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ICT BASED RESOURCES AND SERVICES IN KURUKSHETRA UNIVERSITY, KURUKSHETRA, KUK (HARYANA)

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Abstract: ICT play a significant role to the libraries to achieve its goals. The research article highlights the ICT based resources and services of Kurukshetra university library of Haryana and investigates the most frequently used library services by user. The current research evaluates the challenges encountered by users, measures their satisfaction levels, and determines the overall effectiveness of the library's services, as well as their perceptions regarding the utilization of the library's ICT resources and services. The integration of digital technologies within the library, such as online catalogues (Web-OPAC), electronic journals, digital repositories, and automated library functions, has significantly altered conventional library services. These information and communication technology (ICT) tools have enhanced user access to a wide range of digital resources, enabling remote accessibility for patrons.

Keywords: ICT, University Library, Resources, Services, Library automation, ILMS

1.0 Introduction

The Kurukshetra University (KUK) Library has increasingly integrated Information and Communication Technology (ICT) to modernize its resources and services. This transformation includes the implementation of digital catalogues, online databases, e-books, and automated systems that enhance accessibility and efficiency. By adopting these ICT tools, the library aims to provide users with improved access to a wealth of digital information, streamline library operations, and support academic research more effectively. It is presented the scope of ICT integration in the KUK Library, emphasizing its impact on resource accessibility, user engagement, and the overall enhancement of library services.

Technological innovation has dramatically increased the rate of conversion of knowledge, information, and data into electronic format. Developments in the software arena have generated powerful knowledge management software which has transformed the way knowledge is organized, stored, accessed, and retrieved (Smith, 2005).

Adoption of information communication technologies are more beneficial for the library, offering new services, enhancing users satisfactions, generation research environment, helping increases institutional raking (Kushawaha & Verma, 2018).

2.0 Review of Literature

Sheeja (2010) conducted a study to investigate the application of Information and Communication Technologies (ICT) in university libraries in Kerala, a state of India. The present condition of ICT application, resources, services, and infrastructure in the university libraries of Kerala has been assessed. The findings indicate that these libraries are significantly lagging in the implementation of ICTs. While all libraries are equipped with Local Area Networks and offer Internet services, the support from INFLIBNET is commendable. However, insufficient funding for infrastructure remains a primary barrier to the effective application of ICT. **Singh, Archana et. al. (2014)** conducted a study on use of Information Communication Technology (ICT) based resources and services and its impact on users. The research was conducted through a survey of library patrons using questionnaires. The documents also assessed the level of contentment among patrons concerning digital services, their preferred search engines, and the challenges they encountered while utilizing information and

communication technology (ICT) within library settings. Patrons suggested a range of formal education and training programs for ICT resources and services to enhance their usage. **Stephen and Thanuskodi (2015)** a study was conducted to examine the impact of information literacy skills on the utilization of ICT-based resources and services among engineering faculty members in the Ramanathapuram district. The findings indicated that a majority of the participants (109, or 74%) identified search engines as a primary medium for accessing ICT-based services. Additionally, a notable portion of the respondents (17, or 11%) reported using other sources, followed by websites (16%) and institutional library portals (3%). The results further revealed that 98 (66.6%) out of 147 respondents indicated that email and document exchange serve a very high-level purpose, while 88 (60%) utilize electronic journals, 70 (47%) engage with social networking sites, 69 (46%) gather data via the internet, and 56 (38%) focus on knowledge enhancement and career development. **Vijayakumar and Thomas (2012)** attention has been directed towards the necessity of meticulous planning for the integration of Information and Communication Technology (ICT) in Indian colleges, which are currently in the early phases of this process. The UGC-INFLIBNET should play a pivotal role in offering training, financial support, and guidance to motivate state governments to adopt the advantages that ICT presents. Researchers have identified several obstacles to the effective implementation of ICT in libraries, including insufficient financial resources, a lack of trained IT professionals and training programs, and inadequate management support.

3.0 Objectives

- To find the status of ICT based resource and services.
- To assess the constraints in acquiring ICT infrastructure by the library.
- To identify the problems of users while using ICT based resources and services
- To find out the users satisfaction level toward ICT based resources and services

4.0 Scope and Limitation

The scope of the study is covered the state university library of Haryana. And limitation of the study is consists only one university library i.e. Kurukshetra University Library with named as JAWAHARLAL NEHRU LIBRARY.

5.0 Research Methodology

In the current study, a survey research method was employed to obtain primary data. Questionnaires served as the primary tool for data collection. A total of 120 questionnaires were distributed, with 110 completed responses received. The collected data was subsequently processed and organized systematically according to categories such as undergraduate, postgraduate and research scholar users. MySQL database was utilized as the analytical tool for data analysis. The analyzed data has been presented in tabular and graphical formats.

6.0 Data Analysis and Interpretation

Table -1 Category-wise Respondents

Category-wise	**Respondents**	**Percentage**
Undergraduate	55	50.00
Postgraduate	35	31.82
Research Scholar	20	18.18
Total	110	100

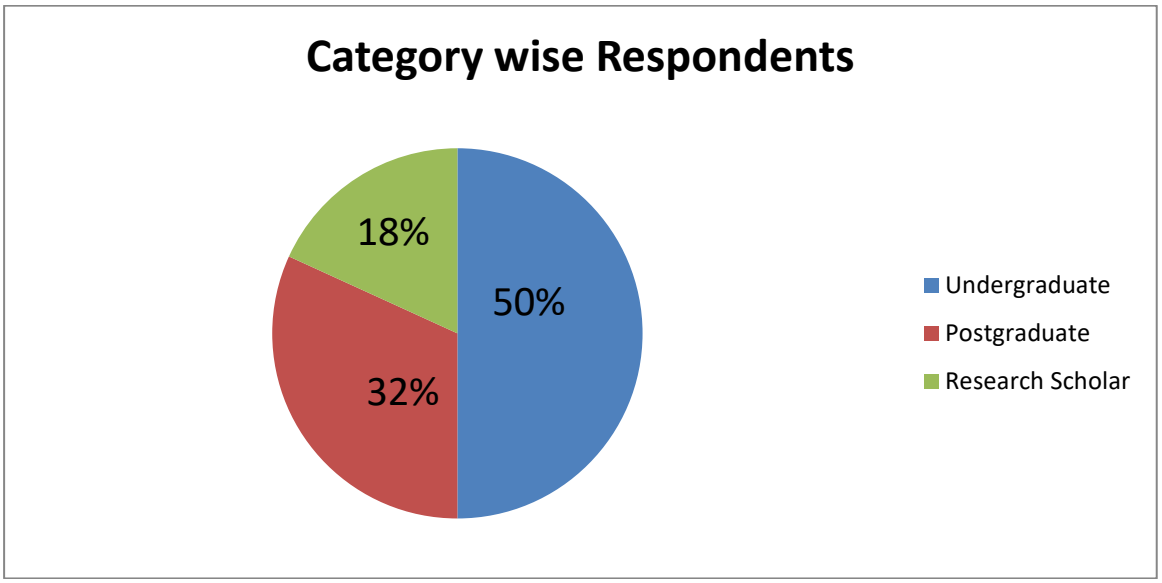

Figure.1 Category-wise Respondents.

The users under study are three types of respondents i.e. Undergraduate Students (UG), Postgraduate Students (PG), and Research Scholars (RS). Table 1.1 shows that out of 110 respondents, the majority of the respondents are UG Students i.e. 55(50%), followed by PG Student i.e. 35(31.82%) and the least number of respondents i.e. 20(18.18%) is Research Scholars. Figure 1.1 shows the category-wise respondents graphically.

Table 2 Age-Group wise Respondents

Age	Frequency	Percentage
18-30	85	77.27
31-50	21	19.09
51 - above	4	3.64
Total	110	100

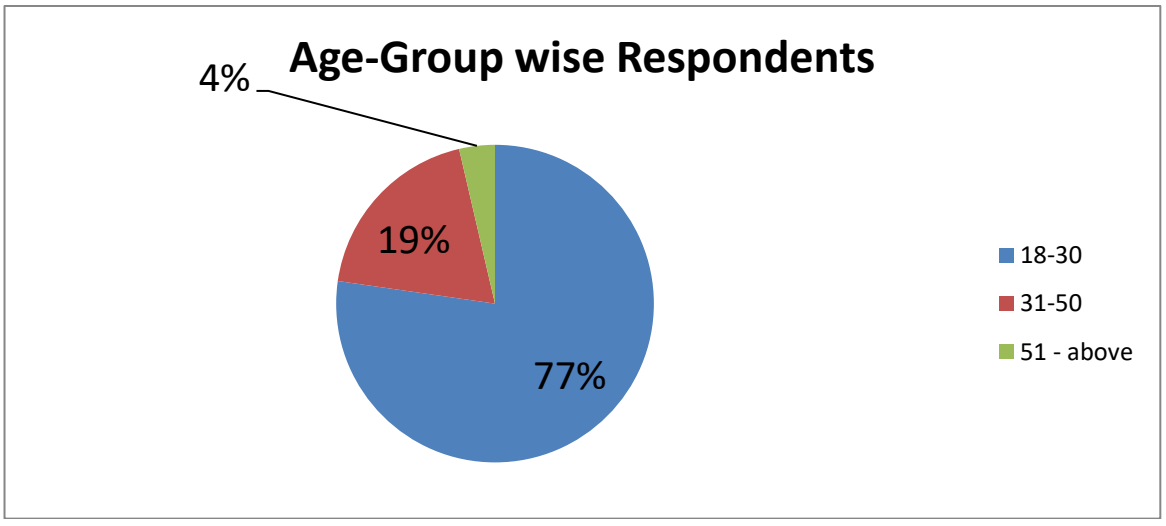

Figure.2 Age-Group wise Respondents

Table 1.2 shows that the majority of the users i.e. 85 (77.27%) belong to the age group 18-30 years. The respondents belong to the age group of 31-50 years are 21 (19.09%) and very least respondents belong to the age group of 51-above years are 4 (3.64%). The graphical representation of the age-group-wise responses is shown in figure 1.2.

Table-3 Gender wise Respondents

Gender	**Respondents**	**Percentage**
Male	60	54.55
Female	50	45.45
Total	110	100

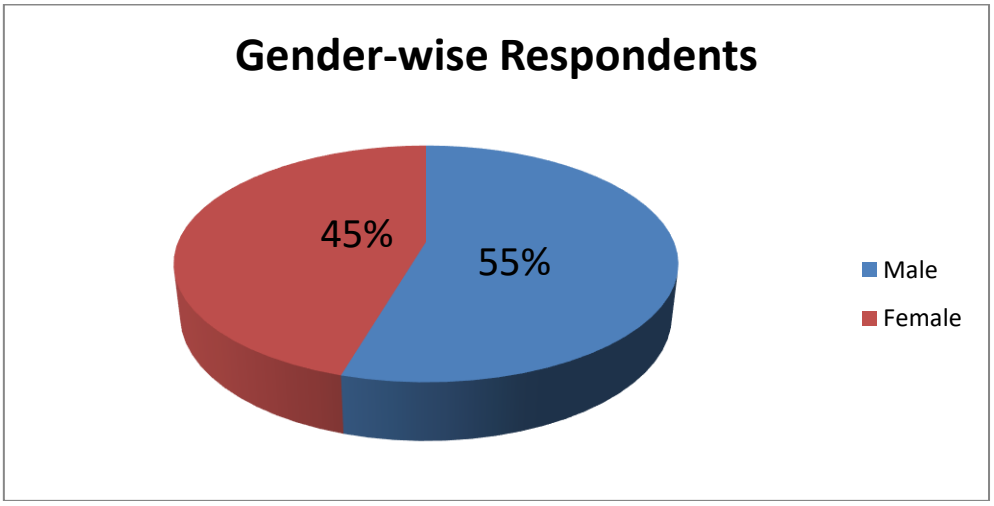

Figure.3 Gender-wise Respondents

The population under the study comprises respondents from both genders i.e. male and female. Table 1.3 shows that 60(54.55%) of the respondents are male, and 50(45.45%) are female from the library. The graphical representation of the gender-wise responses is shown in figure 1.3.

Table 4 Frequency of Visiting the Library

Visits	**Frequency**	**Percentage**
Daily	78	70.91
Twice a week	18	16.36
Weekly	6	5.45
Once in Month	5	4.55
Rarely	3	2.73
Total	**110**	100

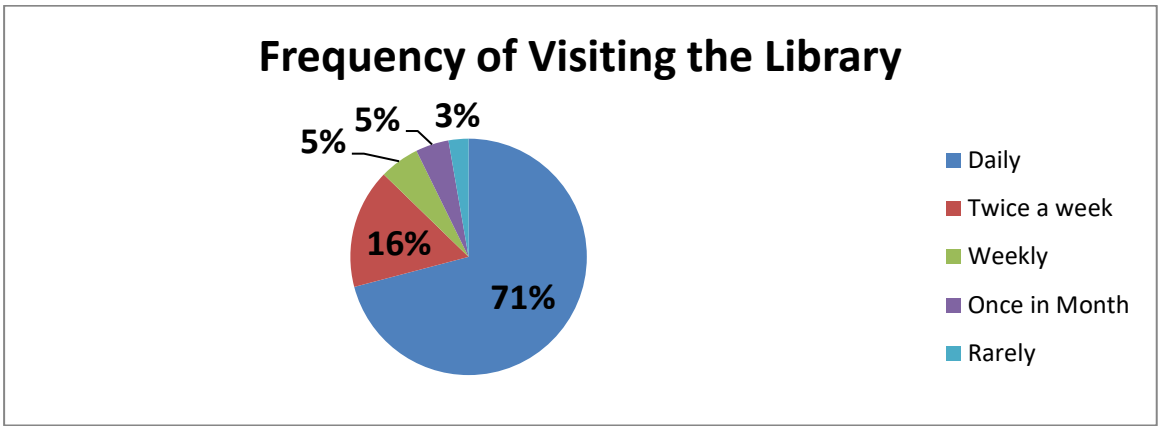

Figure.4 Frequency of Visiting the Library

Table 1.4 shows that majority of the users i.e. 78(70.91%) visit the library daily, 18(16.36%) users visit twice a weekly, 6(5.45%) users visit weekly, 5(4.55%) and 3(2.73%) users visit the library Once in Month and Rarely respectively. Figure 1.4 shows the graphical presentation of visit the users to library.

Table 5 Users' Awareness about to ICT-based Library Services

Library Services	Responses	Percentage
OPAC	105	95.45
Web OPAC	98	89.09
Online Digital Services	66	60.00
Institutional repository service	91	82.73
Current awareness service	55	50.00
Electronic document delivery service	58	52.73
SDI service	42	38.18
Online Book reservation service	23	20.91
SMS/Email Alert service	77	70.00
WhatsApp service	89	80.91

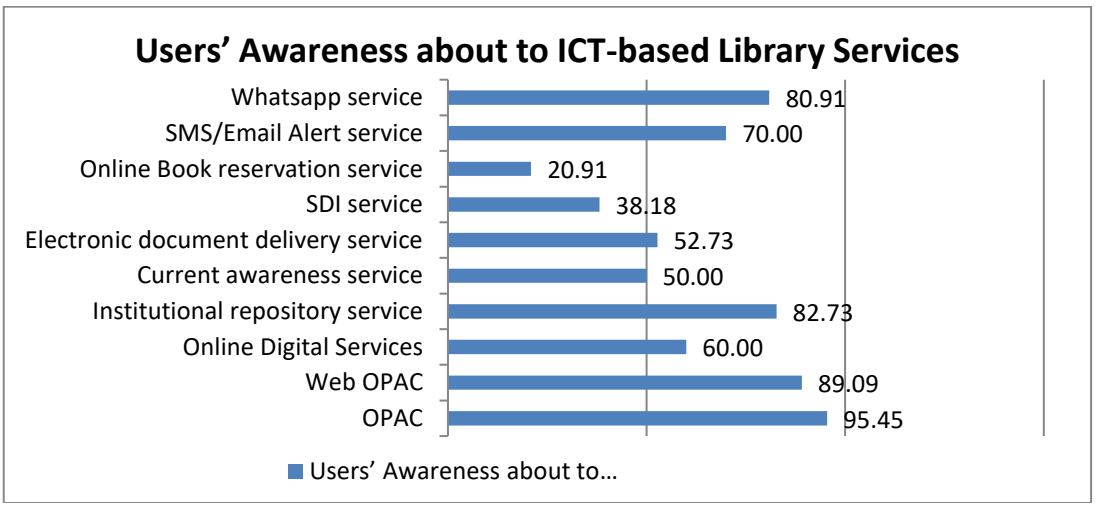

Figure 5 Users' Awareness about to ICT-based Library Services

The table 1.5 shows the awareness of users about to ICT based library services. The results reveals that 105(95.45%) out of 110 users has awareness about to OPAC as followed by, 98(89.09%) users has awareness about to Web OPAC, 66(60%) users has awareness about to Online Digital Services, 91(82.73%) users has awareness about to Institutional repository service, 55(50%) users has awareness about to Current awareness service, 58(52.73%) users has awareness about to Electronic document delivery service, 42(38.18%) users has awareness about to SDI service, 23(20.91%) users has awareness about to Online Book reservation service, 77(70%) users has awareness about to SMS/Email Alert service, 89(80.91%) users has awareness about to WhatsApp service respectively. Figure 1.5 shows the graphical presentation of Users' Awareness about to ICT-based Library Services.

Table 6 Satisfaction Level of ICT Based Library's Services

Library Services	**Responses**	**Percentage**
OPAC	60	54.55
Web OPAC	48	43.64
Online Digital Services	45	40.91
Institutional repository service	55	50.00
Current awareness service	54	49.09
Electronic document delivery service	25	22.73
SDI service	47	42.73
Online Book reservation service	15	13.64
SMS/Email Alert service	36	32.73
WhatsApp service	4	3.64

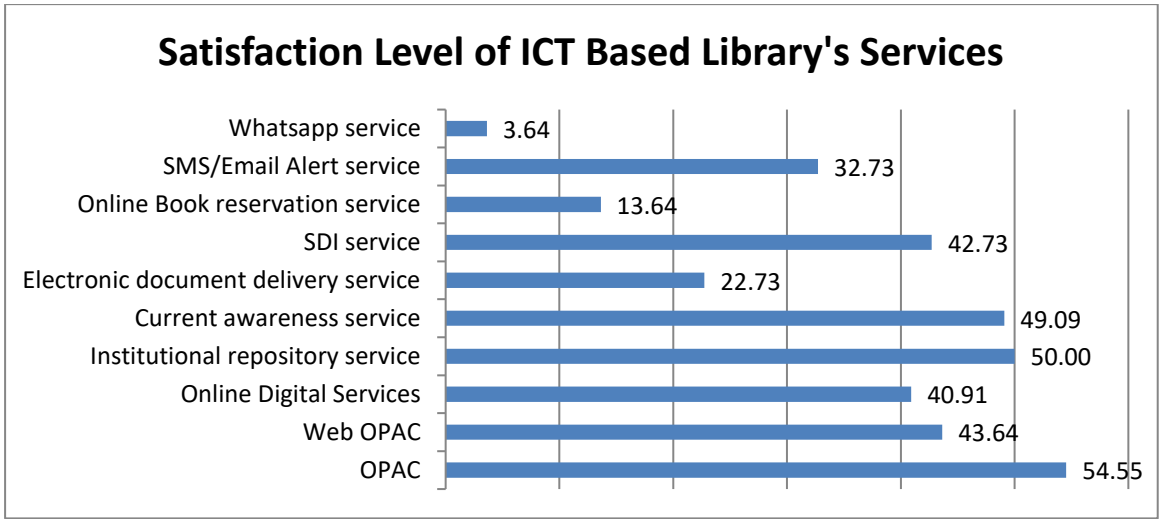

Figure 6 Satisfaction Level of ICT Based Library's Services

The table 1.6 shows the satisfaction level of users about to ICT based library services. The results reveals that 60(54.55%) users has Satisfaction level about to OPAC, 48(43.64%) users has Satisfaction level about to Web OPAC, 45(40.91%) users has Satisfaction level about to Online Digital Services, 55(50%) users has Satisfaction level about to Institutional repository service, 54(49.09%) users has Satisfaction level about to Current awareness service, 25(22.73%) users has Satisfaction level about to Electronic document delivery service, 47(42.73%) users has Satisfaction level about to SDI service, 15(13.64%) users has Satisfaction level about to Online Book reservation service, 36(32.73%) users has Satisfaction level about to SMS/Email Alert service,

4(3.64%) users has Satisfaction level about to WhatsApp service. Figure 1.6 shows the graphical presentation of Users' satisfaction level about to ICT-based Library Services.

Table.7 Usages of ICT Based Library Resources

Usages of ICT- Based Resources	**Responses**	**Percentage**
E- Books	99	90.00
E- Journals	46	41.82
Online databases	67	60.91
Bibliographic databases	12	10.91
E- Magazines	36	32.73
E-Newspapers	88	80.00
E- Thesis, Dissertation	36	32.73
E-Manuscripts	7	6.36
e-News Clips	21	19.09

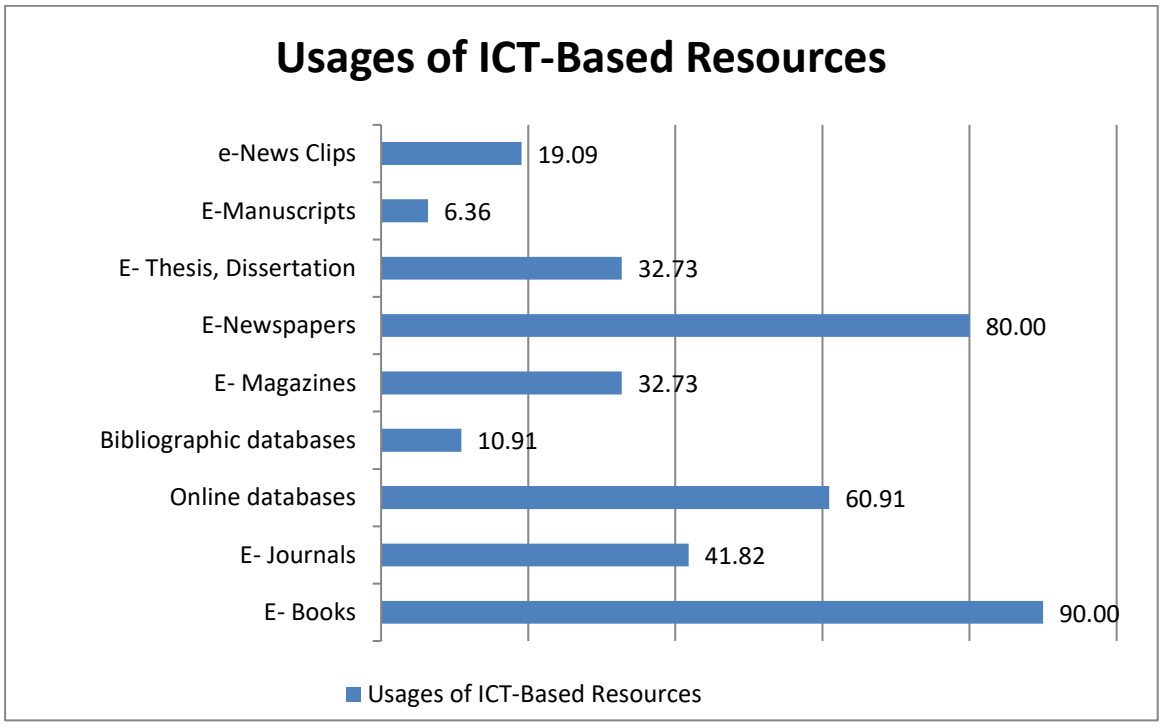

Figure.7 Usages of ICT Based Library Resources

The table 1.7 shows the usages of ICT based library resources. The results found that 99(90%) users has used to E- Books as followed by, 46(41.82%) users has used to E- Journals, 67(60.91%) users has used to Online databases, 12(10.91%) users has used to Bibliographic databases, 36(32.73%) users has used to E- Magazines, 88(80%) users has used to E-Newspapers, 36(32.73%) users has used to E- Thesis, Dissertation, 7(6.36%) users has used to E-Manuscripts, 21(19.09%) users has used to e-News Clips. Figure 1.7 shows the graphical presentation of usages of ICT based library resources.

Table 8 Satisfaction Level of ICT Based Library Resources

ICT-Based Resources	Used by	Responses	Percentage
E- Books	99	91	91.92
E- Journals	46	41	89.13
Online databases	67	52	77.61
Bibliographic databases	12	7	58.33
E- Magazines	36	31	86.11
E-Newspapers	88	88	100.00
E- Thesis, Dissertation	36	36	100.00
E-Manuscripts	7	5	71.43
e-News Clips	21	15	71.43

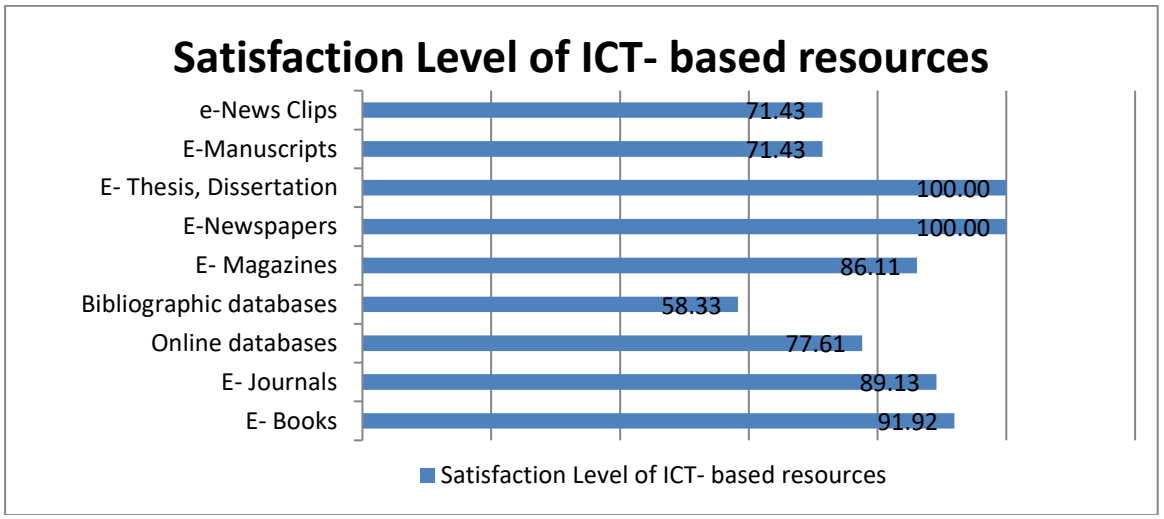

Figure.8 Satisfaction Level of ICT Based Library Resources

The table 1.8 shows the satisfaction level of ICT based library resources. The results found that 91(91.92%) users has satisfied by using E- Books as followed by, 41(89.13%) users has satisfied by using E- Journals, 52(77.61%) users has satisfied by using Online databases, 7(58.33%) users has satisfied by using Bibliographic databases, 31(86.11%) users has satisfied by using E- Magazines, 88(100%) users has satisfied by using E-Newspapers, 36(100%) users has satisfied by using E- Thesis, Dissertation, 5(71.43%) users has satisfied by using E-Manuscripts, 15(71.43%) users has satisfied by using e-News Clips. Figure 1.8 shows the graphical presentation of satisfaction level of ICT based library resources.

Table.9 Problems facing in usage of ICT based resources and services

ICT based resources and services	Responses	Percentage
Lack of Internet facility	87	79.09
Lack of PCs	11	10.00
Slow Internet Speed	21	19.09
Time Consuming in Searching	105	95.45

Power interruption	29	26.36

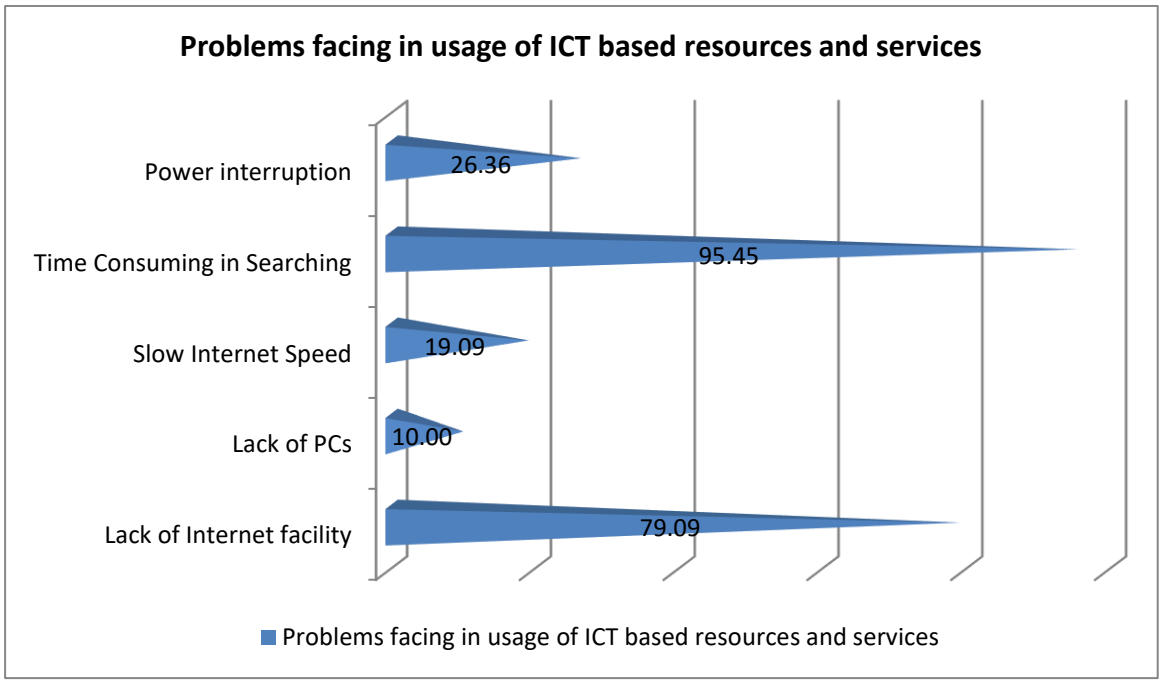

Figure.9 Problems facing in usage of ICT based resources and services

The table 1.9 shows the problems facing in usage of ICT based resources and services. The results found that 87(79.09%) users has faced the problem due to Lack of Internet facility, 11(10%) users has faced the problem due to Lack of PCs, 21(19.09%) users has faced the problem due to Slow Internet Speed, 105(95.45%) users has faced the problem due to Time Consuming in Searching, 29(26.36%) users has faced the problem due to Power interruption. Figure 1.9 shows the graphical presentation of problems facing in usage of ICT based resources and services.

7.0 Findings

The study reveals that total population has been taken 110 users out of them the majority of the respondents are UG Students i.e. 55(50%), followed by PG Student i.e. 35(31.82%) and the least number of respondents i.e. 20(18.18%) is Research Scholars. The majority of the users i.e. 85 (77.27%) belong to the age group 18-30 years. The respondents belong to the age group of 31-50 years are 21 (19.09%) and very least respondents belong to the age group of 51-above years are 4 (3.64%). And gender wise 60(54.55%) of the respondents are male, and 50(45.45%) are female. The majority of the users i.e. 78(70.91%) visit the library daily. The study shows the awareness of users about to ICT based library services. The results reveals that 105(95.45%) out of 110 users has awareness about to OPAC. The library ICT infrastructure are found in sufficient and provide to effective services. And users also demanded more ICT based resources and services. Library using the KOHA, but is not implemented up to the satisfaction mark.

8.0 Suggestions

- Skilled professional are required for implementation the ICT based resources and services.
- Modern ICT infrasture are required for saving the users' time.
- Library orientation and induction programms are required for imparting the usages of library services.
- Mobile app should be available for break the barrier of distance, speed and library's services
- Maximum e-resources should be available open for all users.

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