

Investing for Impact: A Case Study of Academic Institutions of District Jalandhar (Punjab)

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ABSTRACT

The present article focuses on the impact of new technology on the library services. The basic theme is based on the use of technology in the academic institutes. The article also highlights the major points like impact of automation/technology on print sources, staff, infrastructure, space, etc. The data collected shows the impact on services like reference and xeroxing. As the change demands lots of funds, so the data is collected to know the impact of technology on various sections of the library. The article also highlights the role of authority/management to generate sources and services. The article concluded that the change should be accepted due to the positive updates shown in the library.

Keywords: Technology, services, electronic services, libraries, technology impact

1. INTRODUCTION

Now a days it is very difficult to assume living without the use of computer/technology. In this technological era, computers are being used in every sphere of life, like, communication, searching information, handling data, collection, preservation, and calculation of figures, etc., and have become the essential sources which are found to be helpful and error free to handle various complex operation of day to day life. The traditional print sources now a days are replaced with the electronic sources and users are more orientated toward the new techniques of information retrieval. Libraries are required to update themselves and their users with the new and recent ways of learning and dream toward libraries to open access with no walls, i.e., libraries without boundaries. Many library resources are now available electronically and can be accessed via the Web. The change of moving from print to the electronic media to access information directly or indirectly affects the various sources and services which are of traditional use.

2. REVIEW OF LITERATURE

A large number of research papers have been published on this topic. Study by Singh¹ revealed that internet, intranet, www, web directories, web portals, and e-portals etc., have great impact on the libraries and information centres. The new emerging technology like e-journals, e-books, e-databases, search engines, portals are playing very active role in acquisition and dissemination of full-text information in the libraries at a minimal cost.

Baljinder & Verma² had conducted the survey on the

use of e-resources and services at the Central Library of Indian Institute of Technology, Delhi. The study showed that most of the users (88 %) were aware of the e-resources and services. Only 36.76 % of the users were using the library e-resources occasionally and 33.22 % used 2/3 times a week. 71% preferred to use both print and electronic formats, 17.45% electronic only, and 11.52 % print only. This study also indicated that the users were accessing these resources from hostels and departments more as compared to the library resulting in the decrease of users' visits to the library.

The study conducted by Sathiyamurthy & Aravinthan³ revealed that internet has great impact on the students of 4 BEd Educational Colleges in Cuddalore District, viz., Annai Madha College of Education, D.V.C. College of Education, Sri Viruthambigai College of Education, Vivekananda College of Education, College of Education. Students of these four colleges were evaluated on their awareness and use of library resources and services through the questionnaire comprising questions on preference of internet search engines, awareness about attending conferences, seminars and workshops, use of internet discussion forums or newsgroups, conversation with library staff, use of indexing journals, library catalogues, publishes catalogue and flyers, use of book reviews, browsing the collections in libraries, use of bibliography, list of servers and e-mail alerts, media: TV, adio and newspapers subject specific software, consultation with experts in the field, use of electronic database, current awareness services of libraries, use of website as book store, abstract journal, reprints received from authors/publishers.

3. SCOPE AND OBJECTIVES

Jalandhar is the oldest city in Punjab, and also one of the oldest in the country. Jalandhar was the capital of Punjab from India's independence (1947) until Chandigarh was built in 1953. The scope of the study is limited to academic institutions of Jalandhar District as with the development, the use of technology has enhanced in every sphere of life. The institutes considered under study are as follows:

- (a) Lyallpur Khalsa College for Boys, Jalandhar
- (b) Lyallpur khalsa College for women, Jalandhar
- (c) Doaba College, Jalandhar
- (d) DAV College, Jalandhar
- (e) KMV College, Jalandhar
- (f) Lyallpur Khalsa College for Management
- (g) Lyallpur Khalsa College for Engineering
- (h) S.D. College for Women
- (i) BD Arya College for Women
- (j) Apeejay College of Fine Art
- (k) Apeejay College for Management

The study focuses on the use of technology in the academic institutes libraries. This change requires lots of amendments and funds in comparison to the existing system. So, it is necessary to evaluate the change with reference to services and sources to user and the major question raised while this transformation is 'What influence e-media has on traditional libraries in terms of various components like services, spacing, staffing, resources, etc,' This survey was conducted to fulfill these queries and to access its impact on the various components of the libraries.

The main objective of the study is to assess the impact of e-resources in terms of resources, staffing, space, technical services, and equipment in the academic intuitions libraries.

4. METHODOLOGY

Questionnaire technique was used. Thirty questionnaires were distributed among professionals (librarians/assistant librarians/ library professionals) to the above mentioned academics institutions of Jalandhar District and out of them 22 questionnaire were received back.

5. DATA ANALYSIS AND FINDINGS

5.1 Availability/accessibility of E-resources

The data was collected and is shown in Table 1 that shows that 20 (90.90 %) respondents made free access on internet and 86.36% of institutions access e-resources via consortium on the other hand only 13.63 % respondents made the access via publisher. This shows that consortium plays the lead role in accessing the authentic information which is not available in free access on internet.

Table 1. Availability/accessibility of e-resources

S. No.	Access to e-resources	No. of respondent	%
1.	By consortium	19	86.36
2.	By publisher	3	13.63
3.	Free access on internet	20	90.90

5.2 Usage of Print Resources

Table 2 shows the influence of e-resources on the print sources. 9 (40.91 %) respondents conveyed that the use of print media is decreased with the advancement in the use of e-resources while 36.36 % were in favour that the use of print media remains the same. On the other hand 22.73 % responded that due to complexity of handling e-resources the usage of print resources has increased. So it can be said that with the use of e-resources the use of print media has slightly slowed down.

Table 2. Usage of print resources

S. No.	No. of print-resources	No. of respondents	%
1.	Increased	5	22.73
2.	Decreased	9	40.91
3.	Remained the same	8	36.36
	Total	22	100

5.3 Impact of Investing on E-resources on Staff

The impact of investing on e-resources on staff is shown in Table 3. As by investing in e-resources, there is a change in traditional system, 90.90 % respondents were in favour to provide training to existing staff to handle e-resources, 86.36 % of respondents require more staff having IT skill, 68.18 % respondents remarked that their workload is decreased and on the reverse according to 45.45 % respondents their workload has increased. So, the data indicate that the staff warmly accepts the change with some additional requirement.

Table 3 Influence on staff

S. No.	Influence on staff	No. of re-spondents	%
1.	Required more staff having IT skill	19	86.36
2.	Workload increase	10	45.45
3.	Workload decrease	15	68.18
4.	Provide training to existing staff to handle e-resources	20	90.90

5.4 Influence on Infrastructure

Table 4 indicates that to move with the change (100 %) respondents conveyed that latest equipments are required. 81.81 % required to renovate their present infrastructure to fulfill their need, 54.54 % respondents required more nodes and connectivity to various departments and only 22.72 % respondents were satisfied with their present infrastructure.

Table 4. Influence on infrastructure

S. No.	Influence on infrastructure	No. of respondents	%
1.	Satisfied with present infrastructure	5	22.72
2.	Required renovation in infrastructure	18	81.81
3.	More nodes and departmental connectivity is required	12	54.54
4.	Latest equipment are required	22	100

5.5 Impact on Space

Table 5 indicates that 12 (54.53 %) respondents were satisfied with their available space but the needs change with modifications to the existing system. 6 (27.3 %) respondents needed no change, 13.63 % conveyed that now there is requirement of less space and only 4.54 % respondent want to build separate system and therefore required more space .

Table 5. Impact on space

S. No.	Requirement of space	No. of respondents	%
1.	More space required	1	4.54
2.	Less space required	3	13.63
3.	Need no change	6	27.3
4.	Need change with modification	12	54.53
	Total	22	100

5.6 Impact on Technical Section

The influence of e-resources use on technical section is presented in Table 6. The respondents responded that their technical work was reduced with the usage of e-resources. 95.45 % respondents conveyed that their classification and cataloguing work has reduced, 90.90 % professionals responded that now claim for replacement or missing issues has reduced and 100 % agreed that usage of e-resources has reduced their bindery work.

Table 6. Impact on technical section

S. No.	Impact	No. of respondent	%
1.	Classification and cataloguing has reduced	21	95.45
2.	Claim for replacement or missing issues has reduced	20	90.90
3.	Bindery work has reduced	22	100

5.7 Impact on Circulation Section

Influence of change on circulation section was clearly seen from the data shown in Table 7. 19 (86.36 %) respondents responded that no overdue reminder was needed, followed by 81.81 % who responded that no overdue charges were there. However, 45.45 % professionals agreed with that with e-resources usage, their circulation output has decreased and only 13.63 % were in favour that this change due to its complexity has increased their circulation output.

Table 7. Impact on circulation section

S. No.	Impact on circulation section	No. of respondents	%
1.	Circulation output is decreased	10	45.45
2.	Circulation output is increased	3	13.63
3.	No overdue reminder is needed	19	86.36
4.	No overdue charges	18	81.81

5.8 Impact on Reference Service

Table 8 shows the impact on reference service. 19 (86.36 %) respondents agreed that orientation programmes have increased with the usage of e-resources. 72.72 % said that number of queries had increased, 68.18 % and 63.63 % respectively point towards the workshop session and vendor presentation frequently, 50 % respondents demanded that they require reference librarian to fulfill the queries of their users and only 13.63 % conveyed that no. of queries have decreased

Table 8. Impact on reference service

S. No.	Impact	No. of respondents	%
1.	No. of queries increased	16	72.72
2.	No. of queries decreased	3	13.63
3.	Need reference librarian with good IT skill	11	50.00
4.	Workshop session has increased	15	68.18
5.	Orientation programme has increased	19	86.36
6.	Vendor presentation are organised frequently	14	63.63

5.9 Impact on Xeroxing Service

Respondents were asked about the impact of investing on e-resources to the xeroxing service in the libraries. 15 (68.18 %) agreed that use of e-resources has reduced the xeroxing service as user now easily transfer their required information to pen drive, mail or other devices. But 7 (31.82 %) disagreed with this.

Those 19 (68.18 %) respondents who felt the decrease in the xeroxing service were also asked about the percentage decrease and the data collected is presented in Table 9. It reflects that 46.66 % respondents mentioned the 10 % decrease, while 20 % and 30 % decrease respectively was indicated by 26.66 % and 13.34 % respondents.

Table 9. Percentage decrease in xeroxing service

S. No.	Decreased percentage	No. of respondents	%
1.	10 %	7	46.66
2.	20 %	4	26.66
3.	30 %	2	13.34
4.	40 %	1	6.67
5.	50 %	1	6.67
	Total	15	100

40 % and 50 % decreased among 6.07 % respondent while No respondent has indicated >50% decrease. The data shows that about 10 % to 20 % decrease was seen on average.

5.9 Support from Administration and Management

Table 10 reflects the administration/management support. As to change from print to electronic media finance plays a vital role. So, 14 (63.63 %) respondents were in favour that their administration/management support them to join consortia and other buying club. 10 (45.45 %) responded that they avail funds for e-resources. 22.72 % responded that the management manages the required change in budget. 4 (18.18 %) and 13.63 % conveyed that their management were in favour to appoint staff with IT skill and determining strategies for e-resources.

Table 10. Support from administration and management

S. No.	Administrative/management support	No. of respondent	%
1.	Funds for e-resources	10	45.45%
2.	Joining consortia and other buying club	14	63.63
3.	Determining strategies for e-resources acquisition	3	13.63
4.	Appointing staff with IT skill	4	18.18
5.	Managing the required change in budget	5	22.72

8. CONCLUSIONS

It can be concluded from the study that management/authority must invest without any hesitation as this change is found to be the positive change in the education system. This change can promote better knowledge delivery, accessibility and long lasting knowledge repository. Sufficient funds should be allotted to purchase the same if not freely available. Consortium found to be cost effective and any institute even having low budget can access the e-resources by joining such consortia. Educational institutions should acquire more e-resources and they should have a separate e-resources collection. The staff

of libraries welcome this change and update themselves with the new technology. Use of technology make the task error free which is the major need of acquisition, technical, periodical, and circulation section. The printed resources will not disappear overnight. Continuing trend in the balance between print and e-resources will definitely support the increasing number of researchers in various disciplines particularly in the university scenario.

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Mr Jagjit Singh is presently working as a Librarian at Doaba College, Jalandhar, Punjab. He has more than 12 years experience as a Librarian. He possesses MA, MLIS, NET and is pursuing PhD. He has published more than 14 papers in national conferences/seminars. He has 6 research papers in reputed national/international journals and 14 chapters in edited books to his credit.