AWARENESS AND ACCESS TO WEB BASED LIBRARY SERVICES

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Abstract

Web based services is a one of the services offered to end users to upgrade the knowledge and free access. In that services libraries provided webpage, Web OPAC, Bulletin Board, access to database, electronic selective dissemination of information, Ask-A-Librarian etc. In this research paper the survey was conducted to know the awareness about web based libraries services in Knowledge research center, Dr. Babasaheb Ambedkar Marathwada University Aurangabad. The data was collected from 94 sampled populations though good design questionnaire. As per the study, 97.87 % users are awareness about web based services and they used 06-09 times (41.31%) per months. The opinion about access of web based library services, the most of the users little bit use of all web based library services. The KRC are needed to introduce other services which is helpful to attract the users towards web based library service and expand knowledge all over the world.

Keywords; Web based, Library services, access, awareness, Digital services.

Introduction

Today the internet become a emerging services which is helpful to revolutionized the way to communicate, teaching learning process, business, employment, education and more. In 21st century, it has a major impact on the publishing, creating knowledge hub and information delivery system. As a same, in case of libraries, use of internet and web technologies have changed the way of libraries operate and provide information services to users. Library is known as a soul of education institutes, therefore library plays the very vital role for the promotion of education, knowledge and research. Apart from that libraries adopted the various technologies to provide best to best services to the users.

Web based services is a one of the services offered to end users to upgrade the knowledge and free access. In that services libraries provided webpage, Web OPAC, Bulletin Board, access to database, electronic selective dissemination of information, Ask-A-Librarian etc. those types of services provided through libraries but there is need to know awareness and access to web based library services among stakeholders. In this research paper the survey was conducted to know the awareness about web based libraries services.

Review of literature

Gavit, Prof. Bhagvan Keshav. (2019) they studied on "Web Based library services", in his study they concluded that web and associated technologies are widely useful to provide world wide information to the users and provided various services through web base based services i.e. library web page, web OPAC, Ask-A-Librarian, Digital services etc. **Arif & et.al. (2017)** web based services depends on how well the target library respondents are satisfied with the use of web based services. Researcher assesses student's satisfaction with the use of web-based services. He surveyed pilot tested questionnaire was administrated to collect data: the result shows that most of the students were satisfied with the use of at the web based services. **Madhusudhan & Nagabhushanam (2012)** examine the web based library services offered by the some universities. The result shows that the users were not use of library website. Also the author identified specific ways in which the web helps university libraries to improve and develop innovative and

creative web-based library services. **Bajaji & Kumar (2011)** studied how much library websites are effective in providing web-based information services. They suggested that, web based services will be updated with current learning, online educational facilities and benchmarking e-services for sustainability is highlighted. **K. S. Ali & et.al. (2018)** examines how libraries in the institutions of national importance in India provide web access to their collections and other services. Finding shows that many of the surveyed institutions of National importance in India's libraries have not fully exploited the potential of web forms, and are still lagging behind to make the effective use of library websites.

Research Methodology

For conducting this study and achieving objectives of study, analytical research methodologies are used in this research paper.

Objectives of the study

The objectives of the study are as follows.

1.   To study about Web based library services
2.   To study about awareness & access to web based libraries services

Data Collection: This is an analytical study; hence, primary data is an important and powerful tool for the any type of research. Researcher conducted his research work is on the basis of primary data. The primary data was collected through good design questionnaire. The questionnaire was distributed among the library users in Knowledge research center, Dr. Babasaheb ambedkar Marathwada University, Aurangabad.

Population selection: In this study, the data was collected from sampled population. The researcher was distributed questionnaires among 100 library users though online mode but 94 questionnaires were complete. Hence, 94 populations were selected on convenience sampling method.

Limitations of the study: The present study focused on awareness & access to web based library services in Knowledge research center, Dr. Babasaheb Ambedkar Marathwada University Aurangabad.

Web based Library services

The Knowledge research center (KRC), Dr. Babasaheb Ambedkar Marathwada University, Aurangabad is always try to provide web based library services. The services are:

Library webpage: The library webpage is refers to the getaways of searching information about the library. Library webpage of KRC provides integrate access to the metadata of a library's multiple databases, e-resources, e-books, library catalogues and all basic services like library collection, library timing, library working hours, list of online journals, list of remote access e-resources etc.

Bulletin Board: "A bulletin board is an electronic communications forum that hosts posted messages, notice, circular and articles connected to a standard subject. The message may be directed to all web based library users or particular users.

Access to Database: several publishers these days provide web-based, computer network solutions for providing native access to their databases. KRC provide various database by his website i.e. SCOPUS, SRELS Journal of information management, ProQuest Historical Newspapers, Current Science etc.

Apart from that KRC provide various services are listed below;

1.   E-Books
2.   eShodhshindu Consortum
3.   Online literature on Mahatma Gautam Buddha, Chattrapati Shivaji Maharaj, Mahatma Phule, Mahatma Gandhi, Lokmanya Bal Gangadhar Tilak, Dr. Babasaheb Ambedkar, Sahityaratna Annabhau Sathe etc.
4.   Open Access Audio E-Books
5.   Dictionaries
6.   Encyclopedia
7.   Sanskrit E-resources
8.   Theses and Dissertations search engine and other subject related search engines etc.

Result and discussion of findings

A) Profile of the Users

The total no. of population had 94, out of which the men were 56 and 38 were women respondents in Knowledge research center, Dr. Babasaheb Ambedkar Marathwada University Aurangabad. According to the results, most (50%) of the respondents were belonging to the age between 23 to 27 years followed by 34.05% respondents in the age group of 28 to 32 year and 15.95% respondents above 33 year old. On the basis of education level, 49.75% respondents are Post Graduates, 25.25% M. Phil/Ph.D. and 25% are professionals.

B) Awareness of web based library services

RQ1: Do you know University library provide web based library services?

Response	Frequency	Percent
Yes	92	97.87%
No	02	02.13%
Total	94	100%

Interpretation: the table shows that awareness about University library provide website for library services. It indicates that, 97.87% users are know about university library provides web based library services and only 2.13% users are unknown about web based services.

RQ2: How many time web based services are you used per month?

No. of time	Frequency	Percent
01-03	19	20.65%
03-06	25	27.17%
06-09	38	41.31%
Above 09	10	10.87%
Total	92	100%

Interpretation: the above table shows that 41.31% respondents used web based services 06-09 times and 27.17% used 03-06 time and 20.65% used 01-03 time in a month. Only 10.87% users used web based services above 09 times per months.

RQ3: How you can attract web based services?

Attraction towards web services	Frequency	Percent
For extra Knowledge	27	29.35%
Information & Notice	38	41.30%
e-resources	48	52.17%
Availability of videos and e-lecture series	18	19.57%
Online courses	05	5.43%

Interpretation: the table indicates the how respondents attract web based services. It shows that, 52.17% respondents were attractive due to e-resources, 41.30% were only for information & Notice and 29.35% were for gathering extra knowledge.

C) Access of web based library services

RQ4: Which types of web based library services do you used?

Web Based library services	Frequency	Percent
E-Database	31	33.70%
E-Books	54	58.69%
Online Literature	39	42.39%

Audio E-books	27	29.35%
Competitive exam resources	29	31.52%
Newspapers	18	19.57%
Online e-learning	11	11.96%
Significant-lectures	05	05.43%
News & Announcements	57	61.96%
All of the above	28	30.43%

Interpretation: the table shows that, 61.96% users were used News & Announcements services, 58.69% for E-books and 42.39% for online literature services through web based library services. 30.43% respondents were used all of the above services give in the table.

RQ5: Is the web based library services user friendly/easy to handle?

Response	Frequency	Percent
Yes	52	56.52%
No	40	43.48%
Total	92	100%

Interpretation: On the point of view of the respondents (56.52%) web based library services user friendly/easy to handle and 43.48% are not with user friendly/easy to handle.

RQ6: Do you satisfied with web based services?

Response	Frequency	Percent
Yes	38	41.30%
No	54	58.69%
Total	92	100%

Interpretation: More than 50% i.e. 58.69% respondents are not satisfied with web based services provided through university.

RQ7: Is the library providing online courses to users?

Response	Frequency	Percent
Yes	02	01.84%
No	90	98.16%
Total	92	100%

Interpretation: the table indicates that, 98.16% said library does not provide any online course to users.

Conclusions

Web based library services plays the most important and significant role in sprade of knowledge over the world. The KRC, Dr. Babasaheb Ambedkar Marathwada University Aurangabad provided lot of services though Websites such as E-resources, Databases, e-books, online literatures, bulletin Board, library information etc. therefore, there is need to study on the awareness and access to web based library services in KRC, Dr. Babasaheb Ambedkar Marathwada University Aurangabad. As per the study, 97.87 % users are awareness about web based services and they used 06-09 times (41.31%) per months. The various respondents are attracted web based services because of e-resources (52.17%), Bulletin Board (41.30%) and gathering extra knowledge (29.35%) through library. The opinion about access of web based library services, the most of the users little bit use of all web based library services. The 58.69% respondents had taken access of e-books and e-journals, 42.39% respondents taken online access of literature, 33.70% respondents taken access of e-databases though web based library services. More than 50% respondents opinion that, web based library services is user friendly/ easy to access but only 41.30% respondent were satisfied about it.   The KRC, Dr. Babasaheb Ambedkar Marathwada University Aurangabad   are need to introduce other services such as online courses, access to more subject related

e-books and e-journals and need to increase more databases. It will be helpful to attract the users towards web based library service and expand knowledge all over the world.

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