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ELECTRONIC INFORMATION SOURCES AND SERVICES AT SGPGIMS, LUCKNOW: A SURVEY

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ABSTRACT

This study describes briefly a survey conducted at Sanjay Gandhi Post Graduate Institute of Medical Sciences (SGPGIMS) Lucknow with the objectives to identify different types of Electronic Information Sources and Services, to find out its awareness and difficulty in use, to examine frequency of use of these resources, purpose to use the E-resources among the library users, reliability of E-resources etc. Data were collected through questionnaire distributed among the 10% of the registered users. There were 100% users found aware of E-resources and E-services, 0% found never using E-resources and E-services, 90.47% users are using E-journals & E-books, 66.66% users are using on line database services, 71.42% users are using E-Services & E-sources for study, research purposes and so on. The study reveals that although the E-Services and E-Resources are being used in this institute but still a lot of efforts are required for improvement of ICT infrastructure.

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INTRODUCTION

The role of library in research and development is immense and it further increases in case of medical libraries. Not only do the content and administration of medical libraries differ widely from that of general libraries, but medical libraries among themselves vary, depending on the communities which they serve. An E-resource is an electronic information resource that one can access on the web, on or off-campus. One can get the information whatever and whenever it need, 24 hours a day, 7 days a week with the help of a computer. The concept of E-service (short for electronic service), represents one prominent application of utilizing the use of Information and Communication Technologies (ICTs) in different areas. E-service constitutes the online services available on the internet, where-by a valid transaction of buying and selling (procurement) is possible, as opposed to the traditional websites, where-by only descriptive information are available, and no online transaction is made possible. The central library of SGPGIMS established in 1988 to provide access to current health literature. It designed to function as centre of learning and to fulfil the needs of the various academic programmes of the institute.

The library has rich collection of books and it also acquiring almost all the important services in the area of medical sciences. In the year 2003, nearly 310 foreign medical journals and 16 Indian journals along with WHO global serials are being subscribed. The back volumes of all the subscribed journals are available in the library since 1978. The library has also collection of back volume of few journals in microfilms. The opening hours of the library have been extended from Monday to Saturday, round the clock in Sunday and holidays from 8AM to 8PM.

Objectives

The study was conducted with following objectives:

To examine the availability of different forms of electronic information.

To know the purpose of using electronic information sources and services.

To examine the frequency of use of electronic information source and service

To identify the search strategies used by the users in accessing information through various electronic information sources.

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To find out the effectiveness and utilization of electronic information sources.

MATERIALS AND METHODS

To study the electronic sources and services at SGPGIMS, Lucknow Library two questionnaires were worked out, of which one was meant for the users and another for the librarian. To conduct the study, questionnaires were distributed on the basis of 10% of the registered users (junior residents, senior residents and Faculty members). In SGPGI, Lucknow, 42 out of 49 questionnaires distributed were returned which was 85.71%. The questionnaires include the topic related to awareness, use, extent of use, type of E-resource, type of E-service, purpose of use, frequency of use, level of satisfaction, the problem faced and preferred search engine.

Literature Review

The condition of various medical libraries has been studied by workers from time-to-time (Jotwani and Mehla, 1996). Some work also has been done by researchers on E-Resources in India and Abroad. Kumar and Singh (2011) found out the pattern of use of information and communication technology by medical students. ICT provides students with a broad prospective. The study found that ICT can be useful tool to address problems in medical education, but, the lack of technology and resources is still a serious limitation. The study revealed that technical limitation is still a problem in satisfactory utilization of E-services and E-resources. In another study, Kacherki and Thombare (2010) found out the information-seeking patterns of the library users. They examined, how the developments in information technology have made drastic changes in the way the information is collected, stored, retrieved and distributed. The advancement of E-Journal during recent years has given librarians a powerful new resource to support learning and research. They also discussed the advantages and disadvantages of E-Journals and suggested that printed Journals and E-journals are complimentary to each other. Dastforoush and Venkatesha (2010) reported that electronic journals have been rapidly adopted in academic spheres and they have rapidly established themselves as a viable publication media in many fields.

A study done by Joteen, *et al* (2009) on use of internet based E-resources at Manipur University. They describe the use of the electronic information focusing on the internet services by the users of Manipur University library. Also, examine the utilization purpose, difficulties and satisfaction level of users about internet based E-resources service provided by the library. The study revealed that, low speed internet access, erratic power supply and lack of required full text journals are problem with regard to the use of internet based E-Resource. (Sharma and Singh, 2009) showed that the use of E-resources is very common among teacher and research scholar of Indraprastha University and majority of the teachers and research scholar are dependent on E-resources to get the desired and relevant information. Hayatii and Alijani (2005) have explored various types of popular search engines use to access the E-Resources. Crawford (2006), Frameklin and Plum (2004) and (Sujathan and Mudhol, 2008) have worked on the

pattern of use of E-Resources in some other institutions situated abroad and home.

RESULTS AND DISCUSSION

The study reveals that 100% users are aware about the E-resources and E-services. The study shows that exclusive use of E-resources is not very common and used by only 38.09% users regularly and other 61.90% user used it sometimes.

Table 1. Various E-Resources being used by the library users

E-Resources	(%)
CDs	80.95
DVDs	66.66
E-Encyclopaedia	28.57
E-Dictionaries	33.33
E-Journals	90.47
E-Books	90.47
E-Thesis	9.52
E-Conference Proceedings	38
E-Standards	9.52
E-Patents	4.76

The study on various types of E-resources are being used by the users of this library revealed that the E-Encyclopaedias (28.57%), E-Journals (90.47%) and E-Dictionaries (33.33%) are the most popular E-resource among the users followed by CDs (80.95%), (Table 1). E-Standard, E-Patents and E-Conference proceeding are the least popular E-resource.

Table 2. E-Services that are being used by the users

E-Services	(%)
CD database services	52.38
E-Document delivery service	28.57
E-mail services	57.14
Online database	66.66
Offline database	47.61
E-indexing & e- abstracting services	23.80
E-bulletin	19.04
E-CAS	9.52
E-SDI	9.52
MEDLINE, MEDLARS (PubMed)	52.38
CCRIIS, TOXLINE	19
Web services	23.80

The popularity of various E-Services is studied in Table 2 that Online Database services and E-mail services are the most popular E-Services (66.66% and 57.14% respectively) followed by PubMed (52.38%) and CD Database services (52.38%) and other popular service is Offline Database service (47.61%).

Table 3. Purpose to use the E-Resources among the library users*

Purpose of use	(%)
For improving knowledge	41.17
For study and Research	88.35
Career development	17.61
For finding quick information	41.17

* Multiple choices were permitted.

Purpose to use the E-Resources among the library users have been studied (Table 3). The study revealed that, the main purpose of using E-Resources among the users is for study and research followed by improving knowledge.

Table 4. Frequency of use of E-Resources

Frequency of use	(%)
Daily	71.42
Twice a week	0
Thrice a week	23.80
Weekly	4.76

The study (Table 4) on the frequency of the use of E-Resources among the users shows that the percentage of users who use the E-Resources daily is maximum (71.42%) followed by the user who use it thrice in a week (23.80%).

Table 5. Use of E-Resources and E-Services

Able to Get Information	(%)
Often	52.38
Very Often	42.85
Rarely	0
Not Sure	4.76

Table 5 describes that SGPGIMS, Lucknow 52.38% respondents often able to get information by the use of E-Resources and E-Services and there are 42.85% users are very often able to get information by the use of E-Resources and E-Services.

Table 6. Access to E-Resources through

Access to E-Resources through	(%)
Links through library websites/portal	61.9
Links through publisher's websites	38.09
Links through online journals	23.80
Links through search engines	66.66

Table 6 shows that, through which link library users are getting information. The study revealed that 66.66 % of users access E-Resources through search engines.

Table 7. Learn about E-Resources and E-Services through different sources *

Source	(%)
Library staff	33.33
Library orientation	61.9
From friends	23.80
Teachers	9.52
Self-taught	61.9

* Multiple choices was permitted

Table7 describes that how the respondents come to know about E-Resources and E-Services. 61.9% of the respondents have come to know about E-Resources and E-Services by library orientation and self taught method. The problems faced by the respondents in use of E-Resources were also studied in this study which shows that a significant percentage (23.80%) of users accepted that they face problem in obtaining E-Resources.

Table 8. Problem during the use of E-Resources *

Face Problem due to	(%)
Too much information retrieved	23.80
Slow speed	19.04
Limited access to computers	14.28
Lack of IT knowledge	14.28

* Multiple choices was permitted

To study the cause of problems the users usually face during the use of E-Resources, the response of users were taken under

the category of problems viz., too much information retrieved, slow speed, limited access to computers and lack of IT knowledge. It is found that, lack of I.T. knowledge and slow speed of internet are major hindrance in use of E-Resources at PGIMER, Chandigarh (Table 8).

Table 9. Level of satisfaction by the use of E-Resources and E-Services

Level of satisfaction	(%)
Partially Satisfied	42.85
Fully Satisfied	23.80
Satisfied	33.33
Dissatisfied	00

The level of satisfaction in use of E-Resources and E-Services are also studied (Table 9). The study revealed that the users of this Institute are partially satisfied with the use of E-Resources and E-Services (42.85%) followed by partially satisfied 33.33% users.

Table 10. Search engines preferred to be use*

Search Engines	(%)
Google	85.71
Alta Vista	33.33
M.S.N.	23.80
Yahoo	19.04
Guruji	0
Dogpile	0

* Multiple choices was permitted

The study reveals that Google is the most preferred search engine among the users of SGPGIM Library. Other preferred search engines are Alta Vista, M.S.N. and Yahoo.

Table 11. Mode of searching E-Resources*

Mode of Searching	(%)
Simple Search	57.14
Keyword Search	42.85
Boolean Logic	14.28
Advanced Search	14.28

* Multiple choices was permitted

The study shows that, among the users simple search is very common and its percentage 57.14%, key word search is next in percentage with 42.85 % and 14.28% users are using advance search.

Major Findings

The study revealed that 100 % users of SGPGIMS, Lucknow are aware about the E-Resources and E-Services. 85.71% of users positively respond about the use of E-Resources and E-Services. The study shows that exclusive use of E-Resources is not very common and use by only 38.09% users, other 61.90% users use it occasionally. Study on various types of E-Resources being used by the users of this institute. The study revealed that online database and E-mail are the most popular E-Services (66.66% and 57.14% respectively) followed by offline database services (47.61%) and e-indexing and e-abstracting service together (23.80%). The study revealed that the main purpose of using E-Resources among the users is for study and research, followed by use for improving knowledge. The percentage of users who use the E-Resources daily is 71.42% followed by the users who use it thrice in a week

(23.80%). 85.71% users found the E-Resources reliable. 52.23% respondents often able to get information from use E-Resources and E-Services. The study revealed that 66.66% of users access E-Resources through search engines. 61.9% of the respondents have come to know about E-Resources and E-Services by the library staff and self taught. A significant percentage (52.38%) of users told they face no problem in obtaining E-Resources. It is found that too much information retrieved, limited access to computers and lack of IT knowledge are major hindrance in use of E-Resources. The study revealed that the users of this institute are partially satisfied with the use of E-Resources and E-Services (42.85%) with the use of E-Resources and E-Services. The study revealed that Google is the most preferred search engine among the users. The other preferred search engines are MSN and Yahoo. The study shows that simple search is very common among the respondents for searching E-Resources, its percentage is 57.14%, keyword search is next in practice with 42.85% and respondents are also using advance search that is 5%.

Conclusions

The study revealed the present condition of awareness, use, types and pattern of use of E-Services and E-Resources in one of the important medical institute library of India. Since E-Services and E-Resources are one of the important requirement of a modern library. These are necessary for providing up-to-date information about current trends in specific branches of medical sciences which is a must for research and development. The study revealed various aspect of ICT in the library of SGPGIMS, Lucknow. The information revealed in this study can be utilized in strengthening the ICT infrastructure in medical college libraries in general and PGIMER, Chandigarh in particular. The problems faced by the users can be reduced by adopting high speed internet, access to E-Journals and providing technical training to library staff.

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