Conclusion

The nature of information services provided by the agricultural university libraries vary from one to another, owing to the range of interest of the user community. With the emergence of the computer and revolutionary changes in communication technology, it has become possible for a agricultural university libraries to provide a variety of technology-based information services to users with a wide range of interests.

It has been concluded after thorough study that electronic information services are preferred by the users to other types of services. Most of the users found electronic information easy to use. The needs for current information and new research methods contributed to their use of automated systems. Mostly users were also satisfied with their search output. However, insufficient computer terminals and recurrent power outages have affected adversely on their level of satisfaction in their research.

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