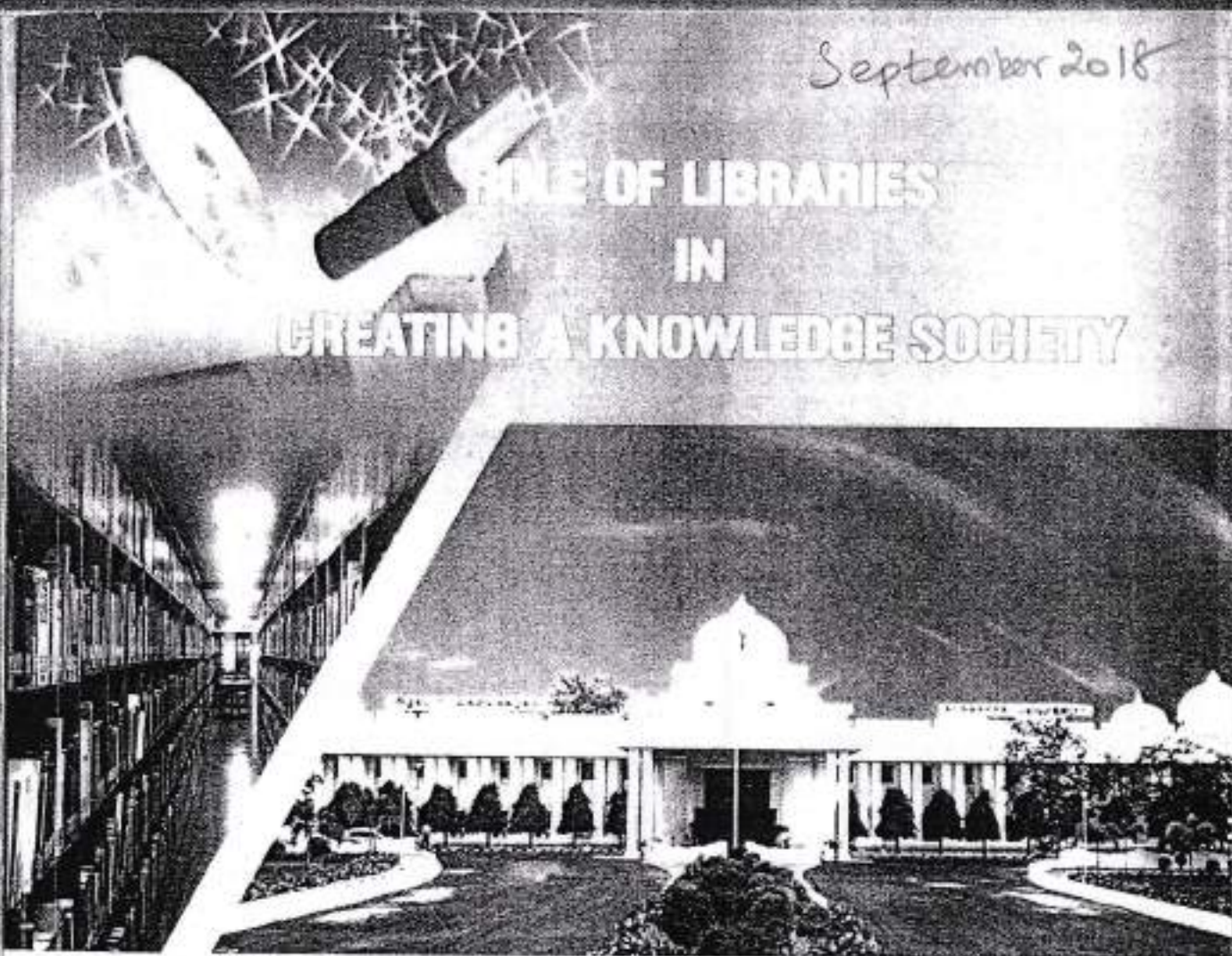


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# ROLE OF LIBRARIES IN CREATING A KNOWLEDGE SOCIETY



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## A Study of user attitudes towards ICT Based Resources and Services offered by Arts and Science College Libraries in Thoothukudidistrict

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### Abstract

This study has been carried out to know the undergraduate students and staff members use behavior towards the ICT based resources and services for their academic need. The present study provides information about awareness approach of students community to ICT based resources and services. Findings of the study shows that, Majority (42.91%) of the Student respondents have good awareness on ICT based resources and services but majority (50%) of staff respondents very good Awareness on ICT based Resources and Services, followed by Majority (81.25%) of the student respondents use of ICT resources and services at college library but majority of 91.67 percent staff respondents at their home, Majority (87.5%) of the student respondents using ICT based resources and services for completion of assignment and paper presentation in seminar classes but majority 91.67 percent of staff respondents used it for research purpose and Majority (97.5%) of student respondents and majority (58.33 %) of staff respondents faced the problem of low speed internet service

**Key word:** Information and Communication Technology, Resources and Services

### Introduction

British Computer Society defined the term ICT is "The scientific, technological and engineering disciplines and the management techniques used in information handling, processing and disseminating; their applications; computers, networking and communication and their integration with men and machines; and associated social, economic and cultural matter. Whatis.com defined the term ICT (information and communications technology - or technologies) is an umbrella term that includes any communication device or application, encompassing: radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as videoconferencing and distance learning.

### Statement of the Problem

The study has taken the problem stated that "A Study of User Attitudes towards ICT based Resources and Services offered by Arts and Science College Libraries in Thoothukudi District".

### Objectives of the study

- To find out gender and academic status wise distribution of respondents and frequency of library visit by the respondents of arts and science college libraries in Thoothukudi District.
- To find out respondents' opinion on level of awareness and awareness approach to ICT based resources and services among arts and science college libraries in Thoothukudi District.

- To study respondents' opinion on location and purpose of using ICT based resources and services among arts and science college libraries in Thoothukudi District.
- To find out respondents' opinion on use of ICT based sources and services and use of various search engines among arts and science college libraries in Thoothukudi District.
- To know the respondents' level of satisfaction and problem faced while using ICT based resources and services among arts and science college libraries in Thoothukudi District.

**De-Limitations of the Study**

In Thoothudi district having twenty three arts and sciences colleges functioning and affiliated to Manonmaniam Sundaranar University. The samples collected from students and teaching staff members in the arts and science colleges located in Thoothukudi District, Tamil Nadu. The researcher collected the samples only four arts and science namely Kamaraj College, Aditanar College, Pope's College, Wavoo Wajeeha Women's College, Bishop Caldwell College and Govindammal Aditanar College for Women located in the Thoothukudi District.

**Methodology of the Study**

The data collection was done in person by the researcher and filling the questionnaire by the respondents in their college premises. 380 questionnaires distributed to the respondents and 300 filled in questionnaire received from the respondents and making the response rate 78.94 percentage.

**Analysis And Interpretation Of The Study**

The investigator used the following tools for data collection, analysis, and interpretation.

- Personal information sheet prepared by the investigator. (Gender, Staff , Student)
- ICT based resources and services among students and staff members tool constructed and validated by the investigator.
- The percentage analysis has been used to find out the percentage of the students and staff members having level of ICT based resources and services in the library.

**Table 5.1 academic Status Wise Respondent's Frequency Of Library Visit**

| S.NO | Frequency        | Status     |            | Total      |
|------|------------------|------------|------------|------------|
|      |                  | Student    | Staff      |            |
| 1    | Daily            | 25 (10.41) | 6 (10)     | 31 (10.33) |
| 2    | 2-3 times a week | 50 (20.83) | 9 (15)     | 59 (19.67) |
| 3    | Weekly           | 75 (31.25) | 8 (13.33)  | 83 (27.67) |
| 4    | Monthly          | 40 (16.67) | 15 (25)    | 55 (18.33) |
| 5    | Occasionally     | 50 (20.83) | 22 (36.67) | 72 (24)    |
|      | <b>Total</b>     | 240        | 60         | 300        |

Source: Primary Data

The data presented in the table 5.1 shows that academic status wise respondent's frequency of library visit. Out of 240 student respondent's majority 31.25% of them visit the library weekly, but it is 13.33% in staff respondents. Each 20.83% student respondents visit Two times a week and occasionally. Majority 36.37% of staff respondents visit the library occasionally. Out of 300 total respondents, majority 27.67% of them are weekly visitors whereas 24% of the respondents visit the library occasionally.

**Table 5.2 Academic Status Wise Respondents' Level Of Awareness On ICT Based Resources And Services**

| S. No | Level of Awareness | Academic Status |           | Total       |
|-------|--------------------|-----------------|-----------|-------------|
|       |                    | Student         | Staff     |             |
| 1.    | Very good          | 75 (31.25)      | 30 (50)   | 93 (31)     |
| 2     | Good               | 103 (42.91)     | 18 (30)   | 133 (44.33) |
| 3     | Poor               | 62 (25.83)      | 12 (20)   | 74 (24.67)  |
|       | <b>Total</b>       | <b>240</b>      | <b>60</b> | <b>300</b>  |

Source: Primary Data

Table 5.2 shows that academic status wise respondents' level of awareness on ICT based resources and services. Out of 240 student respondents, majority 42.91% of them and out of 60 staff respondents 50% of them have 'good' and 'very good' awareness respectively. Out of 300 total respondents, majority 44.33% of them and 31% of them having 'good' and very good awareness on ICT based services respectively.

**Table 5.3 Academic Status Wise Respondents' Opinion On Awareness Approach To ICT Based Resources And Services**

| S.NO | Approach   | Students    | Staff      | Total       |
|------|--|-------------|------------|-------------|
| 1.   | Through library professionals                              | 117 (48.75) | 27 (45)    | 144 (48)    |
| 2.   | Through Teachers/research Guide                            | 95 (39.58)  | -          | 95 (31.66)  |
| 3.   | Through Advertisement                                      | 53 (22.08)  | 18 (30)    | 71 (23.67)  |
| 4.   | Through Computer staff                                     | 115 (47.92) | 22 (36.67) | 137 (45.67) |
| 5.   | Through Self study/ Through Manuals/trial and error method | 198 (82.5)  | 48 (80)    | 246 (82)    |
| 6.   | Through assistance from Colleague /friends                 | 69 (28.75)  | 32 (53.33) | 101 (33.67) |

Source: Primary Data

The data available in the table 5.3 represent Academic Status wise Respondents' Opinion on Awareness Approach to ICT based Resources and Services. Among the student respondents the highest 82.5% of them got awareness through self study/ through manuals/trial and error method. Whereas 48.75% of them through library professional. In case of staff respondents, the highest 80% of them getting awareness by self study whereas 53.33% of them getting awareness to ICT based services through assistance from colleague /friends. Out of 300 total respondents the highest 82% of them got awareness by self study. The next majority of the respondents got it through library professionals.

**Table 5.4 academic Status Wise Respondents' Location For Use Of ICT Resources And Services**

| S.No | Location                        | Student     | Staff      | Total       |
|------|---------------------------------|-------------|------------|-------------|
| 1.   | University/ College library     | 195 (81.25) | 32 (53)    | 227 (75.67) |
| 2.   | University/College computer lab | 120 (50)    | 28 (46.67) | 148 (49.33) |
| 3.   | Commercial computer center      | 129 (53.75) | 8 (13.33)  | 137 (45.67) |
| 4.   | Home                            | 162 (67.5)  | 55 (91.67) | 217 (72.33) |
| 5.   | Friends' home                   | 60 (25)     | -          | 60 (20)     |

Source: Primary Data

The above table 5.4 shows that the Academic Status wise Respondents' Location for use of ICT based Resources and Services. In the student category majority 81.25% of them used college library whereas highest 91.67% of staff respondents used at their home. The next majority 67.5% of the student respondents used ICT based services at their home but 53% of staff used it in

the college library. Out of 300 total respondents majority 75.67% of them used it at college library and 72.33% of them at their home.

**Major Findings of the Study**

- Majority (31.25%) of the student respondents are weekly visitors but majority (36.37%) of staff respondents visit the library occasionally.
- Majority (42.91%) of the Student respondents have good awareness on ICT based resources and services but majority (50%) of staff respondents very good Awareness on ICT based Resources and Services.
- Majority (85.25% & 80%) of the respondents got awareness approach to ICT based resources and services Through Self study/ Through Manuals/trial and error method in both student and staff respondents.
- Majority (81.25%) of the student respondents use of ICT resources and services at college library but majority of 91.67 percent staff respondents at their home
- Majority (87.5%) of the student respondents using ICT based resources and services for completion of assignment and paper presentation in seminar classes but majority 91.67 percent of staff respondents used it for research purpose
- 100 percent of staff and student respondents used internet service
- Majority (59.17%) of student respondents satisfied and majority (63.33 %) of staff respondents very satisfied with ICT based resources and service.
- Majority (97.5%) of student respondents and majority (58.33 %) of staff respondents faced the problem of low speed internet service

**Conclusion**

ICT based resources and services play an active role in providing effective information services to academic community including arts and science colleges. It is due to most of the information available in the electronic forms in the electronic era than printed resources. From the study it is concluded that the students of arts and science colleges mostly depends on the ICT based resources and they extensively used this services for their academic activities.

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