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User Perspectives of Electronic Resources And Services In Libraries : Reference to Selected Special Libraries in Delhi And The NCR Region

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ABSTRACT: This research paper aims to examine the perception of users toward electronic resources and services in special libraries. The main objective of this article is to learn about the benefits, time commitment, electronic resource availability, and utilization of special libraries. This article also enables a better understanding of the frequency and purpose of using special libraries and the adequacy of print and electronic resources. The primary research was carried out to access e-resource use among different special library users. In primary research, questionnaires are broadly utilized to collect information on this specific problem. The questionnaire was administered individually among the users of special libraries in Delhi and the NCR region. The findings of this research paper offer data related to the impact of electronic resources on researchers and thus reveal that its enormous impact has improved their quality of research by updating them and by also saving time to locate the data. The issues are selected by the investigator to understand the utilization of e-resources by special library users so that it can make further improvements in their e-resources and services relating to the results and recommendations. This study also offers suggestions and recommendations based on the evaluation of primary data that would increase the use of electronic resources and meet the needs of users in special libraries.

KEYWORDS: Special libraries, electronic resources, E-journals

I.INTRODUCTION

The evolution of digital technologies is altering the way education is delivered and transforming the learning process from the traditional physical setting to online exploration. Modern academic libraries include collections of printed books and periodicals as well as electronic resources, allowing for the storage, retrieval, and supply of both types of information as and when necessary. Electronic resources offer innovative ways to increase access and alter learning, teaching, and research. On desktops and mobile devices, the content of e-resources is accessible at any given time and place for reading.

E-resources have broken new ground as an information resource as compared to their counterpart print resource and made an immense contribution in satiating the information needs of the users. The important personal electronic facilities are the internet, CD-ROM, online data, and magnetic tape. Among the different kinds of e-publications, probably the WWW is most predominating. Nevertheless, the emergence of online libraries in modern times has initiated different issues. One issue is the management of e-resources. And the hyperlinks that are broadly incorporated in traditional websites to structure the web pages pose another key issue.

User satisfaction in the context of special libraries is an idea derived from service quality that seeks to determine whether patrons are satisfied with the service and electronic data resources provided to them. Special libraries are facing many such issues associated with the new media that are yet to be resolved for subscriptions of material in traditional printed form. The major disadvantage of electronic resources is their comprehensiveness. E-resources don't usually date back as far as their printed counterparts.

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SPECIAL LIBRARIES

Special libraries are libraries that provide specialized information resources on specific subjects, serve specialized and limited clienteles, and deliver specialized service to those clientele. A special library includes a corporate library, a government library, a law library, a medical library, a museum library, and a news library. There is also a specialized library in the academic setting. They are classified as special libraries, for they serve specific user groups and are always supported independently of the rest of the university.

Businesses, private corporations, associations, governments, or other special interest groups create, fund, and regulate special libraries to meet the information needs of their members and further the goals of the organization. Medical libraries, law libraries, military libraries, corporate libraries, government libraries, museum libraries, news libraries, and banking libraries are examples of special libraries.

A special library generally has special aspects when viewed from the perspective of its function, subjects dealt with, collection managed, users served, and their positions. The special libraries function as referral and research centers, facilitate the execution of the tasks of the parent institutions that house them, and also function as a way to assist in the execution of the tasks of the institutions or agencies concerned.

The purposes of the special libraries are manifold, and a few important ones can be: providing information services with the aim of empowering the users to supervise important developments in their area of interest; allowing the library functionaries to search literature focusing on the needs of the organizations they are attached to and bringing the same to the notice of such organizations; and providing information with regard to impressive collections, efficient service, and charging a professional fee.

E-RESOURCES

Electronic resources are materials that require computer mediation so as to access their permission and make them helpful. Both digital and offline resources like CD-ROM fall within the scope of e-resources. The word e-resources refers to every product that the libraries provide via computer networks.

The e-resources include a digital data collection, a full-text search engine, an electronic reference book, and a bibliographic database. It comprises both newly created digital resources and those that were created online. Examples include e-journals, databases, and print resources that have been digitized. The e-resources, e-journals, and online databases are not owned by the library, as they only own the print materials. Ownership of e-resources lies with the provider of these resources.

IFLA (International Federation of Library Associations and Institutions) illustrates E-resources as those materials that need computer access, whether via PCs, mainframes, or mobile devices. They might either be accessed distantly or using the Internet.

1.1. Advantages of e-resources in special libraries

- Accessible: It can be accessed from all computers on campus and, generally, any computer off campus, at any time of the day or night. So, there is no need to go to the library.
- Interactive: A quick turnaround time denotes that articles may be read, commented on by the reader, revised quickly, and given greater feedback through online platforms.
- Functional aspect: E-resources would permit the users to move toward the publications so as to analyze their contents in different innovative ways and methods by mouse click on search buttons.
- Content analysis: The electronic resources contain large quantities of data, but these are more significant in mixed format modes, i.e., images, videos, audios, and animations, which could not be replicated in print mode.
- Consortia modes: The electronic resource can be subscribed to in consortium format, too, thereby reducing the cost while reaping the same advantages. For example, INDEST Consortia for an Engineering College Library.
- Hypertext: The format can be utilized; links to associated articles on other websites and URLs for personal articles can be obtained; also receive an email alert when the latest editions are uploaded, which can be accessed.
- Virtual reality: The benefit taken on the websites is to add value by utilizing animations, virtual realities, and interactive physical and mathematical charts.

II.OBJECTIVES OF THE STUDY

- To examine the various forms of electronic resources and services available in special libraries;
- To analyze the perceived utilities of electronic resources and services in special libraries;
- To examine the infrastructure for creating, storing, and utilizing the resources and services in special libraries;
- To examine the present scenario of electronic resources and services in special libraries and to address the key issues and challenges faced by users;
- To suggest some remedies to tackle the issues and challenges.

III.PURPOSE OF THE STUDY

The basic purpose of the study is to determine the effectiveness of e-resources in special libraries. Efficiency in this context would be accessed through user awareness, usage, user perception, satisfaction, the performance of special libraries, and the perceived requirements of e-resources and services.

III.LITERATURE REVIEW

Kenchakkanavar (2014)¹ made an effort to concentrate on the various traits of electronic e-sources. Rural communities can easily access electronic resources. E-resources handle information overload and storage problems. The article outlines e-resources and discusses their advantages and drawbacks.

With particular reference to the Central Institute of Sub-Tropical Horticulture, Choudhary, Singh and Kumari¹⁰(2018) concentrated on the current state of collection development and management of special libraries. This study combined an experimental method with a survey method. As the sentence indicates, survey methodology is important in research. E-resources are additionally accessible in libraries. Libraries offering e-journals, internet networks, OPAC (Online Public Access Catalogue), and photocopies among other things.

Schellnack-Kelly, Nwagwu and Dubale⁷ (2021) conducted a study to look at how the UNECA library's electronic materials were used in Ethiopia. This research article suggests expanding tactics for improving resource discoverability and accessibility, providing information literacy training for all users, and coming up with workarounds for I.P. restriction accesses. The study's findings showed that 92% of the participants were aware of the e-resources that were accessible in these libraries. 94% of people said the online materials were very useful. E-resources were deemed simple to utilize by 84% of respondents.

Soni, Gupta and Shrivastava³ (2018) concentrated on LIS scholars at Jiwaji University's knowledge and use of electronic resources. It was based on the difficulties faced by research scholars. According to the results, librarians should set up user-focused programmes to improve the use of electronic resources.

In their study, Khan, Modak and Khan⁸ (2021) concentrated on the E-resources for the medical college library in Uttar Pradesh. This study paper addresses factors, such as the accessibility of online resources like e-journals, reports, patents, and trade reports, which are frequently used by the researchers. The study article examines how these e-resources are used by patrons of medical college libraries. The results showed that the library had all the necessary e-journals for its users.

Bajpai and Sharma⁴ (2017) conducted a study to explore the utilization of e-resources in physics in selected libraries to have an obvious picture of their utilization in libraries for giving library services. This study includes the critical examination of various kinds of resources comprising their formats, their acquisition and collection policies along with budgets included. The result shows that those e-resources are more vital for the community of faculties and researchers and steadily moving towards new development in the area of physics.

Vanaja and Balakishan¹¹ (2022) point out that e-resources comprise chiefly e-journals and periodicals against paid subscriptions. It is getting in different types such as electronic books, text database. e-journals, image collection, CD-ROMs, tapes, internet, digital libraries, e-theses, online journals, etc. This type of e-resources has become the source of information because of their remarkable presentations with multimedia tools. This research paper is focused on the utilization and effect of e-resources in selected special libraries of Hyderabad. This article addressed that all the libraries included are fully computerized and automated. E-resources would have major impact on the research outputs of the R&D companies in India.

IV. RESEARCH METHODOLOGY

Research Design

Inferential statistics seek to establish cause and effect, whereas descriptive statistics describe what is, allowing for the execution of both descriptive and exploratory studies. A study was carried out to gather data on the factors that influence the usage of online resources, their frequency of use, their intended use, and any issues that users encounter when using them.

Data sources: Two types of data, primary and secondary, were mostly collected to determine the appropriate data for the research, as mentioned below:

Primary Data: Primary data is gathered directly through questionnaires and is the original source of data collected by the researcher.

Secondary Data: Secondary data was selected from official documents of selected special libraries in Delhi and the NCR region, books, research papers, organization manuals, the special library websites, and previous study reports.

Sampling: The sampling technique utilized for this research is convenience sampling, as the sample size is 100 users of e-resources with reference to special libraries selected for this study. A closed-ended questionnaire was designed to find out the users' perceptions of e-resources in special libraries.

Analysis: The data from the survey was processed, and the collected data has been presented through pie diagrams and bar charts. The collected data will be coded, and various appropriate statistical tools will be used for analysis on the basis of objectives such as simple percentages.

V. ANALYSIS AND FINDINGS

User perception towards electronic resources and services

Table 1. User perception towards electronic resources

| Relevance of E-Resources | Users |
|--------------------------------------|-------|
| Relevant to my studies | 28 |
| Anytime access | 27 |
| Helping in my research work | 31 |
| Use it because of cost effectiveness | 14 |
| Total | 100 |

The data reveals that the user perception about the e-resource and services is that it has helped them in their research work. Based on the analysis, 31% and clients 28 % (incorrect sentence – pls check) said that e-resources are important for their studies and they can access it anytime.

Usage of E-Resources in Special Libraries in Delhi NCR Region**Table 2. Usage of e-resources in special libraries**

| Types of E-Resources | No. of Resp. |
|-------------------------|--------------|
| Search engines | 43 |
| Online reference source | 18 |
| E-thesis | 8 |
| W-newspapers | 9 |
| E-bookstore | 12 |
| Subject gateway | 10 |
| Total | 100 |

Interpretations: The above graph reveals that most of the users used search engines as an e-resource in special libraries. However, there was significant difference in the number of respondents in special libraries who used online reference source. 18% of the respondents utilized online references.

Main Issues/Challenges with Using Electronic Resources**Table 3. The Key Issues with Using E-resources**

| Key issues with using e-resources | No. of resp. |
|--|--------------|
| I don't know enough about using electronic resources. | 8 |
| I am unable to ctively use the electronic resources. | 7 |
| The material I need is either unavailable or not in use. | 25 |
| I have some concerns regarding the material's durability (changes in service content, discontinuing of journals, transfers, etc.). | 20 |
| Reading from the screen is challenging. | 8 |
| I can't seem to discover the necessary electronic resources. | 20 |
| There are no unique issues with using electronic resources. | 12 |
| Total | 100 |

As per the major concern of the users of e-resources is unavailability of material. The two major issues are inability to find e-resources needed by users and doubts about the permanence of the material available. Both these problems are seen among one fifth of the users. Users who have problems in reading from the screen, those who are not familiar with electronic resources and users' inability to use the e-resources properly are same in number. Hence, some measures regarding these issues are required to improve the use of e-resources.

VI.CONCLUSION & SUGGESTIONS

The execution of e-resources proves exact to the age-old standards that all readers must get information at any time. The utilization of e-resources facilitates comprehensive and pinpointed information. The e-resources give different search options to the user and library at all readers must get information at any time. The utilization of e-resources facilitates comprehensive and pinpointed information. The e-resources give different search options to the user and library. Utilization of e-resources allows the special libraries to save library space as well as the valuable time of the users.

The study's findings imply that user perception of special libraries in Delhi and the NCR region is significantly influenced by customer satisfaction with online resources. Customers anticipate getting the best library assistance possible to support and advance their education. Unfortunately, this is not always the case, and occasionally people are not happy with the services provided by the library. Fast internet connections, training, adequate and suitable electronic resources, and individualized service are some of the best practices that augment customer satisfaction.

The future of the libraries depends on a good database of electronic resources. Therefore, it is essential for the special libraries to update their databases on a regular basis. Librarians have to provide worldwide access and retrieval of electronic contents, create e-catalogs, and categorize e-documents. And for the special libraries to be perceived as resourceful, accessible, responsive, trustworthy, comfortable, up-to-date, informative, and ambient, the information specialists must

modify online operating procedures involving electronic resources. The promotion of awareness campaigns on the usage of electronic resources in special libraries requires additional and crucial action.

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