

Usage of Internet by the Library User of Doaba College Jalandhar, Punjab: A Case Study

Jagjit Singh

Librarian, Doaba College, Tanda Road, Jalandhar City – 144004, Punjab, India

Email: jagjit020@rediffmail.com

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Abstract - This paper discusses the use of Internet by the users of the library of Doaba College Jalandhar. This study is based on questionnaire method. Total 60 questionnaires were distributed among the users of the college library and all were received with their response. This study includes all the usage aspects of the internet by the users of the library.

Keywords: Internet, ICT devices, Users, Doaba college Jalandhar

I. INTRODUCTION

Internet connected all the people of the world through hardware devices. With the use of Internet all the concerned person are interconnected ; they share their ideas, thought, things etc. internet also a source of business community; today all the business of the world is running with the use of internet. It connects all the private, public, academic, business, and Government organizations with each other through the hardware devices. We can access information on the Internet with clicking www, e-mail, social networking sites, organization websites etc. internet is also very popular in the libraries point of view; use of Internet in the libraries is great effect on library and information services. No single library can deprive this facility to their users. Libraries can be connected with any part of the world with the use of Internet and users of the libraries and staff can access any information or resource of the world through the Internet.

II. DOABA COLLEGE JALANDHAR

Doaba College Jalandhar was established in the year 1941. It is affiliated with GNDU, Amritsar. Doaba College Jalandhar is a multi-faculty co-educational Post graduate pioneer institution of North India. It is re-accredited with A Grade by NAAC (National Assessment and Accreditation Council). The college campus is located in 165 acre area. The college has highly qualified, energetic, innovative, experienced and dedicated teaching staff in all faculties. More than 150 staff members are working for the progress of the college. The college has 21 departments, the departments running successfully 38 courses in the campus with full dedication. College is budding more than 2000 students every session, which shows the marvellous achievements in academic, sports and co-curricular activities.

III. DOABA COLLEGE LIBRARY

College library has total collection more than 62000 volumes. In library there are 131 Journals/Magazines and 54 regional and National newspapers subscribed. The library has good collection of CD's, back volume of journals, magazines and old newspapers. All Books and documents of the library are properly classified under the scheme of DDC and catalogued under the scheme of AACR II. College library is computerized. Library is using integrated library software Campus Analyzer as per the requirements of the library. 10 computer sets support the computerization activity.

IV. REVIEW OF LITERATURE

A very large number of research papers have been published on this topic. Some of the studies related to the present study are as under:

Asemi (2005) discusses students are accessing various information through the internet. It provides a wealth of information. Internet gives lot of information for the researchers and more quickly rather than the print media. Students also required skill for accessing information on the Internet. Students can get relevant and required information on Internet only if they have proper training for Internet usage.

Roknuzzaman (2006) focuses Internet usage of Rajshahi University Bangladesh. This study reveals that University is deprived some benefits of the Internet and users of the University library are not satisfied with the Internet facilities. This study gives suggestions for improving Internet facilities in the university and its benefits from the user point of view.

Mulla and Chandrashakara (2007) study covers the Post-Graduate students of Mysore University Campus who are using Internet facility in the university. This study discusses Internet is vital source of information who covers all the subjects of the universe. Users of the Internet are using Internet as a source of information for discovering any information and satisfied with available information. This study shows poor infrastructure can be a big drawback of the Internet.

Amritpal Kaur and Rajeev (2008) discusses Internet facility is improved academic excellence of teachers and students for providing latest and relevant information or resources to the users. This study focused on Engineering Colleges of Punjab, Haryana and Himachal Pradesh. Internet facilities are very helpful for teachers and students for accessing right information or resource at the right time in engineering colleges.

V. SCOPE OF STUDY

This study mainly focuses Internet facility available in Library of Doaba College Jalandhar and how Internet is used by the users of the library of Doaba College Jalandhar. The study will be helpful for findings various aspects of users for using Internet in the college library. This study should strengthen the services of the library and also give more suggestions for improving the present Internet facilities for its better improvement.

TABLE I QUESTIONNAIRE DISTRIBUTED VS RESPONDENTS

Users	Questionnaire Distributed	Response%
Number of Library User	65	65 (100%)

Above table shows that 65 questionnaire were distributed among the library users for knowing usage of Internet by

VI. OBJECTIVE OF THE STUDY

Objective of the study are

1. To study the usage of Internet in the college library
2. To know the users satisfaction
3. To know users interest in different search engine
4. To identify users demands
5. To sort out users problems for accessing Internet

VII. RESEARCH METHODOLOGY

The questionnaire technique was used for collecting the data. 65 questionnaires were distributed to the users of the library. All 65 questionnaires were received back. The questionnaire includes 11 questions with the different usage aspects of the Internet and their response was received back.

them and all questionnaire with 100% response were received back.

VIII. DATA ANALYSIS AND INTERPRETATION

The data collected through questionnaire is showing how many users of the Doaba College Library are using Internet

and satisfied with this facility provided by the college library.

TABLE 2 INTERNET USED BY THE LIBRARY USER

Internet Used	Number of Respondent	Percentage
Yes	65	100
No	-	-

Table 2 shows that 100% library users included in the study are used Internet facility provided by the college library.

TABLE 3 FREQUENCY OF INTERNET USE

Frequency	Number of Respondent	Percentage
Daily	32	49.23
Twice in a week	22	33.84
Weekly	08	12.30
Fortnightly	03	4.61
Occasionally	-	-

Table 3 shows that 49.23% library users are used Internet daily, 33.84% used twice in a week, 12.30% used weekly and only 4.61% used fortnightly.

TABLE 4 PURPOSE OF INTERNET USE

Purpose	Number of Respondent	Percentage
For study	59	90.76
For assignments	39	60.00
For research	18	27.69
For searching information	56	86.15
For writing seminar papers	41	63.07
For chatting/entertainment	21	32.30

Table 4 shows that 90.76% library users used Internet for the study purpose, 86.15% used for searching information, 63.07% used for writing seminar papers, 60.00% used for making their assignments, 32.30% used for chatting/entertainment purpose and 27.69% used for research purposes.

TABLE 5 INTERNET SKILLS TO USE INTERNET

Skills	Number of Respondent	Percentage
Trial and error	53	81.53
Friends/teacher/colleagues	57	87.69
Training form library staff	41	63.07
Self instruction	21	32.30
Special computer course	06	9.23

TABLE 6 TIME SPENT FOR USING E-RESOURCE THROUGH INTERNET IN THE LIBRARY

E-Resources	Number of Respondent	Percentage
E-Books	42	64.61
E-Journals	58	89.23
E-Articles	52	80.00
E-Thesis	12	18.46
E-Publications	41	63.07
E-Archive	29	44.61
Downloading on any topic	48	73.84

TABLE 7 SERVICES ACCESSED THROUGH INTERNET

Services	Number of Respondent	Percentage
www	61	93.84
E-mail	59	90.76
E-Journal	58	89.23
Search Engines	49	75.38
FTP	21	32.30
FAQ	24	36.92
Discussion groups	18	27.69
Bulletin Board Services	18	27.69

Table 5 shows that 87.69% library users have skill to use Internet by Friends/teacher/colleagues, 81.53% by Trial and error, 63.07% by Training form library staff, 32.30% by self instruction and only 9.23% by special computer course.

Table 6 shows that 89.23% library users used Internet for accessing e-journals, 80.00% for e-articles, 73.84% for downloading on any topic, 64.61% for e-books, 63.07% for

e-publications, 44.61% for e-archive and 18.46% for e-theses.

Table 7 shows that 93.84% library users used Internet for acquiring any information through www, 90.76% through e-mail, 89.23% through e-journal, 75.38% through search engines, 36.92% through FAQ, 32.30% through FTP and 27.69% through discussion groups and bulletin board services.

TABLE 8 DAILY TIME SPENT ON THE INTERNET IN THE LIBRARY

Time Spent	Number of Respondent	Percentage
1 hour	57	87.69
2 hour	08	12.30
3 hour	-	-
4 hour	-	-

Table 8 shows that 87.69% library users spent daily 1 hour on internet available in the library and 12.30% spent daily 2 hour.

TABLE 9 SEARCH ENGINES USED BY THE LIBRARY USERS

Search Engine	Number of Respondent	Percentage
Google	61	93.84
Yahoo	53	81.53
Rediff	49	75.38
Alta Vista	41	63.07
Lycos	11	16.92

Table 9 shows that 93.84% library users access Google search engine, 81.53% access Yahoo search engine, 75.38%

access Rediff search engine, 63.07% access Alta Vista search engine and 16.92% access Lycos search engine.

TABLE 10 PROBLEMS REGARDING USE OF INTERNET

Problems	Number of Respondent	Percentage
Difficulty to find right information	51	78.46
Subject sites are unknown	52	80.00
Less number of computers in the library	42	64.61
Electricity failure	6	9.23
No problem	12	18.46

TABLE 11 SATISFACTIONS WITH INTERNET FACILITY IN THE LIBRARY

Satisfaction	Number of Respondent	Percentage
Partially satisfied	42	64.61
Fully satisfied	12	18.46
Least satisfied	07	10.76
No comments	04	6.15

TABLE 12 WI-FI FACILITY IS HELPFUL FOR USING INTERNET IN THE LIBRARY

Wi-Fi	Number of Respondent	Percentage
Yes	53	81.53
No	12	18.46

Table 10 shows that 80.00% library users faces difficulty to find right information on Internet, 78.46% are unknown about their subject sites, 64.61% have complaint with less number of computer in the library, 18.46% mentioned no problem faced for using Internet facility and 9.23% mentioned electricity failure for accessing Internet in the library.

Table 11 shows that 64.61% library users are partially satisfied with Internet facility available in the library, 18.46% are fully satisfied, 10.76% less satisfied and 6.15% mentioned No comments.

Table 12 shows that 81.53% library users agreed with Wi-Fi facility to access Internet in the library and 18.46% are not agreed.

IX. FINDINGS OF THE STUDY

1. All library users included in the study are used Internet in the library.
2. A large number of users access daily Internet facility in the library.
3. Mostly library users access Internet facility for their study, assignments, searching information purpose.
4. Internet skills are acquired by library users through Trial and error, friends, teachers, colleagues.
5. A large number of library users used Internet for accessing electronic resources in the library.
6. A number of library users enjoyed various Internet services like e-mail, BBS, www, search engines, FTP, FAQ etc.
7. A large number of library users spent daily 1 hour on Internet.
8. A number of library users faced some problems for accessing Internet.
9. A large number of library users are satisfied with Internet and Wi-Fi facility available in the library.

X. SUGGESTIONS

1. Library users suggested installation of more computer terminals in the library.
2. Library users gave suggest extension of the computer section of the library.
3. Library users demand printing and scanning facility in the library.

XI. CONCLUSION

We can conclude that Internet is playing very important role especially in the libraries. In any institutions, library is a

place where users can easily access required and relevant information through Internet and library can play very effective role for providing necessary information to the user point of view. Library users are demanding more facilities from the libraries therefore it is duty of the librarian to provide necessary facilities to the users to access required information and these necessary demands can be forward before the appropriate authorities.

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