

**E- SERVICES IN COLLEGE LIBRARIES****Dr. Daya Dalve (Patil) \*    Manisha S. Sutar (Nawathe)\*\***

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**Abstract:** - *The 21<sup>st</sup> century has brought new avenues of opportunities to the library professionals all over the globe. The doors to libraries are becoming gateway to the electronic contest through a new constantly changing technology. Recent global advances in communication technology, digital media, network services and electronic commerce present new opportunities and challenges for libraries. Based on recent developments, libraries face opportunities to define and develop new criteria for measuring through the development of indicators related to network services and electronic media. The present paper describe the various e-services of the college libraries affiliated to Dr. Babasaheb Ambedkar Marathwada University, Aurangabad.*

**Key Words – E- Services, E-Resources, E-Journals, E-Books, Library Software, SOUL.**

**1. Introduction**

Library Electronic-services is the process of utilizing computers, databases, multimedia equipment, networks, video equipment and web technologies to electronically collect, classify, copy, compress, scan, store and transform conventional library information resources. It is an assemblage of digital computing, storage, and communication machinery together with the content and software needed to reproduce, emulate and extend the services provided by conventional libraries based on paper and other

material means of collecting, cataloguing, finding and disseminating information.

E-service changes the working of the following services of the library-

1. Online public access catalogue.
2. Reference service.
3. Circulation service
4. Administrative services.
5. Serial control service
6. Bibliographic service.
7. Acquisition

## 8. Indexing/ Abstracting

### 2. Objective of the study

1. To find out various types of e-services in college libraries
2. To find out use of e-resources in college libraries
3. To know awareness of college library staff to use e-services

### 3. Review of literature

**Trehen, G.L. (1980)** discusses the importance of use of computers for developing Library services. He also describe the new areas of library services from traditional to digital.

**Pal, N. et al. (2012)** has introduce digital technology into the process of production, distribution and storage of information in digital format.

**Sengal, R.L. (1988)** Discuss the computer based intergrated library management systems and services.

**Yadagiri (1999)** in a study discussed briefly the application of information technology (IT) in the creation of database, housekeeping services such as circulation desk, OPAC, etc. and introduction of latest IT infrastructure, viz. bar coding technology, digital graphic printer, multimedia system, CD-ROM, audio visual media, etc. in the Regional Engineering College Library, Warangal.

**Basavaraj, D. K. (2002)** have focused on the Electronic Library, it id the delivery of Information to the user desktop, wherever that may be and whenever required. Library professionals will therefore increasingly need to provide their services in some electronic form rather than face to face contact with their users.

### 4. Scope of the study

The objective of the present paper is to highlight use of e-services of college libraries affiliated to Dr. Babasaheb Ambedkar Marathwada University, Aurangabad academic Science, Arts & Commerce colleges.

### 5. Methodology

Descriptive methodology is used for the present study.

### 6. Technique of data collection

For data collection, the present study uses questionnaire for data collection. The questionnaire whose data collection comprise the 14 questions with an option to express any comment by the user regarding the use of information resources and services.

### 7. Sample of the study

The questionnaire was send to 108 granted colleges affiliated to Dr. Babasaheb Ambedkar Marathwada University, Aurangabad. The questionnaire was send along with self addressed

and duly stamped envelope with return postage by researcher and also by personal visit.

Out of 108 questionnaires I could get 80 questionnaires ( 74.07%). Thus the total responses consider useful for the statistical analysis. The collected data through questionnaire has been analyzed in tabular as well as graphical form taking into consideration the objective stated.

## 8. Data analysis & interpretation

Following results have been drawn by analyzing the data collected.

### 9.1 Year of computerization

| Sr. No. | Year of Computerization | No. of Responses | Percentage |
|---------|-------------------------|------------------|------------|
| 1       | 1995-2000               | 02               | 02.50      |
| 2       | 2001-2005               | 13               | 16.25      |
| 3       | 2006-2010               | 20               | 25.00      |
| 4       | 2011-2016               | 20               | 25.00      |

Table 1: Year of computerization

It is observed from the table Library Computerization was started from the year between 1995-2000 at that time from the responses we noticed that only 2 (02.50%) of College Libraries have started Library Computerization. Most of the College Libraries have started Computerization from the year 2006-2010 and 2011-2016, almost 50% of the College have started Computerization in this period. From the

responses it is noticed that 16.25% College Libraries started Computerization from year 2006-2010.

### 9.2 Operating system

An Operating system is system that manages Computer Hardware and Software resources and provides common services for Computer programs. The Operating System is a component of the system Software in Computer system.

LINUS, Windows, VMS, OS/400, AIX and Z/05 are all examples of Operating System.

From the responses received it is observed that almost all the Colleges 70 (87.50%) uses Windows as the Operating Systems for working on the Computers. It is also noticed that LINUS and UNIX are not used in the Libraries for Operating Software.

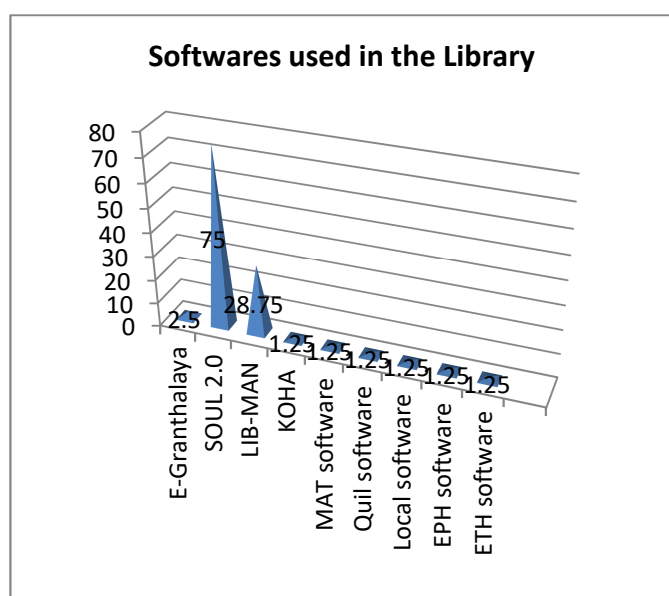
### 9.3 Library software used

| Sr. No. | Name of Software used | Responses Received | Percentage |
|---------|-----------------------|--------------------|------------|
| 1       | E-Granthalaya         | 02                 | 02.50      |
| 2       | SOUL 2.0              | 60                 | 75.00      |
| 3       | LIB-MAN               | 23                 | 28.75      |
| 4       | KOHA                  | 01                 | 01.25      |
| 5       | MAT Software          | 01                 | 01.25      |

|   |                         |    |       |
|---|-------------------------|----|-------|
| 6 | Quil Software           | 01 | 01.25 |
| 7 | Local Software          | 01 | 01.25 |
| 8 | EPH Software            | 01 | 01.25 |
| 9 | ETH (Education to Home) | 01 | 01.25 |

Tabel 2 : Software used

The use of software used in the Library is shown with the help of graph 1



Graph 1 : Software Used in the Library

From the responses received the researcher had find out Software used in the College Libraries. It is observed that more than 50% of the Colleges 60 (75.00%) College used SOUL 2.0. SOUL 2.0 Software is the Software specially designed by INFLIBNET for the College Libraries are

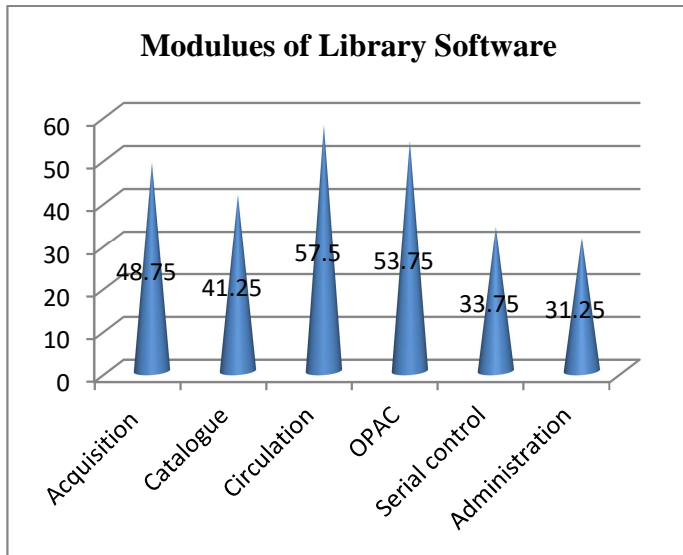
recommended by the University for the affiliated Colleges. 17 (21.25) College Libraries used old version of the SOUL Software 23 (28.25%) uses the LIB-MAN Software from Nagpur 2 (02.50%) College Libraries uses e-granthalaya Software and other College Libraries make use of Koha 1 (01.25%), MAT Software, 1 (01.25%), Quil Software 1 (01.25%), local Software 2 (02.50%), EPH Software 1 (01.25%) and ETH (Education to Home) 1 (01.25%) respectively.

#### 9.4 Modules of Library software used

| Sr. No. | Modules of Library Software | No. of Responses | Percentage |
|---------|-----------------------------|------------------|------------|
| 1       | Acquisition Module          | 39               | 48.75      |
| 2       | Catalogue Module            | 33               | 41.25      |
| 3       | Circulation Module          | 46               | 57.50      |
| 4       | OPAC                        | 43               | 53.75      |
| 5       | Serial Control              | 27               | 33.75      |
| 6       | Administration              | 25               | 31.25      |

Table 3 : Modules of Library Software

Modules of Library software used is shown with the help of graph 1. G3



Graph 2 : Modules of Library Software

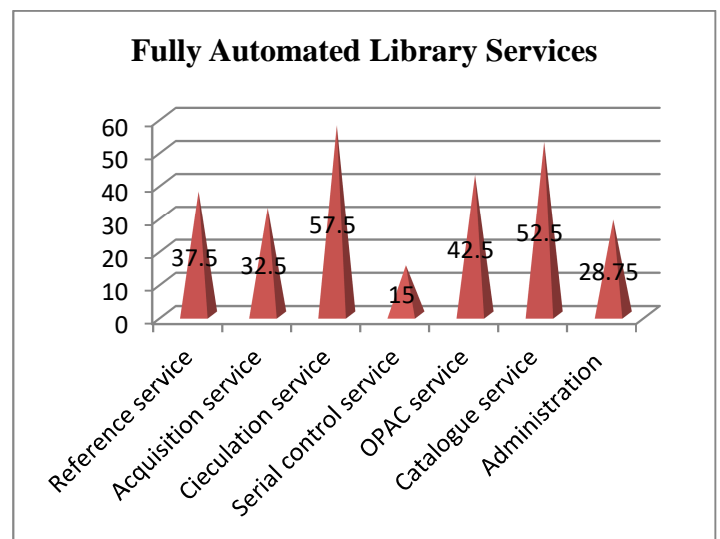
It is observed from the table of Modules of Library Software used in the Library, it is noticed that Circulation Module 46 (57.50%) is being mostly used in the College Libraries. OPAC Module 43 (53.75%) is also used in more than 50% of the Colleges. Acquisition 39 (48.75%) is used 33% uses Serial Control Module and 31% uses the Administration Module. While using the Software for Library almost all the Modules are used in operating of the Library e-Services

9.5 Fully automated library services

| Sr. No. | Fully Automated Library Services | Responses Received | Percentage |
|---------|----------------------------------|--------------------|------------|
| 1       | Reference                        | 30                 | 37.50      |
| 2       | Acquisition                      | 26                 | 32.50      |
| 3       | Circulation                      | 46                 | 57.50      |
| 4       | Serial Control                   | 12                 | 15.00      |
| 5       | OPAC                             | 34                 | 42.50      |
| 6       | Catalogue                        | 42                 | 52.50      |
| 7       | Administration                   | 23                 | 28.75      |

Tabel 4 : Fully Automaed Library Services

The services which are fully automated in the Library are shown in the graph 3



Graph 3 : Fully Automated Library Services

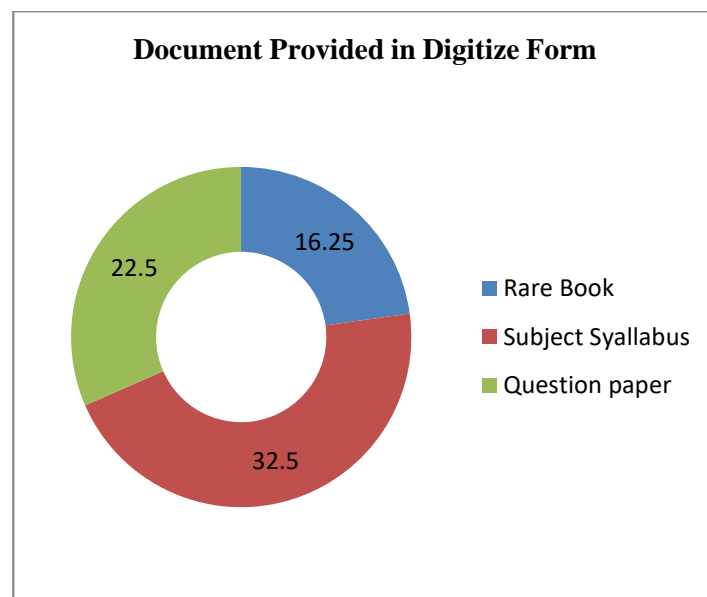
From the table of Automated Library Services it is observed that majority of the College Library have fully automated 42 (52.50%) the Catalogue service of the Library. The researcher had noted that more than 50% of the College Libraries have feed the Data in the Computer and automate the Catalogue service of the Library. 34 (42.50%) of the Libraries have automate the OPAC service, 30 (37.50%) College Libraries have fully automate the reference service, 26 (32.50%) Colleges have fully automated the Acquisition service, 46 (57.50%) have fully automated the Circulation service. It is found that now mainly College are proving computerized Issue-Return in the Library and 23 (28.75%) had fully automate the Administration Service and 12 (15%) have automates the serial Control of the Library.

### 9.6 Documents provided in digitize form

| Sr. No. | Digitize form Document | No. of Responses | Percentage |
|---------|------------------------|------------------|------------|
| 1       | Rare Books             | 13               | 16.25      |
| 2       | Subject Syllabus       | 26               | 32.50      |
| 3       | Question Papers        | 18               | 22.50      |

Tabel 5 : Documents provided in Digitize form

The documents which are available in the digitize form are shown in the graph 4



Graph 4 : Document provided in Digitize form

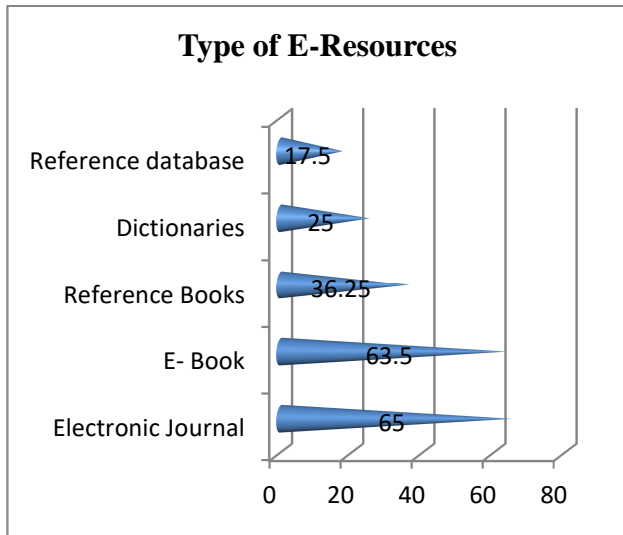
From the collected Data of responses it is observed that very less percentage of Documents are provide in digitize form 26 (32.50%) of subject Syllabus are provide in digitize form 18 (22.50%) Documents i.e. Question papers and produces in digitize form and Rare books are digitize only 13 (16.25%) in the College Libraries.

### 9.7 Types of E-resources

| Sr. No. | Type of E-Resources | Responses Received | Percentage |
|---------|---------------------|--------------------|------------|
| 1       | Electronic Journal  | 52                 | 65.00      |
| 2       | E-Book              | 51                 | 63.50      |
| 3       | Reference Books     | 29                 | 36.25      |
| 4       | Dictionaries        | 20                 | 25.00      |
| 5       | Reference Database  | 14                 | 17.50      |

Table 6: Types of E- Resources

The different types of E-resources available in the library is shown in the graph 5



Graph 5 : Type of E- Resources

Many Libraries are considering adding e-resources to their collections because they represent a less costly and faster means of collecting scholarly Information.

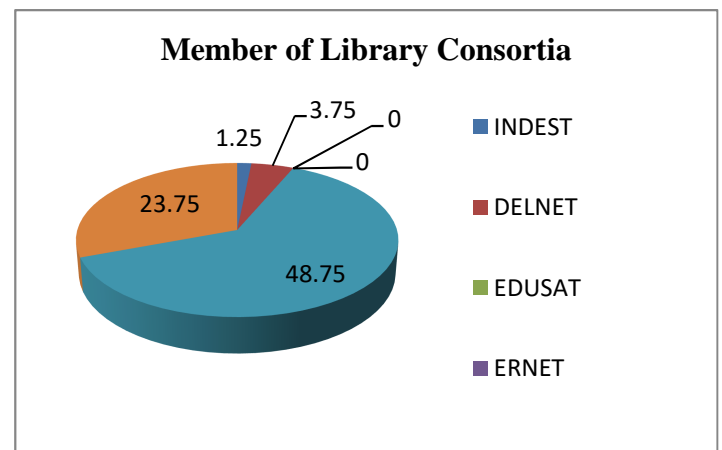
From the responses received it is observed that 52 (65%) College Library provide Electronic Journals, 51 (63.50%) Libraries E-books as e-resources, 29 (36.25%) of the College Libraries provides reference books, 20 (25%) Libraries provides dictionaries, where are 14 (17.50%) provide e-resources as reference Database in there Library.

**9.8 Member of library consortia**

| Sr.No | Name of Organization | Responses received | Percentage |
|-------|----------------------|--------------------|------------|
| 1     | INDEST               | 01                 | 01.25      |
| 2     | DELNET               | 03                 | 03.75      |
| 3     | EDUSAT               | Nil                | 00.00      |
| 4     | ERNET                | Nil                | 00.00      |
| 5     | N-LIST               | 39                 | 48.75      |
| 6     | Remote Access        | 19                 | 23.75      |

Tabel 7 : Member of Library Consortia

The libraries which are member of library consortia are shown in the graph 6



Graph 6 : Member of Library Consortia

It is observes from the table of Library Consortia that most of the Libraries are the member of

Consortia given through N-List, N-List consortia for e-journals and e-books is organized by the INFLIBNET, Ahmedabad and the annual subscription for the N-List consortia is Rs. 5000/-, it is noticed that 39 (48.75%) of the College Libraries share Online Journals on the N-List.

19 (23.75%) of the College Libraries shares the Online Data base of Dr. Babasaheb Ambedkar University Library, Aurangabad. The annual subscription of Remote access of Dr. Babasaheb Ambedkar University is Rs. 10,000/-.

Whereas very few College Libraries are connected to INDEST and DELNET (Developing Library Network), it is observed that 3 (3.75%) College Libraries shares the e-resources on Delnet, the annual subscription of DELNET is Rs. 16,500/- and 1 (1.25%) is connected to INDEST for consortia.

It is also observed that no College Libraries shares the e-resources on ERNET and EDUSAT.

### 9.9 Open access of e-journals to students

The respondents were asked to mention whether they give open access to students to use on line Journals, from the responses received it is observed that 29 (36.25%) of the College Libraries provide open access to use Online Journals of their Library, whereas 19 (23.75%) of the Libraries do not have open access of Online line Journals.

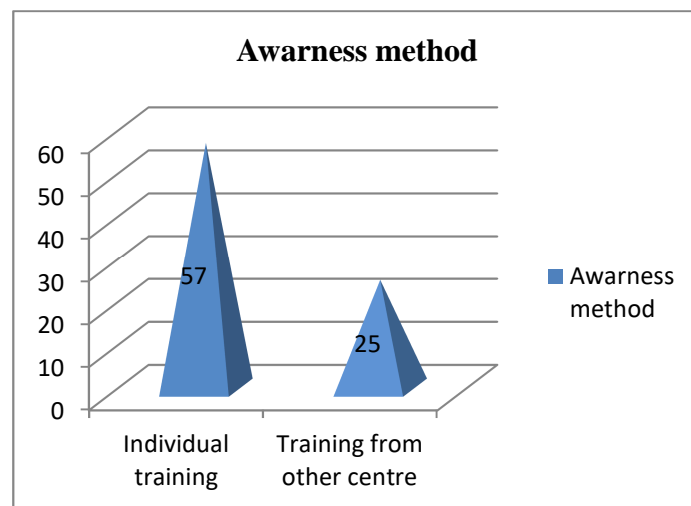
Further the respondents were asked to mention to which online journals the Libraries give open Access Journals. From the Data collected it is observed that 27 (33.75%) Colleges give access to DOAJ. 17 (17.5%) Colleges give Access to J-Gate and 6 (7.5%) give open Access to Consortia on the Internet.

### 9.10 Awareness of staff to use e-resources

| Sr. No. | Awareness Method           | Responses Received | Percentage |
|---------|----------------------------|--------------------|------------|
| 1       | Individual training        | 57                 | 71.25      |
| 2       | Training from other Centre | 23                 | 28.75      |
|         |                            | <b>80</b>          | <b>100</b> |

Table 8 : Awareness method

The awareness method regarding the use of library services is shown in the table 7



Graph 7 : Awareness Method



From the responses received it is observed that the majority of the College Library Staff 57 (71.25%) get the individual training in the Library from the expert Staff member or the outside person gives them the training regarding the use of the software and other daily routine work by using Computer. Where as 25 ( 31.25%) of the College Libraries Staff is been send to the other centers for the training of the e-services.

### 9.11 Does the staff ready to adopt new technology

The respondents were asked to mention whether the College Library Staff is ready to adopt new technology in the Library. Previously Staff was working with the traditional working system and they were not aware to make use of Computer for the daily routine works of the Library. They were having technophobia for the Computers.

From the data collected it is on served that 34 (42%) College Library Staff is ready to adopt the new technology and make use of Computers in the Library, where as 8 (10%) of the Library still have the technophobia for the technology and working with the same traditional working system, and 5 (6.25%) College Library Staff use the technology up to some extent, makes partial use of the Computers.

### 9.12 Display of instructions about e-library

The respondents were asked to mention whether they have displayed the instructions about the use of e-services in the Library for the users, like if

the Library have the OPAC facility for the students in the Library, is that Library have displays the instruction about how to start the Software and how to go through the entire procedure for searching the required document.

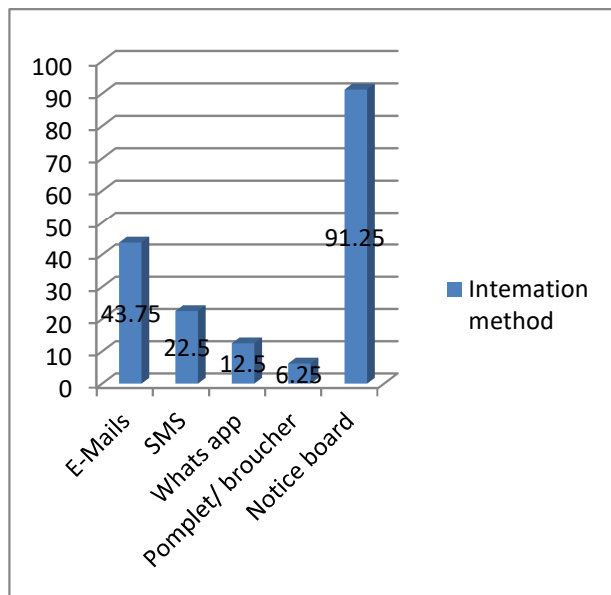
From the responses received it is observed that 33 (41.25%) of the college libraries have displayed the instructions for using the e-services in their Libraries. 15 (18.75%) College Libraries do not displayed any instructions in the Libraries for using e-services.

### 9.13 Intimation method used for awareness of e-services to users

| Sr. No. | Intimation Method     | Responses Received | Percentage |
|---------|-----------------------|--------------------|------------|
| 1       | E-Mail                | 35                 | 43.75      |
| 2       | SMS                   | 18                 | 22.50      |
| 3       | Whats App             | 10                 | 12.50      |
| 4       | Pamphlet/<br>Broucher | 05                 | 06.25      |
| 5       | Notice Board          | 73                 | 91.25      |
|         |                       | <b>80</b>          | <b>100</b> |

Tabel 9 : Intimation Method

Intimation method used to inform the user about the E- services in the library is shown in the graph 8



Graph 8 : Intimation method

From the Data collected and responses received it is observed that majority 73 (91.25%) of the College Libraries Intimate there groups of users by displaying about the new launched e-services on the notice board.

35 (43.75%) are the College Libraries Intimate the e-services to there users by sending e-mails to the individual users.

18 (12.5%) of the College Libraries Intimate by sending message to users on Mobil Phone.

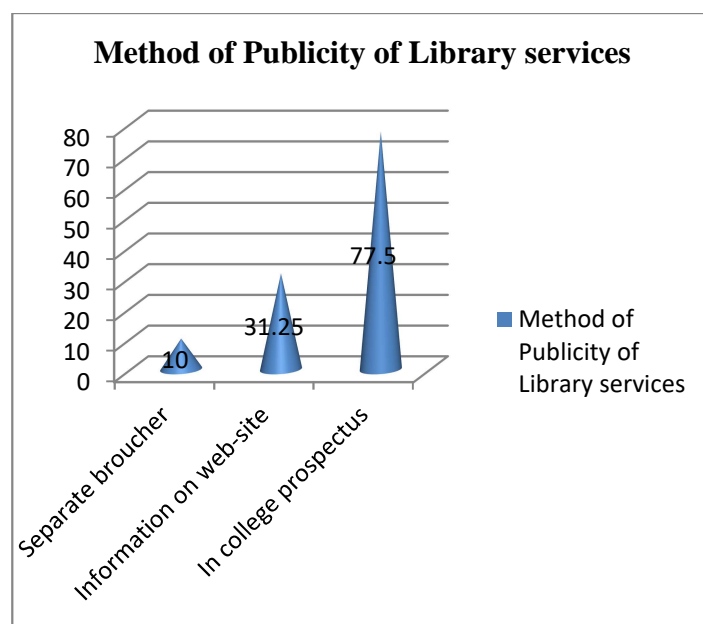
10 (12.5%) of the College Libraries Intimate to users on Mobil Phone and by sending SMS and make use of social Network like What’s App on the Mobil Phone.

9.14 Method of publicity of library services

| Sr.No. | Method of Publicity of Library Services | Responses Received | Percentage |
|--------|---|--------------------|------------|
| 1      | Separate Boucher                        | 08                 | 10.00      |
| 2      | Information on Web-Site                 | 25                 | 31.25      |
| 3      | In College Prospectus                   | 62                 | 77.50      |
|        |   | <b>80</b>          | <b>100</b> |

Table 10 : Method of Publicity of Library Services

Method of publicity of the library services is shown with the help of graph 9



Graph 9 : Method of publicity of library services

From the responses received it is observed that majority 62 (77.5%) of the College Libraries provides the information of the Library services in the College prospectus.

25 (31.25%) of the College Libraries has kept the information of the Library activities on the College Web-Site.

Whereas 8 (10%) of the College Libraries has the separate boucher of the Libraries activities and services provided in the Library.

### 9. Major findings of the study

1. Most of the College Libraries have started Computerization from the year 2006-2010 and 2011-2016, almost 50% of the College has started Computerization in this period.
2. It is observed that more than 50% of the Colleges 60 (75.00%) used SOUL 2.0 Software. SOUL 2.0 Software is the Software specially designed by INFLIBNET for the College Libraries are recommended by the University for the affiliated Colleges.
3. Circulation Module 46 (57.50%) is being mostly used in the College Libraries.
4. Documents are provide in digitize form 26 (32.50%) of subject Syllabus in college libraries.
5. It is observed that 52 (65%) College Library provide Electronic Journals, 51 (63.50%) Libraries E-books as e-resources in the libraries.

6. It is noticed that 39 (48.75%) of the College Libraries share Online Journals on the N-List.
7. It is observed that the majority of the College Library Staff 57 (71.25%) get the individual training in the Library from the expert Staff member or the outside person gives them the training regarding the use of the software and other daily routine work by using Computer.
8. It is on observed that 34 (42%) College Library Staff is ready to adopt the new technology and make use of Computers in the Library.
9. 73 (91.25%) of the College Libraries Intimate there groups of users by displaying about the new launched e-services on the notice board.
10. It is observed that majority 62 (77.5%) of the College Libraries provides the information of the Library services in the College prospectus.

### 10. Conclusions and Suggestions

E-service for library will not only improves the image of the library services, but also provides an additional service to the users with the existing staff. It provides equal opportunities to all staff members for organizational learning, reengineering and benchmarking. There are so many library automation software's available in the market, choosing one of the best library automation

software for existing library, keeping in mind the need and requirement of the features/ functions for providing best e-services to the library users are the need of hour today.

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