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Digitization Status and Use of Electronic Resources by Library Users of Indian Institute of Management, Jammu

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Abstract

Purpose: This study represents digitization status and use of electronic information resources by library users of the Indian Institute of Management, Jammu.

Design: A well-structured open-ended questionnaire was designed to collect the data as a pre-planned sample size of 40 users and librarian of the Indian Institute of Management, Jammu library

Findings: It was found that the library has a digitization program. Cost-effectiveness, speed and accuracy, Providing online access and search of information possible are the reasons for adopting digitization program. The study also revealed that the library faced some issues during digitization like financial issues, costly maintenance, regular updates, etc. The majority of the users, 23(58%), preferred both print and electronic resources for the study.

Value: This work is focused on the use of electronic resources by library users of IIM, Jammu library. The study should inspire the users to use e-resources frequently.

Keywords: Awareness of Resources, Digitization, Digitization Status, Electronic Resources, IIMJ, Indian Institute of Management, Library Users, Library.

Introduction

In the last few years, we have become dependent on digital or have been interrupted to use it, also called electronic equipment Like digital clocks, digital meters, digital cameras, and other digital types of equipment. This conversion from analog to digital took place quickly, and human society quickly and easily adopted this change. In a short time, complete information can be obtained from any field, easily obtained on a small window. Libraries have also accepted this change over time. They have tried to make their services and features user-friendly to have the same attraction towards the library they have with Digitations in any other field. Today, digitization is one of the most common priorities in libraries, and it's a great way to give users free access to library resources. India's prestigious higher educational institutions are digitizing their libraries and providing user-friendly services. Still, they have their libraries become fully digital and fully satisfied with the libraries and services they use. The main goals of digitization are to increase access to library materials and to preserve them. According to (Liu, 2004) report by the Institute of Museum and Library Services (IMLS), one-third of institutional libraries and a quarter of government public libraries were digitizing library resources. According to (Fabmuni, Paris, and Fabmuni 2006), it is necessary to conduct psychological training for employees to not object to the digitization of library resources.

Library of Indian Institute of Management, Jammu: A Brief Profile

Indian Institute of Management, Jammu (IIMJ) is one of the top management institutes in India established in 2016. There are 250 registered users of the library. The main objective of the library is to make appropriate resources in multiple fields to fulfill the needs of the diverse clientele of the libraries and to provide patrons with adequate and user-friendly access to recent and reliable information. IIMJ library used D-SPACE software for digitization.

Collection of the library

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1. Print books - 2650   2. e-books   - 500
3. Journals   - 30   4. e-journal   - 10000

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Services of the library
1. Circulation service
2. Current Awareness Service
3. New arrival Alert Service
4. News Headlines of the Day
5. Newspaper Clipping
6. Online Public Access Catalogue (OPAC)
7. Online Database Access Facility
8. Reference Service
9. Reprographic Services
10. SDI Service

Collection of e-resources
1. Emerald Management E-Journals,
2. Bloomberg Terminal,
3. EBSCO Business Source Complete,
4. Elsevier Science Direct,
5. ABI Inform (ProQuest),
6. ACE Equity Databases,

Review of Literature

Fabunmi, Paris, and Fabunmi (2006) have studied the concept, purpose, and procedure of digitizing library resources. The study results show that many barriers arising in digitizing library resources and the goals of the digitization project should be included in the policy.

Liu (2004) found that most libraries partnered with higher funded institutions, such as national libraries, museums, and other government institutions, and Federal funds and foundation aid are routinely provided to public libraries and museums to help with large-scale material preservation.

Jagboro, Omotayo, and Aboyade (2012) examine due to the high demand and extensive use of newspapers and theses for research and learning by personal's and researchers, it is necessary to digitize and preserve these library collections and the Financial constraints, management of digitization equipment, content management software, and skills development for staff are all issues that must be addressed at the Hezekiah Oluwasanmi Library, University of Nigeria.

Chalukya (2020) founded the answers to various questions regarding digitization, why must it be digitized? Are these really useful for the library, if they are helpful, and then is the digitization of the material to satisfy the user's needs?

Objectives of The Study
1. To find out the digitization program and policy.
2. To find out the Reasons for implementation/adoption of library digitization.
3. To know the criteria for selecting materials for digitization and initiatives were taken for traditional preservation in the library.
4. To find out the problem faced during digitization
5. To know the awareness and use of e-resources of the library by users.
6. To check out the frequency of use of e-resources by users of the IIMJ library.

Methodology

The survey method was used to conduct the present study and the questionnaire to collect data from the librarian and registered user of the library. Data were analyzed with the help of MS-excel and MS-word used for data interpretation.

Data Analysis and Interpretation

The data were collected from the IIMJ librarian and users. A total of 50 questionnaires were distributed to registered users of the library, especially undergraduate and postgraduate students of IIMJ. Out of 50 distributed questionnaires, 40 filled-in questionnaires were received, and one questionnaire for the librarian was filled by the librarian were received. The analysis of the received data is as follows.

Table 1: Digitization program and policy

Digitization Programme and policy	IIMJ
Do you have a program for digitizing collections? YES/NO	Yes
If NO, are you planning a program like this soon?	-
What is the duration of the program?	-
Name of the program	Digital Archives of documents
When did the program start?	-

To find out the digitization program and policy

Table-1 shows that the IIMJ library has a program and policy for digitization of library and the name of the program is "Digital archives of documents."

Table 2: Reasons for implementation/adoption of library digitization

Reasons for implementation/adoption	Yes/No
Speed and accuracy	Yes
Cost-effectiveness	Yes
Improved services to users	Yes
Providing online access and search of information possible	Yes
Easier access to the external database	No
Excellent control over the circulation	No

Reasons for implementation/adoption of library digitization

Table-2 shows that the IIMJ library adopted digitization because it's helpful to reduce cost and improvement in user satisfaction by providing all the services and applications which they are interested in for their professional and institutional purposes.

Table 3: Criteria for selecting materials for digitization

Materials for digitization	Yes/No
Materials of historical/cultural value	Yes
Materials of institution's importance	Yes
Saving of space	Yes
Reduction of damage	Yes
Preservation	Yes

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Increasing visibility and access	Yes
Other reasons	No

Criteria for Selecting Materials for Digitization

Table-3 shows that the IIMJ library selected the materials of digitization because it helps to preserve important material of institutions and the material of historical/ cultural value with the saving of space and reduction of damage. In addition, it is to increasing visibility and access by users.

Table 4: initiatives have been Taken For Traditional Preservation By The Library

Preservation methods	Yes/No
Fumigation with Thymol	Yes
Anti termite treatment	Yes
AC with low temperature	Yes
Chemical treatment to old manuscripts/book	No
Insect spray for manuscripts	Yes
Any others	No

Initiatives were taken for traditional preservation in the library

Table-4 shows that the IIMJ library has taken many initiatives to preserve library collection like fumigation, anti-termite treatment, spraying on manuscripts to save from insects, and air conditioning with low temperature. However, they don't use any special chemical treatment for books/manuscripts and others.

Table 5: Preservation Policy for digitized documents

Preservation Policy for digitized documents	Yes/No
Have you preservation policy for digitization?	Yes
Government policy	No
Institutional policy	Yes
Other	No

Preservation Policy for digitized documents

Table 5 shows that institutions have a preservation policy for digitized documents and used their institutional preservation policy rather than government or other policy.

Table 6: problem faced during digitization of library

Problems during digitization	Yes/No
Financial expenses	Yes
Costly maintenance	Yes
Security problem	Yes
Depends on electricity	No
Regular update of the software's	Yes
Untrained user's	Yes
Continuous staff training	No

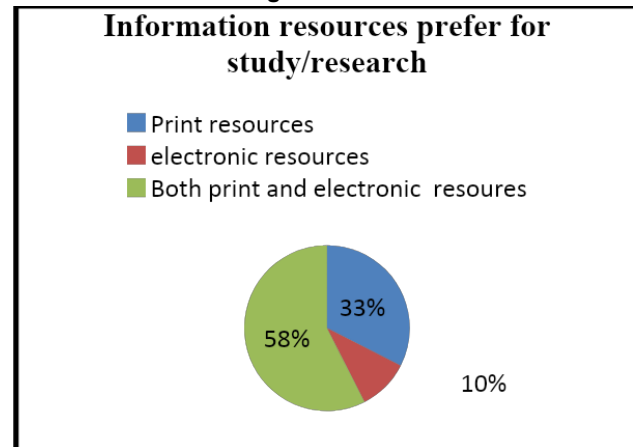**Problems faced during the digitization of the IIMJ library**

Table 6 shows that the digitization process is costly maintenance with regular updates of software

and financial expenses. Table 6 also revealed IIMJ library has an issue of untrained users.

Table 7: Information resources prefer for study/research

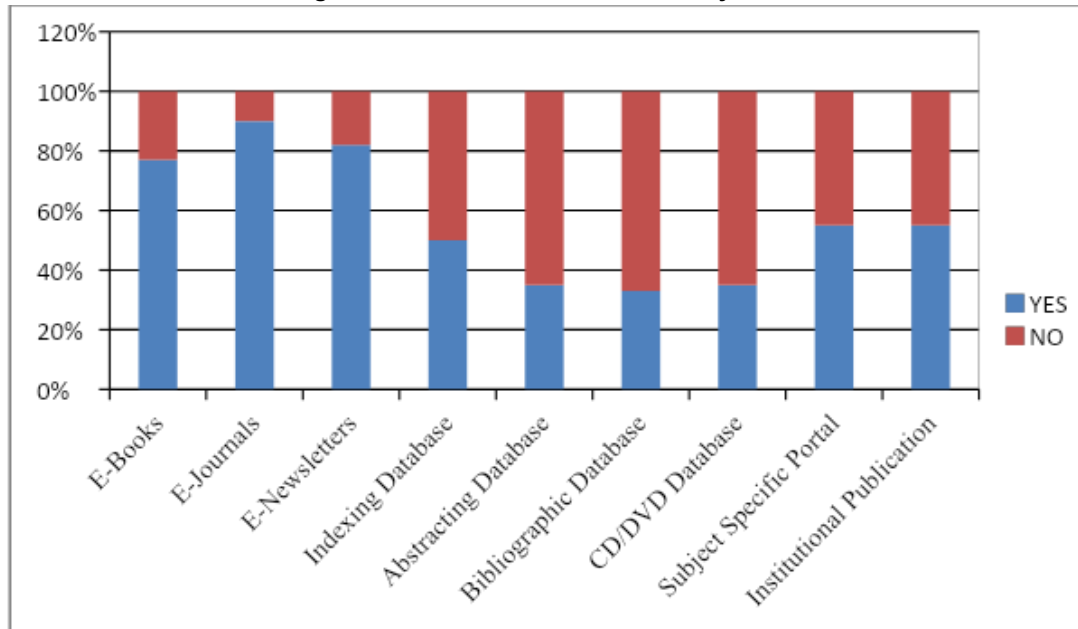| Type of information resources	Percentages
Print resources	13(32%)
Electronic resources	4(10%)
Both print and electronic resources	23(58%)
Total	**40(100%)**

Figure: 1

Use and awareness of e-resources of the IIMJ library by users

Table-7 and figure-1 represent the preferences of information resources by user for his study/research work-study shows that 58% of users use both print and electronic information resources.

Table: 8 Awareness of e-resources by users of IIMJ library

E-Resources	YES	NO	Total
E-Books	31 (77%)	9 (23%)	40
E-Journals	36(90%)	4 (10%)	40
E-Newsletters	33(82%)	7(18%)	40
Indexing Database	20(50%)	20(50%)	40
Abstracting Database	14(35%)	26(65%)	40
Bibliographic Database	13(33%)	27(67%)	40
CD/DVD Database	14(35%)	26(65%)	40
Subject Specific Portal	22(55%)	18(45%)	40
Institutional Publication	22(55%)	18(45%)	40
Total	**205(57%)**	**155(43%)**	**360(100%)**

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Figure: 2 Awareness of e-resources by users

Awareness of e-resources by library users of IIMJ

From the above Table 8, the respondents were asked to specify their understanding of Electronic sources. The table shows that 31(77%) users are aware of e-books. In comparison, 36(90%) users are aware of e-journals, 33(82%) users are aware of e-newsletters, and 55% of users are aware of the subject-specific portal and institutional publication, 50% users are aware by indexing database, 67% of users are not aware by bibliographic database, 65% of users are not aware by abstracting database.

Table-9 frequency of uses electronic information resources by users

E-Resources	Never	Rarely	Sometimes	Frequently	Most Frequently	Total
E-Books	4(10%)	17(42%)	7(17%)	7(17%)	5(12%)	40
E-Journals	03(7%)	13(32%)	15(37%)	03(7%)	6(15%)	40
E-Newsletters	5(12%)	16(40%)	03(7%)	7(17%)	9(22%)	40
Indexing Database	24(60%)	2(5%)	7(17%)	3(7%)	4(10%)	40
Abstracting Database	24(60%)	5(12%)	4(10%)	2(5%)	5(12%)	40
Bibliographic Database	27(67%)	4(10%)	3(7%)	3(7%)	3(7%)	40
CD/DVD Database	28(70%)	5(12%)	4(10%)	0(00%)	3(7%)	40
Subject Specific Portal	17(42%)	7(17%)	8(20%)	2(5%)	6(15%)	40
Institutional Publication	12(30%)	11(27%)	6(15%)	2(5%)	9(22%)	40
Total	**144(40%)**	**80(22%)**	**57(16%)**	**29(8%)**	**50(14%)**	**360**

Frequency of uses electronic information resources by users

User satisfaction should be the main aim of every library. Professionals in the IIMJ library are working towards users' needs and providing those services and applications accordingly. The present study (Table-9) indicates the usage of electronic information resources by IIMJ library users and found that only 14% of users most frequently use e-resources, 8% of users frequently use e-resources, 16% of users sometimes use e-resources, 22% of users rarely use e-resources and 40% of users never use e-resources. The study also revealed that institutional publications and e-newsletter were the most frequently used e-resources by users. Users never used CD/DVD database and bibliographic database.

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Findings and Suggestions

Findings	Librarian	Users	Suggestions
Problems during digitization.	1. Financial expenses 2. Costly maintenance 3. Security problem. 4. Regular updations of the software. 5. Untrained users.	–	1. Conduction of library orientation programs regularly for users to aware of library resources and services. 2. "Men and Machine" are the backbone of any institution, so keeping the equipment serviceable and ensure their handling by trained staff will be cost-effective as it will prolong the life of the equipment and avoid unexpected expenditure. 3. The library website & database handled by professional staff to avoid cyber threats, attacks, and data loss. 4. Library software's to be updated frequently to avoid hindrance in library services.
Information resources prefer for study/ research.	–	1. Print resources (32%). 2. Electronic resources (10%). 3. Both print and electronic resources (58%).	1. The study finds that library users use print and electronic resources for research, but users prefer print resources more than electronic resources. 2. A good practice may be adhered to by library staff to notify library users about electronic services available in the library by mail, providing brochures and pasting notifications on library notice boards. But, again, it's beneficial for those users who do not prefer to visit the library regularly.
Awareness of e-resources by users of IIMJ library.	–	1. The present study shows that more than 65% of users of the IIMJ library are not aware of abstracting databases, bibliographic databases, and CD/DVD databases.	1. Library content/resources are the most valuable things of any library. IIMJ library has a rich collection of e-resources. If users are not aware of these resources, they cannot use resources quickly; after that, resources may not be used timely.
Frequency of uses electronic information		1. Study shows that 40% of users never use all the resources, 22%	1. It clearly shows that users who never use e-resources are higher than those who use it frequently.

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resources by users.		users rarely use all the resources, followed by 14%, and 8% use resources frequently and frequently.	Therefore, library staff can implement activities to users aware of e-material available in the library through various user orientation programs and notify users about newly inducted journals, the monthly or bimonthly library newsletter, and other freshly added services in the library.
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Conclusion

User's visits to the library can be made most frequent by enhancing the quality of services provided. Usually, new users are not aware of resources, services, and collections available in the library, so library professionals have to plan orientation programs timely for the new users and make the library more user-friendly to cover 100% of the institute's strength. IIM Jammu has high numbers of electronic recourses, but users are not fully aware of using all the services available in the library. Instead, they use selected services and resources. For example, users are not aware of bibliographic services and abstracting services. User orientation programs and feedback services will also help to improve library services and awareness among the users about electronic resources available in the library.

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