

LIBRARIES BEYOND BORDERS:  
INNOVATIVE TRENDS, ISSUES AND CHALLENGES  
IN KNOWLEDGE DISSEMINATION



Dr. S. R. Ranganathan  
Father of Library Science

Editors

Prof. B. Ramesh Babu  
Dr. D. Joyson Soundrarajan

Associate Editors

Dr. I. Azariah Jeba Kumar  
Dr. R. Senthil Kumar



Department of Library Services  
Christian Medical College, Vellore – 632004  
Tamil Nadu, India



Principal  
St. Xavier's College of Education  
(Autonomous)  
Palayamkottai - 627 002

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## USE AND IMPACT OF ELECTRONIC INFORMATION SERVICES (EIS) BY THE END-USERS OF CENTRE FOR STEM CELL RESEARCH LIBRARY

**J. Tamil Vanan**

Research Scholar

Bishop Heber College, Tiruchirapalli

**Dr. J. Manalan**

Librarian

Bishop Heber College, Tiruchirapalli

**Dr. D. Joyson Soundrarajan**

Head Department of Library Services,  
CMC Vellore

**Dr. T. Raja**

Librarian

St. Xavier's College of Education Palayamkottai

### Introduction

The twenty-first century was marked by fashioned changes in Information and Communication Technology (ICT). The use of information technology is the century's most significant development affecting scholarly communication. The scholarly communication has undergone incredible changes during this era. The latest development of information and communication technology (ICT) is transferring knowledge to the current information society. With the use of ICT, the transferring information can be done without any limitations like time and place (Talebian, Mohammadi, & Rezvanfar, 2014), in which the libraries are the witness for the great development in recent years in both collection and dissemination of information. Researchers find out that there is a significant number of initiatives assessing and monitoring the impact of ICT use in education. (Myunghee Kang, Heeok Heo, & Minjeong Kim, 2011) The locality held scholarly information are served to the necessitates faster by using technology to strengthen the scholarly community. "The transition from print to the electronic medium, apart from resulting in a growth of electronic information, has provided users with new tools and applications for information seeking and retrieval." (Tsakonias & Papatheodorou, 2006) The traditional library interference has been substituted by the invaluable research tools called Electronic Information Services (EIS). Two main concepts emerge in scholarly community evaluation of Electronic Information Services (EIS), namely use and impact. These two concepts attempt to analyze and evaluate the way a user interacts with an information system concerning two different/related aspects. The first aspect focuses on the interaction between user and content, while the second concentrates on the usability and impact. System quality and information quality have an effect on system usage and user satisfaction, which is also playing a very vital role in the performance of the individual as well as the organization. (DeLone & McLean, 2003) The new technologies offer a possible and speedy way to publish and to make use of the published information on the desktop. These are the key advantages that attract end-users.



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### Sample of the study

The researcher had distributed 330 sets of questionnaires to the academic community of faculty members and students of Manonmaniam Sundaranar University affiliated colleges in Thoothukudi District. The researcher had received only 300 filled sets of questionnaire and used them for analysis and interpretation.

### Methodology

The present study consists of Faculty and Students of arts and science colleges in Thoothukudi district and affiliated to Manonmaniam Sundaranar University, Tirunelveli. The data collected through the questionnaire were subjected to descriptive statistical analysis. The responses to the item of the questionnaire were analyzed through percentage analysis.

### Analysis of the Study

**Table 1 Library Visit**

Sl.No	Periodicity	Frequency	Percentage
1	Almost daily	90	30
2	Twice a week	75	25
3	Once a week	60	20
4	Fortnightly	45	15
5	Once in a month	30	10
	Total	300	100

Source: Primary data

Table 1 shows that, the respondents were asked to indicate how often they visited the library. 30 percentages of the respondents visited the library daily, followed by 25 percentages at twice a week, 20 percentages at once a week, 15 percentages at fortnightly and 10 percentages at once in the month.

**Table 2 Usages of Information Sources**

Sl. No	Sources	Frequency
1	Text books	240
2	Internet	225
3	Reference Books	150
4	Periodicals	100
5	Encyclopedia	50
6	Dictionaries	130
7	E-Journals	150
8	E-Books	90
9	Thesis and Dissertation	60
10	Conference proceedings	30

Source: Primary data

Table 2 shows that, 240 respondents using the textbooks in the library, followed by 225 respondents using internet, 150 respondents using reference books, electronic journals, 100 respondents using periodicals, 130 respondents using dictionaries, 90 respondents using electronic books, 60 respondents using theses and dissertations and 30 respondents using conference proceedings.

**Table 3 Pattern of information search in the library**

Sl.No	Search pattern	Frequency	Percentage
1	Searching in the shelves	125	45
2	Subject catalogue (OPAC)	24	8
3	Asking the library staff	30	10
4	Discussion with colleagues / friends	36	12
5	Through internet	60	20
6	E-Resources	15	5
	Total	300	100

Source: Primary data

Table 3 shows that, 45 percentages of the respondents were searching the books directly through the shelves, followed by 20 percentages through internet, 12 percentages through discussion with colleagues and friends, 10 percentages through the help of library staff, 8 percentages through OPAC and 5 percentages through electronic resources.

**Table 4 Opinion about the Usage of ICT Facilities in the Library**

Sl.No	Response	Nature of facility		
		Computer / Server / Internet	Photocopy	Telecommunication
1	Very Good	180 (60)	165 (55)	60 (20)
2	Satisfied	105 (35)	120 (40)	90 (30)
3	Not Satisfied	15 (5)	15 (5)	150 (50)
Total respondents		300	300	300
Total Percentage		100	100	100

Source: Primary data

Figure in parent hesis denote percentage

Table 4 shows that, 60 percentages of the respondents opinion about the computer/server/Internet facility in the library is very good, followed by 35 percentages were opinion about satisfied and 5 percentages were opinion about not satisfied. 55 percentages of the respondents opinion about the photocopying facilities in the library is very good, followed by 40 percentages were opinion about satisfied and 5 percentages were opinion about not satisfied. 50 percentages of the respondents opinion about the telecommunication facilities in the library is not satisfied, followed by 30 percentages were opinion about satisfied and 20 percentages were only opinion about very good.

**Table 5 Purpose for accessing information sources**

S. No	Purpose	Frequency
1.	Enhancing knowledge on general subject areas	240
2.	Enhancing knowledge on syllabus oriented subject areas	180
3.	Preparing for assignments	100
4.	Preparing for regular classes	150
5.	General awareness	70
6.	Preparing for seminars / conference	90
7.	Preparing for project work	60
8.	Preparing for research work (Thesis)	80
9.	Preparing for competitive examinations	120

Table 5 shows that, 240 respondents were using the library for enhancing knowledge on general subject areas, followed by 180 respondents were enhancing knowledge on syllabus oriented subject areas, 150 respondents for regular classes preparation, 100 respondents were using the library for assignment preparation, 90 respondents were using the library for conference paper preparation, 80 respondents for competitive examinations, and 60 respondents for project work.

### Major findings of the study

The following findings assume more significance in the light of the analysis and interpretation of the primary data collection by the researcher

- ❖ 30 percentages of the respondents visited the library daily, majority of the respondents (240 out of 300) using the textbooks in the library.
- ❖ 45 percentages of the respondents were searching the books directly through the shelves.
- ❖ 60 percentages of the respondent's opinion about the computer/server/Internet facility in the library is very good.
- ❖ 55 percentages of the respondents opinion about the photocopying facilities in the library is very good
- ❖ 50 percentages of the respondent's opinion about the telecommunication facilities in the library is not satisfied.
- ❖ 240 respondents using the library for enhancing knowledge on general subject areas.

### Conclusion

The study indicates that the academic community diverse information from varied sources for different purposes thus making it difficult to maintain support for the idea of a single mode of formal information channel. The most frequently used sources were those with good physical, functional and intellectual accessibility. The users tend to use information sources which are personally known to them and also easily accessible, regardless of the quality of information. Information may be sought for a particular purpose in particular circumstances, or collected in advance because it is likely to be useful. It is of maximum use when it matches a need, which is highly specific. Thus, in view of above, it may be concluded that the working culture of the individual needing information, the importance placed on getting it, the facilities available for seeking it, the knowledge about these facilities, the judgments of their value, the probability of getting what is wanted, are the factors that may affect information seeking behaviour. As a result of the study, students and faculty members of the arts and science college graduate using the information resources and avail the facilities in the library.

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