

## Use of Web Base Library Services in Selected Management Institute Libraries Affiliated to SPPU in the Pune City: A Study

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### Abstract

The study aims to explore the use of Web Base Library Services in selected Management Institute Libraries affiliated with SPPU in Pune city. Due to the advancement and availability of new technologies in the fields of information technology and libraries, it is vital that we put an importance on Web-Based Library Services. Online Library Services facilitate the transmission of library services via the World Wide Web. The investigator examined 65 users, including faculty, researchers, and students, from selected management institute libraries in Pune city to determine the current state of web-based library services. The traditional way of providing library services have currently experienced significant modifications as a result of the beginning and use of new technology, Users' requirement and expectations have also changed substantially. In view of the current circumstances, a rising number of libraries worldwide are studying and providing novel web-based library services, such as Web catalogs, search engines, forms, and so on, to meet their users' needs. Students, research scholars, experts, and faculty members can interact and communicate effectively using these tools. Libraries make extensive use of Web 2.0 and Web 3.0 resources for a variety of reasons, including promotion, information delivery, user interaction, and professional development.

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### Introduction

World Wide Web make it possible to communicate, studying, teaching, business, employment, education. The role of libraries is prime factor in the promotion of education and research. With the application of this technology it became possible to have access to various information sources and databases available in various parts of the globe (Deka, 2007). It is seen and discovered that many libraries are providing web-based library services through their college websites, Institutional Repository, Web Blog, and Web OPAC. Many libraries are currently implementing new technology to fulfil user's requirement.

### Web-Based Library Services

In the context of this study, Web-based Library Services refers to the provision of library services via the Internet, with the assistance of an integrated library management system,

and a library website functioning as a gateway. Web-based library services include tutorials, databases, online textbooks, and a virtual library with links to other helpful resources, all from the user's point of view. It offers the special ability to link to full-text articles, integrate policies, staff lists, housekeeping procedures, and other library resources for quick assistance. According to White (2001), it can be defined broadly as 'an information access service in which users ask questions via electronic means e.g. email or web forms. The present paper looks at the web-based library services provided by different libraries in different sections and their use by users. The purpose of the study was to learn what type of web based library services were used in different sections and how they were used. Furthermore, the study intends to emphasize the challenges that users have when access web-based library services, their perspectives, and their needs in the web digital environment.

## Literature Review

According to (Jackson, 2002).“ web based library services are library webpage, web OPAC, Bulletin Board Services, Ask-a-Librarian services, web forms, digital reference services, online document delivery, interlibrary loan, online help and information skill tutorials, online current awareness bulletins-mail based services, online reference services, electronic journals (UGC-INFONET digital library consortium), online circulation service, electronic SDI services, online acquisition, electronic article alert service, etc.” (Jackson, 2002).

The services which are offered through a specific website and make it available online and that allows for seamless access to numerous databases are called Web-based library services.

According to (Madhusudhan, 2012) “Web based Library Services means library services provided using internet as medium and library website as a gateway with the help of integrate library management system.”

(White, 2001) has defined web-based services as an information service in which users ask questions via electronic means e.g. email or web forms.

Web-based library services provide users 24/7 availability. Through which information & library services can be offer as per their convenience, and it saving their time and money. As the nature of the web-based library services availability and accessibility it can be offer at the regular library hours as well as around-the-clock.

## Objectives of the Study

The following objectives were set in line of research of the study.

1. To identify the current level of web based Library services under the study
2. To identify the frequency of use of users of web based library services
3. To identify the satisfaction level of web based library services

## Scope of the Study

The scope represent research problem outlines the subject matter to be covered and the geographical area in which it will be conducted. The study covers selected Management College libraries affiliated to Savitribai Phule University in Pune city, Pune. Study covers 65 management colleges under the study. Researcher able to collect all the questionnaire distributed through personally as well as through Google form. Total 65 questionnaire were distributed and all were collected through Google form.

## Methodology & Analysis

The study used a questionnaire as a survey method and sent it via Google Form to 65 respondents from 65 management colleges participating in the study, with a 100% response rate. A convenience sample method was adopted to select and collect user responses. The user responses are presented in the form of tables and figures, and the data is examined using a basic calculation and percentage approach.

Analysis and interpretation of the study is described in the following section:

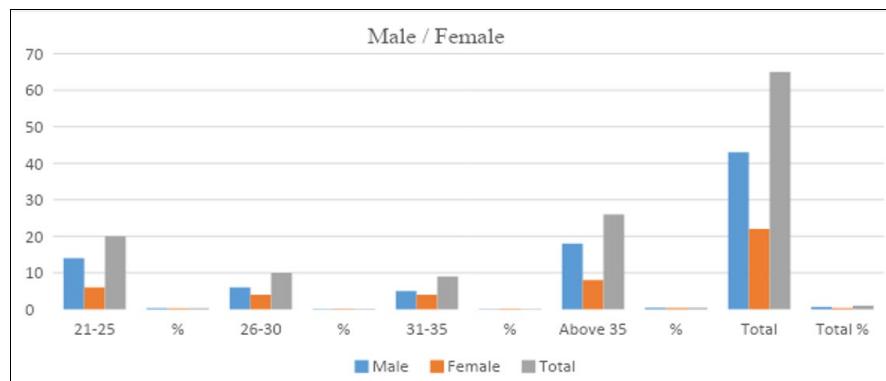


Fig 1: Male/Female

There were 65 users in all, 43 of that were men and 22 of whom were women, as the table above shows. They were given the questionnaire, which was distributed among them and obtained for analysis with the help of a Google form.

Again, there were 65 users categorized as faculty, researchers, and students, of whom there were 25 faculty, 13 researchers, and 27 students.

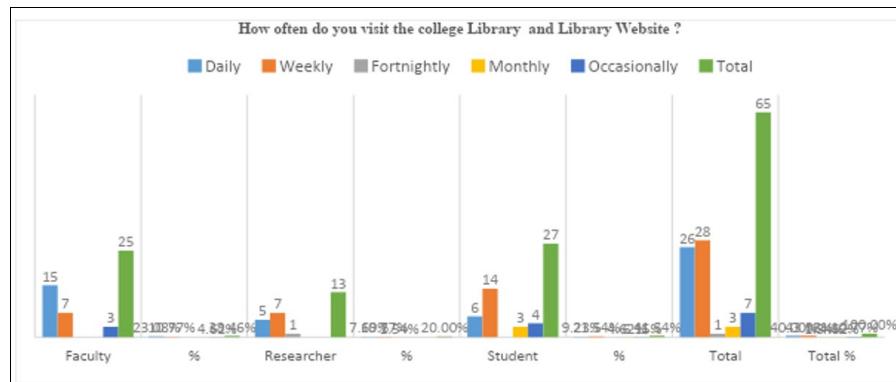


Fig 2: Library Visit & Website Frequency

How often do you visit the college library and library website? Was the question asked in an attempt to find out how frequently users use these resources. According to the

above table, 28 users (43.08%) use the college website and library on a weekly basis. Thereafter daily. There is only one user responding every two weeks (1.54%).

**Table 1:** Awareness of Web Based Library Services

Users	Yes	%	No	%	Total	Total%
Faculty	25	38.46%	0	0.00%	25	38.46%
Researcher	13	20.00%	0	0.00%	13	20.00%
Student	26	40.00%	1	1.54%	26	40.00%
Total	64	98.46%	1	1.54%	65	100.00%

Are you aware about web-based library resources and services? Was the purpose of the inquiry to figure out the number of users familiar with web-based library services?

According to the data, 65 users (98.46%) are aware of web-based library services, whereas only 1 user (1.54%) did not know about services.

**Table 2:** Preferred location

Users	In library	%	From Home/ Hostel	%	At Internet Centre	%	Through Smartphone	%	Total	Total%
Faculty	22	33.85%	0	0.00%	3	4.62%	0	0.00%	25	38.46%
Researcher	9	13.85%	1	1.54%	0	0.00%	3	4.62%	13	20.00%
Student	16	24.62%	2	3.08%	0	0.00%	9	13.85%	27	41.54%
Total	47	72.31%	3	4.62%	3	4.62%	12	18.46%	65	100.00%

What are the preferred location for accessing web-based resources and services? Was the question asked to determine the most favoured location-The location were library, at home or hostel, at an internet centre, or on a smartphone? According

to the above table, the location of the library is highly preferred by 47 of the respondents (72.31%), followed by using a smartphone 12 (18.46%).

**Table 3:** Reference queries

Users	Yes	%	No	%	Total	Total%
Faculty	19	29.23%	6	9.23%	25	38.46%
Researcher	11	16.92%	2	3.08%	13	20.00%
Student	19	29.23%	8	12.31%	27	41.54%
Total	49	75.38%	16	24.62%	65	100.00%

Are you using web form(s) for sending your reference queries? Was the question asked to determine are users are using web forms for reference queries. The result indicates

that, collectively 49 (75.38%) Faculty, Researcher, Students are using this facility.

**Table 4:** Interaction with Librarian

Users	Yes	%	No	%	Total	Total%
Faculty	20	30.77%	5	7.69%	25	38.46%
Researcher	10	15.38%	3	4.62%	13	20.00%
Student	10	15.38%	17	26.15%	27	41.54%

Are you interacting online with librarian/acquisition in-charge library/staff for status of recommended books? This question was asked to identify the online recommendation facility use

by users.as per the above table it shows that, 40 (61.53%) users which include Faculty, Researcher, and Students are utilising the facility.

**Table 5:** Authenticity

Users	Yes	%	No	%	Total	Total%
Faculty	24	36.92%	1	1.54%	25	38.46%
Researcher	13	20.00%	0	0.00%	13	20.00%
Student	22	33.85%	5	7.69%	27	41.54%
Total	59	90.77%	6	9.23%	65	100.00%

Did you think that information got through web based library service is authentic this question was asked in order to determine the authenticity. The results show that 59 (90.77%)

of users thought the web-based library service was genuine. Whereas 6 (9.23%) of the find-based library services were inauthentic.

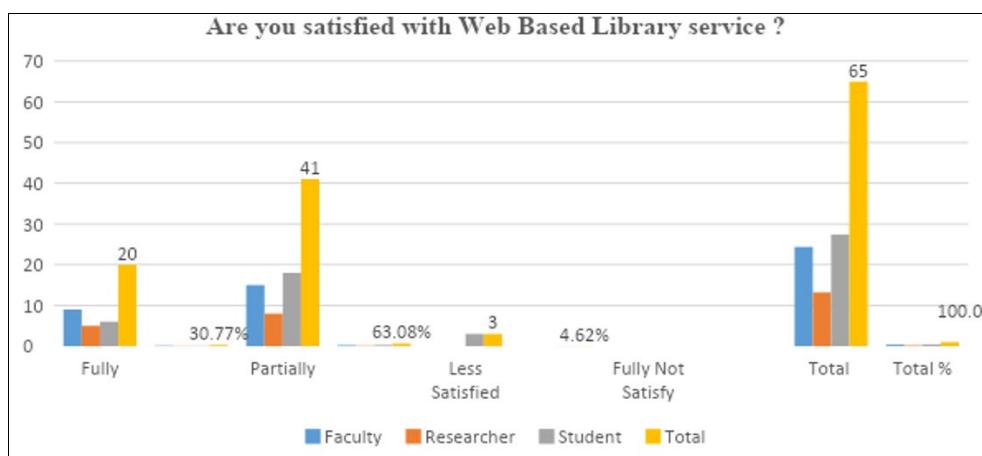


Fig 3: Satisfaction Level

Are you satisfied with Web Based Library Service? This question was asked to determine user satisfaction in terms of Fully, Partially, Less Satisfy, and Fully Not Satisfy. According to the study, 41 (63.08%) users were partially satisfied. In comparison, 20 (30.77%) people were fully satisfied.

Table 6: Time saving /consuming

Users	Time saving	%	Time consuming	%	Total	Total%
Faculty	25	38.46%	0	0.00%	25	38.46%
Researcher	13	20.00%	2	3.08%	2	3.08%
Student	25	38.46%	0	0.00%	25	38.46%
Total	63	96.92%	2	3.08%	65	100.00%

This question was given to determine user time in terms of time saving and time consumption. According to the report, 63 (96.92%) of users said it saves users' time. In comparison, 2 (3.08%) users responded that it was time consuming.

## Conclusion

The main goal and basic function of the library is to provide quality information service in order to satisfy their users with the right information at the right time. The main goal and basic function of the library is to provide quality information service in order to satisfy their users with the right information at the right time. The primary goal of web-based library services is to offer online services that fulfil the needs of users in terms of the services provided by librarians.

## The Following are some of the Significant Findings Identified in this Paper

1. There were 65 users in all, 43(66.15%) of that were men and 22(33.85%) of whom were women.
2. According to the study, 28 users (43.08%) use the college website and library on a weekly basis.
3. According to the data, 65 users (98.46%) are aware of web-based library services, whereas only 1 user (1.54%) did not know about services.
4. The location of the library is highly preferred by 47 of the respondents (72.31%), followed by using a smartphone 12 (18.46%).
5. According to the study, 59 (90.77%) of users thought the web-based library service was genuine. Whereas 6 (9.23%) of the find-based library services were inauthentic.
6. According to the study, 41 (63.08%) users were partially satisfied. In comparison, 20 (30.77%) people were fully satisfied.

7. According to the report, 63 (96.92%) of users said it saves users' time. In comparison, 2 (3.08%) users responded that it was time consuming.

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