

Readers' Perception towards E-Resources and Services in JKK Nattaraja Dental College and Hospital, Komarapalayam, Tamil Nadu: A Study

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Abstract - The JKK Nattaraja Dental College and Hospital has made sound library policies to provide better e-resources services to its readers. This study is an attempt to examine and measure the extent and use of e-resources, information alert services, awareness towards the e-resources, purpose of using the e-resources, service attitude of library staff and overall quality of e-services offered by the library of JKK Nattaraja Dental College and Hospital. The sample size was 108 and the questionnaire was distributed and received from students (including BDS and MDS), and faculty members of JKK Nattaraja Dental College and Hospital which were analyzed carefully in this study. The findings have demonstrated that e-journals are more popular than print journals; the library regularly invites readers' views regarding the information constraints and; the library continuously puts forward information alert services to their readers. Most of the readers are aware of the e-journals/database offered by the library concerned to their subject and also are able to explore the e-resources associated with their area of interest.

Keywords: E-Resources, Readers' Perception, Dental College, Dentist

I. INTRODUCTION

In recent times the service qualities of academic libraries are measured in terms of provisions for availability and accessibility of digital collections, e-resources, networking element, ICT tools and etc. Goharinezhad, S (2012) e-information is the most recent development in information technology and is among the extensive implement ever invented in human history. The library readers' satisfaction plays a crucial role in the magnification and necessities of the library services. The prospective readers' feedback concerning the library resources, services and facilities supposed to be considered for providing essential resources and facilities in the library. (Pratheepan, T., 2012) In particular, academic institutions need to measure the readers' satisfaction and perception to maintain the quality in all the activities. Jeyaraj W.J. (2012) The JKK Nattaraja Dental College and Hospital witnessed the remarkable change in collections, services and access to resources since its inception. IT and its applications have been widely initiated, and an integrated library system has been installed. The Library provides remote access to e-resources. Jeyaraj W. J. (2017) In fact, the dawn of a new era in library services and access to resources has risen in JKK Nattaraja

Dental College and Hospital in harmony with the worldwide information revolution in academia. (Garg, R.G. 2011)

The JKK Nattaraja Dental College and Hospital library have made efforts to optimize the use of library resources including web-based e-resources. JKK Nattaraja Dental College and Hospital has been acquiring a large number of web-based e-resources for its readers. The Library has now access full-text e-journals, e-books, and databases which can be accessed by the readers through library homepage both on and off-the-campus.

II. LITERATURE REVIEW

A number of relevant studies have been carried out on the user satisfaction of the e-resources. Thanuskodi (2011) executed a study on Internet use by faculty members in Chennai to determine the extent to what number of readers are aware and make use of e-resources and also examine the search pattern of e-journals.

Mounisamy and Swaroop Rani (2005) in their study signified that 67% of the researchers and 33 % of faculty members regularly access and utilize the e-journals for multiple purposes. The study furnishes some methods to make aware of readers towards the e-resources.

Sharma (2009) in his study described that majority of the faculty members and students are capable to access the e-resources without any difficulty. The survey was further reported that about half of the total faculty members have taken training for the use of electronic resources. That survey found that majority of the readers preferred e-journals to fulfill their information needs.

Bhat and Mudhol (2014) examined the awareness and use of e-resources by students available in the Medical Institute's Library. The result shows that most of the readers were aware of e-resources and they use them frequently, but less number of terminals, slow speed of internet and less number of e-resources was the elementary barriers of library services. Various suggestions were made to improve the service quality of the library.

III. IMPORTANCE OF THE STUDY

There is no study conducted so far in the JKK Nattaraja Dental College and Hospital to measure the use of e-resources and to assess factors that may influence further usage of e-resources and services. Moreover, the cited literature make known that the studies of use, user perception and user satisfaction with e-resources have been accomplished in the other analogous institutions. Therefore, a survey was deemed necessary to investigate the use of e-resources and services in the JKK Nattaraja Dental College and Hospital library and to cover the uncovered barriers that influence efficiency of use of resources.

IV. AIM AND OBJECTIVES

This study is an attempt to examine and measure the extent and use of e-resources, services attitude of library staff and quality of e-services.

The basic objectives of the study are to

1. Study about preferred information sources by library readers frequently.
2. Ascertain whether the library considers readers' views while the selection of e-journals for the library.
3. Know about readers' awareness towards the availability of e-resources.
4. Find out the foremost purpose of using the e-resources.
5. Examine the attitude of library staff towards readers.
6. Determine the overall quality of the e-services offered by the library.

V. METHODOLOGY

To fulfill the stated objectives, a well-administered questionnaire was issued to the respondents for collecting the data from the target respondents; PG students, and

faculty members of the following departments of JKK Nattaraja Dental College and Hospital

1. Conservative Dentistry and Endodontic.
2. Pedodontics and Preventive Dentistry.
3. Oral and Maxillofacial Surgery.
4. Oral Medicine and Radiology.
5. Prosthodontics.
6. Oral Pathology.
7. Public Health Dentistry.
8. Orthodontics and Dentofacial Orthopedics.

The questionnaire was randomly distributed to the readers who were present at their concerned departments and library. Data were collected from the aforesaid readers, as well as personal interviews were also made with respondents and library in-charge to clarify the ambiguities. The data collected was scrutinized, classified and tabulated for better understanding and clarity. Published materials and website of the JKK Nattaraja Dental College and Hospital library were also used to collect additional required information.

V. DATA ANALYSIS

A. Most Preferred Source of Information

From Table I, it is inferred that the majority of respondents (37%) preferred printed journals to gratify their academic/research desires frequently, followed by 30% who preferred e-journals. On the other hand 21% of the readers consulted the back volumes of the periodicals. 12% of the respondents utilize other computerized databases. It is noticed that printed journals are the first choice of all the three categories of readers than other sources.

TABLE I MOST PREFERRED SOURCES OF INFORMATION

Users	Most preferred sources of information									
	Print Journals		Back Volume of Periodicals		e-Journals		Database		Total	
	NOR	%	NOR	%	NOR	%	NOR	%	NOR	%
BDS	26	41	12	19	21	33	5	7	62	100
MDS	11	36	7	24	7	22	5	17	29	100
Faculty	4	22	4	25	5	31	4	22	17	100
Total	40	37	23	21	32	30	13	12	108	100

NOR – No. of Respondents

B. Asking Readers Views on Subscription of E-Journals

The respondents were asked to specify, whether the library asks their views while subscription of e-journals for the library. Table II shows that 42% of BDS students, 48% of MDS students and 47% of faculty members responded 'yes' as the library repeatedly invites their views.

C. Alert Services Rendered

Table III reveals that the highest proportion of respondents

(51%) specified that they were continuously in receipt of alert services from the library about new information resources, training and orientation programmes of the library and about other similar kinds of information to the library.

However, 22% of the respondents retorted that they were not getting regularly alert services from the library, whereas 22% of the respondents have not given their views in this regard and expressed as no idea.

TABLE II ASKING USERS' VIEWS ON THE SUBSCRIPTION OF E-JOURNALS

Users	Asking user's views on the subscription of e-journals							
	Yes		No		No idea		Total	
	NOR	%	NOR	%	NOR	%	NOR	%
BDS	26	42	19	31	17	27	62	100
MDS	14	48	8	28	7	24	29	100
Faculty	8	47	5	29	4	24	17	100
Total	48	44	32	30	28	26	108	100

NOR – No. of Respondents

TABLE III ALERT SERVICES RENDERED BY THE LIBRARY

Users	Alert Services Rendered by the Library							
	Yes		No		No idea		Total	
	NOR	%	NOR	%	NOR	%	NOR	%
BDS	30	49	13	21	19	30	62	100
MDS	16	53	7	24	7	22	29	100
Faculty	9	53	4	25	4	22	17	100
Total	55	51	24	22	29	27	108	100

NOR – No. of Respondents

D. Awareness about Availability of E-Resources

Table IV shows that 55% of the readers were aware of the availability of e-journals/database in the library. Whereas,

45% of the readers specified that they do not know about the availability of e-resources.

TABLE IV AWARENESS ABOUT AVAILABILITY OF E-RESOURCES

Users	Awareness about Availability of E-Resources					
	Yes		No		Total	
	NOR	%	NOR	%	NOR	%
BDS	34	55	28	45	62	100
MDS	16	53	14	47	29	100
Faculty	10	59	7	41	17	100
Total	60	55	48	45	108	100

NOR – No. of Respondents

E. Purpose of Using the E-Resources

Table V shows that 37% of the readers explore the e-resources for searching full-text e-journals followed by 30% of the respondents opined that they search information through abstract or specific-articles. 21% of the readers utilize the e-resources to find bibliographic databases. It appears from the analysis that full-text e-journals are highly desirable of all the three categories of the respondents and 12% of them refer back files.

TABLE V PURPOSE OF USING THE E-RESOURCES

Users	Purpose of using the E-Resources									
	Full-text e-Journal		Abstract and Articles		Bibliographic Database		Back Files		Total	
	NOR	%	NOR	%	NOR	%	NOR	%	NOR	%
BDS	26	42	20	33	11	18	4	7	62	100
MDS	11	36	7	22	7	24	5	17	29	100
Faculty	4	22	5	31	4	25	4	22	17	100
Total	40	37	32	30	23	21	13	12	108	100

NOR – No. of Respondents

F. Courteousness of Library Staff/Volunteers

Majority of the respondents have opined that library staff/volunteers are courteous; they are very supportive and

assist in locating the particular source of information .19% of the respondents feel that library staff/volunteers are impolite and 13% the respondents said the library staff is non-cooperative.

TABLE VI COURTEOUSNESS OF LIBRARY STAFF/VOLUNTEERS

Users	Courteousness of Library Staff/Volunteers									
	Highly Cooperative		Cooperative		Partially Cooperative		Non-Cooperative		Total	
	NOR	%	NOR	%	NOR	%	NOR	%	NOR	%
BDS	27	43	16	26	11	18	8	13	62	100
MDS	11	36	9	29	6	21	4	14	29	100
Faculty	6	34	6	38	3	19	2	9	17	100
Total	43	40	31	28	21	19	14	13	108	100

NOR – No. of Respondents

G. Overall Qualities of the E-Services

38 % of the respondents rate up to the overall quality of e-services as very helpful while 30% expressed, satisfied whereas a small group of respondents 18% were not

satisfied with the e-services offered by the library. According to the overall feedback received from the respondents, e-services offered by the library seem effective.

TABLE VII OVERALL QUALITIES OF THE E-SERVICES

Users	Overall Qualities of the E-Services									
	Highly Satisfied		Satisfied		Dissatisfied		Highly Dissatisfied		Total	
	NOR	%	NOR	%	NOR	%	NOR	%	NOR	%
BDS	26	42	17	27	10	17	9	14	62	100
MDS	9	31	10	34	6	19	5	16	29	100
Faculty	6	34	5	31	3	19	3	16	17	100
Total	41	38	32	30	19	18	16	15	108	100

NOR – No. of Respondents

VI. FINDINGS AND RECOMMENDATIONS

A. Most Preferred Source of Information

1. Most of the respondents were preferred printed journals and the back volumes of periodicals for their academic/research purpose.
2. Least importance was given by the readers for utilizing other computerized databases, such as, educational CDs, DVDs, off-line journals, etc.
3. E-journals were given high preferences by all the three categories of the readers.
4. Print journals were still as popular as e-journals. Therefore, yet in this digitization age, e-journal cannot absolutely replace the existing print version but both will complement each other.

B. Subscription of E-Journals

1. The library should inform the readers about new e-resources and services as well as existing resources.
2. The library should inquire about the potential information need of the readers. Subsequent to consultation with faculty, liaisons, appropriate library, staff and students, coordinator of e-resources and evaluate the product and its necessities based on the trial.

C. Alert Services

1. Most of the respondents acquired regular information alert services from the library. Least of respondents were not receiving proper alert services from the library side.
2. The library may offer readers the facility to create research alert profiles. So that automated keyword search and tables of contents alerts for journals could be sent regularly to the e-mail address generated by the user. For security point of view some special alert services might be limited to JKK Nattaraja Dental College and Hospital faculty, student and staff.

3. To access alert services off campus, the user may need to go through the library proxy server using the bookmark or by proxy URLs.
4. The library may also send out alerts via RSS or web-feeds, to the readers should have a simple software identify as feed the reader, collectively the web feeds of their choice, permit them to browse fresh contents via, the reader, rather than having to visit different websites or go through various e-mails.

D. Awareness about the Availability of E-Resources

1. Most of the respondents were aware of available the e-journals/database in library in their subject areas. But a large group of respondents was unaware of the availability of e-resources. To enhance awareness, programmes should be organized to know about the facilities and benefits obtainable from e-format.
2. More Information literacy programmes and user education programmes may be organized by the library with prominence on information exploring skills.
3. The consortium with the publishers should impart workshops and training programmes for patrons to make better use of e-resources.
4. JKK Nattaraja Dental College and Hospital library may provide access to the recent table of contents of scholarly journals.

E. Purpose of Using the E-Resources

1. Most of the respondents explore the e-resources to acquire full-text e-journals, and e-resources to find abstract or specific-articles and to search out back files of e-journals, moreover even a small group of respondents also make use of the e-resources to find bibliographic databases.
2. Most of the readers of JKK Nattaraja Dental College and Hospital are aware of e-journals and are using them for information, updating their knowledge, and for collecting significant material for their study and research purposes.

F. Courteousness of Library Staff/Volunteers

1. Most of the library staff/volunteers of JKK Nattaraja Dental College and Hospital were found courteous; they were very supportive and assist the readers in locating specific resources.
2. Services being offered by the JKK Nattaraja Dental College and Hospital library staff seem effective but more perfection is still required.
3. The library authority may arrange systematic training programs for staff members time to time to improve their professional expertise.

G. Overall Qualities of the E-Services

1. Majority of the respondents opined that e-services offered by the library are 'very helpful' followed by 'extremely helpful' and 'helpful' but, least of respondents are dissatisfied.
2. E-services offered by the library of JKK Nattaraja Dental College and Hospital have a positive influence on the readers' academic efficiency through increased access to current information, ease research process as well as improve their professional competence.
3. Almost majority of readers of JKK Nattaraja Dental College and Hospital agreed that the library offered an adequate range of e-resources and services, but also suggested to incorporate more e-resources and extensive services in future to enhance the utilization of library services.

VII. CONCLUSION

The library should have to institutionalize its performance assessment by customers approach. This might be done periodically to have a response from the readers on how excellently the library is meeting their information necessities. This study has clearly indicated that the e-resources seem to be highly constructive for the research and academic community of JKK Nattaraja Dental College and Hospital. Most of the readers of the library preferred journals in both print as well as electronic format.

Therefore, both versions should harmonize each other to meet the information desires of the readers. Training of readers is acknowledged as a continuing challenge that requires new and more inventive approaches. It was found that most of the readers are aware of e-journals and they are not only using them to update their knowledge but also to accumulate relevant material for their studies and research. The study also reveals that the library staff is courteous and co-operative. The overall qualities of e-services offered by JKK Nattaraja Dental College and Hospital library are found effective.

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