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USE AND ACCESS PATTERN OF ICT AMONG PROFESSIONAL AND NON-PROFESSIONAL STUDENTS: A STUDY



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Abs tract:*-The shift from print to digital information has a high impact on all components of the academic library system in India especially the users, services and the staff. Though information is considered as an important resources, the usage of ICT tools to collect and disseminate information has been in a slow pace in majority of the University libraries. This may due to various factors like insufficient funds, inadequate staff trained in handling computers and software packages, administrative concerns etc. The aim of the study is to assess whether the developments in information communication technologies have any influence on the library professional development, and the need for further education and training in the profession and evaluate their skills in handling developments in ICT. Library Professionals have a positive approach towards ICT applications and services in Libraries, but majority do not have the opportunity to develop their skills and competencies in their work environment. To develop competitive personnel in a technologically advanced world, high priority must be given to develop competence in ICT applications, library management and soft skills in library professionals, by the University administrators and Library associations.*

Keyw ords:Information Communication Technology, Academic Libraries, E-Resources

1.INTRODUCTION

The essential components in a library and information system are documents, users and librarians. It has often been complained that the information scientists had neglected the user and his information needs. One of the main goals of any information system is to provide pinpointed, in-depth and expeditious information service to users. In order to achieve this goal, various pieces of recorded information are gathered in information centre and qualified personnel are recruited to establish purposive contact between the users and the information embodied in variety of documents. User study means a systematic examination of characteristics and behaviour of the users of the information system. It directly linked with effectiveness of library and information services as they aim at satisfaction of user needs. The term user study mainly focuses on user to measure their information access pattern.

1.1. Access of information:

Information has only one use, i.e., the assistance of problem solving. Different types of problem may require different types of information. The requirements of library users can be tentatively classified as follows:

Personal
Technical
Tasks

It is important to stress that much of librarian's time is devoted communicating information about information channels housed in the library; and since the librarian has more control over this factor than over any other, it is worth investigating that the effectiveness of the secondary channels traditionally created by librarians such as catalogues, classification schemes and shelf-arrangements.

In this cyber age, information plays a pivotal role in different spheres of human endeavors such as education, research and development, decision and policy making. The role of library and information centers in providing information for these endeavors is well documented. The generators and users of information play a key note in information transfer and utilization process. The information required by the users is available in a variety of sources, primary, secondary and tertiary sources and in different formats.

2. E-RESOURCES

Electronic information resources, in reality have become inevitable resources of many academic organizations. The awareness and use of electronic information sources by faculty members depends mainly on skills of each individual to locate discrete knowledge elements. Information explosion has increased in the amount of electronic information sources available on the web.

Electronic information resources help to expand

access, increase usability and effectiveness and establish new ways for individuals to use information to be more productive in their endeavors. Awareness of electronic resources may help the users in keeping up to date with current developments in their respective subject field of specialization, in contrast with print media. The use of electronic information resources is necessary for users mainly because the electronic resources provide better, faster and easy access to information than information accessed through print media. Electronic information resources can be relied upon for timely information which upholds the sayings of Dr.S.R. Ranganathan “right information to right user at right time”.

Electronic journals may be defined broadly as any serial publication (journal, magazine, newsletter) in digital format and made available on CD-ROM, Online systems and the Internet An electronic book (also e-book, eBook, digital book) is a text- and image-based publication in digital form produced on, published by, and readable on computers or other digital devices An e-database is an organized collection of information, of a particular subject or multi-disciplinary subject areas. The information of an e-database can be searched and retrieved electronically.

CD-ROMs: In order to provide adequate access and support for research and study. Use of compact disc databases received as depository documents is not restricted

E-Books:

E-books or electronic books provide access to the content of a book or collection of books via the web. Users can then read the content of the book onscreen. E-books can be fact or fiction, but unlike paper books are not intended to be read from cover-to-cover. However, the text within an e-book is searchable, which enables users to go straight to the information they require. Within copyright limits part of the e-book can be downloaded or printed. The features of E-documents are very useful to all institutions and individuals to get instant, relevant, comprehensive information at doorsteps. Keeping these factors in mind, largely organizations are concentrating to build e-collections for their use.

Some of the major features of e-collections are listed below:

1. Globalize reach
2. Users can use the same e-resources @the same time@ any place
3. Easily copied, stored and disseminated
4. Easy to revise, manipulate and merge
5. Less bulky than paper
6. Speedy delivery
7. Add value to services
8. The e-collections save user's time
9. Generate satisfaction among users
10. Buying and selling of e-collections is available on WWW
11. Promote Interaction with remote users
12. On-line users tracking
13. E-Collections enhance the R&D effectively and

efficiently

E-Resources:

E-resources are very powerful, dynamic and essential to any organizations. We find e-resources of different forms, mostly; the following foremost types of e-resources are listed below:

1. E-Journals
2. E-Books
3. E-Groups
4. Search Engines
5. E-Lists
6. Web Rings
7. Library Networks
8. Databases
9. Library Websites
10. FAQs
11. Web OPACs
12. Digital Archives
13. Bulletin Boards
14. Virtual Conferences
15. Web Exhibitions
16. Virtual Help Desks

2.1. Advantages of E-Resources:

The reasons for actually embarking on the purchasing of electronic resources are generally accepted because of the ease of usability, readability, affordability and accessibility. The following are the advantages of e-resources over the print media

i.Multi-access: A networked product can provide multiple points of access at multiple points round the clock and to multiple simultaneous users.

ii.Speed: An electronic resource is lot quicker to browse or search, to extract information from, and to integrate that information into other material and to cross-search or reference between different publications.

iii.Functionality: E-resource will allow the user to approach the publications to analyze its content in new ways by click of the mouse on search mode.

iv.Content: The e-resources can contain a vase amount of information, but more importantly the material can consist of mixed media i.e. images, video, audio animation which could not be replaced in print.

Mobility, Saving Physical Space, Convenience, Saving time and money are some other advantages.

2.2. Disadvantages of E-Resources:

Now, more and more people prefer e-resources to traditional ones, because it can save their time and money.

However, with various e-resources flooded in, more and more people are aware of the disadvantages of e-resources.

i.The fact that, e-resources require special devices or personal computers can be looked as a disadvantage. Many e-resources are typically produced to be compatible for certain software which in turn may be not easily available.

Since e-resources are dependent on other equipments, certain hardware or software failure may affect it. Unless the

hardware, Internet connection or battery power that is required by an e-resource reader is readily available, then its electronic documents are useless. In addition, e-resources depending on hardware and software and are more easily damaged than a printed book

ii. E-resource reading devices are surely more expensive than printed books. All devices of e-resources require power. There is a growing concern that the e-resources at present may not be accessible or compatible to the future e-resources software or devices.

3. INDIAN SCENARIO FOR E-RESOURCES

Libraries function as an essential integral component in higher education system. Academic libraries in India are facing a lot of problems due to static budget and exponential price hike of library collections. The library environment is currently undergoing a rapid and dynamic revolution leading to new generation of libraries with the emphasis on e-resources. A lot of efforts have been taken in past few years to overcome this problem of financial crunch by resource sharing through consortia for university libraries. UGC-INFONET and INDEST-AICTE consortium are two major initiatives for university library users. These revolutionary steps are providing scholarly resources including peer reviewed journals, databases, abstracts proceeding etc. These efforts must be boon to university library users which will definitely boost the level of higher education system in our country.

Library Consortium is a group of two or more libraries which have agreed to co-operate with one another in order to fulfill certain similar needs, usually resource sharing. It usually, refers to co-operation, co-ordination and collaboration between, and amongst libraries for the purpose of sharing information. Consortia are basically, evolving a form of cooperation among the libraries which come together to share resources electronically. It has gained momentum even in developing countries like India.

3.1. Some of the successful library consortia setup so far in India are:

- 1) UGC-INFONET E-journal consortium.
- 2) Indian National Digital library in Engineering, Sciences and Technology (INDEST) Consortium.
- 3) Inter University Centers (IUC-DAEF Consortia)
- 4) Health Sciences Library and Information Network (HELINET)
- 5) Forum for Resource Sharing in Astronomy and Astrophysics (FORSA)
- 6) Council for Scientific and Industrial Research (CSIR e-journals consortium)

Apart from the mentioned consortia, there have been efforts to setup similar kind of consortia by ICAR, ICMR, ICSSR and other government agencies to provide and access to e-resources. Among the above all consortia, UGC-INFONET and INDEST-AICTE consortium are proving to be a boon for the academic users. These two major initiatives have come to the rescue of academic libraries so that they can cater to the needs of academic depending upon

them. These revolutionary steps are providing scholarly resources including peer reviewed journals, databases, abstracts, proceedings etc. these efforts will boost the higher education system in India.

4. NEED FOR THE STUDY

The study reveals the drawbacks of the information access through print media. It elucidates the wide growing gap in volume of consumption between print media and electronic media by contemporary professional and Non professional students of colleges studying in Chennai city. The study is confined to the impact of ICT information on the Access pattern of professional and Non professional students of colleges studying in Chennai city. The main aim of the study is to measure the respondents' ICT information needs and their information seeking behaviour in collecting ICT resources. Further their attitudes towards ICT information also measured. It also proves how far ICT information make impact on the access pattern among the users of both professional and non professional and the extent of ICT information being increasingly used rather than print resources. In the Information Communication technological world, knowing the respondents' changing attitude towards ICT information is very essential. In this context the study is needed in the present scenario.

5. OBJECTIVES OF THE STUDY

1. To study the techniques followed in collecting ICT information by Professional and Non professional students of colleges studying in Chennai city.
2. To study the important ICT information need by Professional and Non professional students of colleges studying in Chennai city.
3. To study the purpose of Collecting ICT information by the respondents.
4. To study the level of satisfaction on the ICT facilities provided to the respondents.
5. To analyze the extent of use of ICT resources by the respondents.
6. To find out the extent of use of internet by the respondents,
7. To find out the extent of collecting ICT information through Internet by the respondents,
8. To measure the level of satisfaction of respondents using ICT information
9. To suggest possible measures to improve the quality and service in providing ICT information in study libraries.

6. HYPOTHESES OF THE STUDY

1. There is no association between the channels used to collect ICT information.
2. Respondents do not differ in their needs of information.
3. Respondents do not differ in their information seeking behaviour.
4. Respondents do not differ in their frequency of using ICT information.
5. Respondents do not differ in their extent of time in using ICT information resources.
6. Respondents do not differ in their purpose of using ICT information.
7. Respondents do not differ in their level of satisfaction in

using resources by using Information Communication Technology.

8. Respondents do not differ in using ICT channels in exchanging information.

9. Respondents do not differ in the point scale of dependency in using Information Communication Technology.

7. METHODOLOGY

7.1. Research design: A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economic procedure. A research design is the logical and systematic planning and directing a piece of research.

7.2. Descriptive research: The research design used here is rigid using structured instrument. They involve prior knowledge about subject. It describes the characteristics of a particular individual or a group.

7.3. Sample Size: The respondents selected are professional and non professional students who are studying in an academic institution. The professional respondents include the students who are studying B.E., and M.B.A in Chennai city and non professional respondents include the students who are undergoing M.A., M.Com and related vocational studies.

The details of respondents of each faculty have been given the table 1.

Table 1. showing Sample size Selected from departments of faculty:

Sl. No.	Type of Institution	Number of Institution Taken	No. of Respondents selected	Percent of Respondents
1.	Universities	5	230	24.84
2.	Arts and Science Colleges	6	160	17.28
3.	Engineering Colleges	8	316	34.13
4.	Management Colleges	5	220	23.75
	Total	24	926	100

Total estimated sample size is 926 in total. Among them the professional respondents taken for analysis are 586 and non professional respondents are 340. The institutional wise details of the data selected are given in table 2.

7.4. Sampling Technique:

The sampling technique used for the study is stratified random sampling. The data in each stratum is given below.

Table 2 Showing Sample selection from different Institution on the basis of types of respondents:

Type of Institution	Total No of Professional respondents selected	Total No of non professional respondents selected	Sample Total
Universities	32	198	230
Arts and Science Colleges	18	142	160
Engineering Colleges	316	0	316
Management Colleges	220	0	220
Total	586	340	926

8. TYPE OF DATA USED

Both primary and secondary data were used for the present research. Primary data have been collected from the users of colleges and university library. The Secondary data were collected from the web sites and Prospectus of institutions, Research journals, Magazines, Reports and conference proceedings.

9. TOOLS OF ANALYSIS

In the present study, percentage analysis is used while preparing tables. Besides, statistical tools like Chi-square test analyses are also used to make the study meaningful and purposeful.

CONCLUSION:

The present study includes the Professional and Non professional students of different colleges and universities studying in Chennai city. The data were collected from those students who actively use library and make use of information communication technology for collecting required library resources for their study as well as research purposes. The users who are using information communication technology with maximum extent are considered for the present study. The data collection period of study is between August 2013 and December 2013.

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