Electronic Information Resources in Rajiv Gandhi Institute of Medical Sciences (RIMS) Library in Srikakulam Distract-A.P: An Enquiry into its Nature and Problems Relating to Effective Delivery of Services

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Abstract

Rajiv Gandhi Institute of Medical Sciences (RIMS) library are easy access to information and resources with the unprecedented growth of information, proliferation of knowledge and ever increasing needs of readers, library users demand use of Information and Communication Technologies (ICTs) to avail modern library services. RIMS library also create digitized resources by digitizing their in-house print resources. Alongside, both promoting of EIRs and delivering access to EIRs are also important to the RIMS library. The ultimate aim of the RIMS library is to build a balanced collection of EIRs in terms of quality and quantity as well as to ensure the optimum utilization of these EIRs by providing fast and easy delivering access to the end users.

Keywords: RIMS, EIR, ICT, Digital Information, Digitized resources, M.B.B.S, automation, Infonet.

1. Introduction

Rajiv Gandhi Institute of Medical Sciences (RIMS) library are important centers of various academic and research-based activities and they perform an indispensable role in successfully attaining the academic objectives of the concerned mother institutions and this successful pursuit of objectives can be realized only through developing and maintaining rich library collection of resources along with proffering seamless service along with wider and easy access to information and resources with the unprecedented growth of information, proliferation of knowledge and ever increasing needs of readers, library users demand use of Information and Communication Technologies (ICTs) to avail modern library services. So, in order to meet the requirement of the library users, library introduces various ICT based services. Hence, today's information handling technologies have significantly influenced the basic nature of traditional print- based library and have created electronic, digital and virtual library containing Electronic Information Resources (EIRs) like e-books, e-journals, databases, etc. The ultimate aim of every RIMS library to provide quick and comprehensive access to EIRs available in and accessible to the RIMS library by using the best possible tools and techniques of ICT as the application of ICTs has a profound impact on delivering access to EIRs. Moreover, delivering access to EIRs is another important and essential task to the RIMS library as unless and until proper IT infrastructure and facilities relating to easy access to EIRs (remote access facility, federated search facility, etc.)

2. Objectives of the study

1. To identify the present collection status of electronic information resources (EIRs) available in and accessible to the RIMS library.
2. To study the nature of EIRs available in and accessible to the RIMS library.
3. To know the present practices for promoting EIRs adopted by the RIMS library.
4. To find out the problems relating to effective delivery of EIR services faced by the RIMS library.
5. To ascertain the users' opinion about the availability of EIRs in the RIMS library.
6. To suggest measures for the improvement of delivery of services of EIRs in the RIMS library.

3. Significance of the study

EIR has emerged as an important resource to all categories of users like students, research scholars, faculty members and staff members in the RIMS library. Most of the RIMS library has access to EIR collection of different kinds from different sources. They subscribe to/ purchase EIRs individually and/ or have access through consortia. Moreover, RIMS library also create digitized resources by digitizing their in-house print resources. Alongside, both promoting of EIRs and delivering access to EIRs are also important to the RIMS library. The ultimate aim of the RIMS library is to build a balanced collection of EIRs in terms of quality and quantity as well as to ensure the optimum utilization of these EIRs by providing fast and easy delivering access to the end users. The study assesses the collection of EIRs and their services, intends to investigate the present practices adopted for promoting EIRs; and also makes an attempt at ascertaining the satisfaction level of users over EIR collection and its delivering access available in the RIMS library in Srikakulam.

4. Review of Related Literature

The systematic survey of related literature was carried out with a view to understand the state-of-art of the topic as well as to get a hold on the previous studies undertaken nationally and internationally.

Kaur and Nandan (2016) studied the use of online databases by the science research scholars of Guru Nanak Dev University (GNDU). Their research explored the methods of learning skills for using databases among users, frequency of using online databases, purposes thereof, success-rate in finding the desired information, problems encountered in using online databases and usefulness of information availed there from. The study also analyzed whether the online databases adequately provided for the requirements of the research scholars.

Nwabueze and Urhiewhu (2015) in their paper "Availability and use of digital information resources by undergraduates of universities" studied the availability and use of digital information resources by undergraduates of universities in Delta and Edo states, Nigeria and focussed the use of Digital Information Resources (DIRs) available in those institutions and mapped the hindrances towards proper and efficacious use of Digital Information Resources (DIRs) by undergraduate students there.

Chohda (2015) examined the impact of e-resources on university library. His paper explored the various e-resources and databases available in Punjab University Library and studied the importance of and preferences about e- resources. The purposes and problems faced by the post-graduate students and research scholars while accessing online resources were also identified.

Patra (2014) in this context, it is seen that the RIMS libraries too are not the out of this recent trend of developing EIR collection for providing e-information services to their users. Consequently, in the present day, RIMS libraries have concentrated on having access to EIR collection more and more in different modes from different sources in addition to the print resources because of the perceived benefits of EIR such as easy access to information and its comprehensiveness. The RIMS libraries, therefore, have access to EIRs through consortia and/or they subscribe to and/or purchase EIRs individually; alongside creating EIRs by digitizing their in-house print resources.

Dubey (2013) in his study "A study of collection of e-resources and user's service in university library of Purvanchal (Eastern) U. P." considered 06 (six) state universities (Government universities) in eastern Uttar Pradesh. He made a detailed scrutiny of the policies and procedures of collection development of electronic resources. The study also discussed the e-resource collection development aspect and the user's spectrum in the development of e-resources policies and procedures in university library in (Eastern) U. P. including the effect of IT electronic- resources on collection building programme.

Naga and Sten (2012) focused on the awareness and accession of electronic resources in the NEHU Central Library by the post-graduate students in four different schools comprising different departments. The

purposes of seeking information, formal and informal sources used by the students in searching the relevant information etc. were studied in the paper. It also discussed frequency of the students' visit to the library and tools used for searching the information. The study was carried out to assess the level of awareness of students and their access to electronic resources available through the North Eastern Hill University Central Library.

5. Methodology

Scope and coverage of the study: Based on the availability and accessibility of EIRs in the RIMs College library on the internet were broadly classified into three categories namely e-journal, e-book and database for convenience of the study. Further, database collection was categorized into bibliographic, full text and numeric database. Moreover, digitization of in-house print resources of the RIMs College library had been termed as 'digitized resource' in this study and it is another kind of EIR available in the RIMs College library was also taken into consideration here. In addition to these, various modes of access right to EIRs and various modes of availability of EIRs were also covered in this study.

Methods: In this study, the higher sample size i.e. 139 was taken, the library users having EIR collection on the basis of proportion of category-wise membership. The distribution of total respondents i.e. 139 were as follows: 22 faculties, 95 M.B.B.S students, 12 M.D Students and 10 others from the RIMs College library users having EIR collection in Srikakulam, Andhra Pradesh- India.
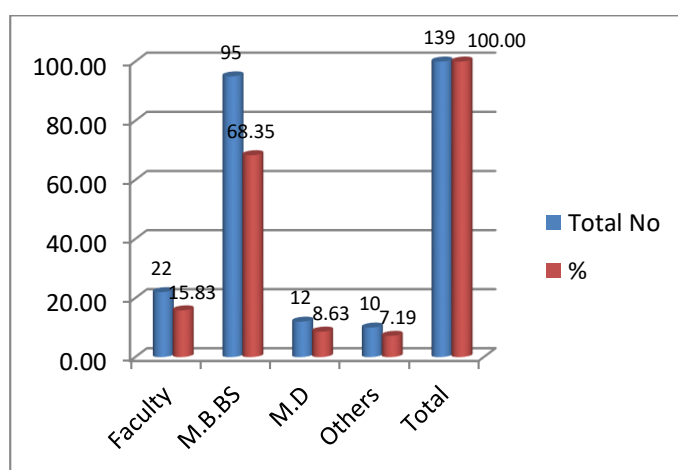
6.1. Data Analysis and Findings

The result shows in the survey library survey of users focuses on strength of users and faculty and library staff. It also presents RIMS college library sources, services, ICT infrastructure, status of automation, Internet facility, membership in networked services, network facility awareness and opinion about information. The study tried to exhibit methods of information in tables 6.1.

Table-6.1: Category wise Distribution of Respondents

S. No	Category	Total No (%)
1	Faculty	22 (15.83)
2	M.B.B.S	95 (68.35)
3	M.D	12 (08.63)
4	Others	10 (07.19)
	Total	**139 (100.00)**

Table-6.1: Category wise Distribution of Respondents

The category wise distribution of respondents reveals that among them nearly 68 percentage of them are belongs to M.B.B.S and reaming percent (nearly 16%) of the users present faculty, M.D users present (nearly 9%) and others present (above 7%) users. It is evident that the M.B.B.S respondents are more then they compared to other users.
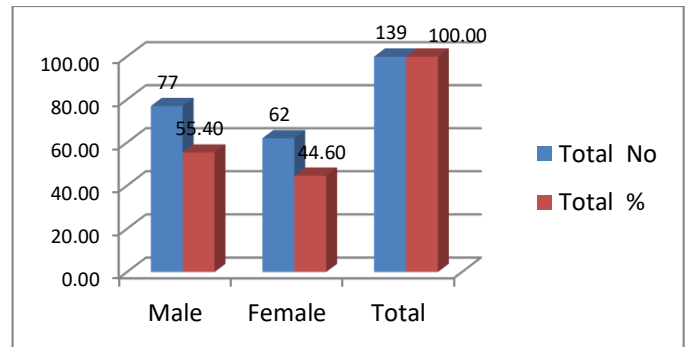
6.2. Gender wise Frequency Distribution of Users

Gender has an important role in all activities. In the present study, the male and female users are very anger to know about the latest technology and up-to-date knowledge. Faculties are having very high end knowledge in their respective fields of studies. They are guiding the users to achieve their academic goals in a stipulated time frame by providing the required information. To give more insight into the variables of the male and female users are presented in table-6.2.

Table-6.2: Gender wise Frequency Distribution of Users.

S. No	Gender	Total No %
1	Male	77 (55.40)
2	Female	62 (44.60)
	Total	139 (100.00)

Figure-6.2: Gender wise Frequency Distribution of Users

The Gender wise distribution of respondents reveals that among them above 55 percent of them are belongs to male and reaming percent (above 44%) of the users represent those to female users. It is evident that the male respondents are more when they compared to female users.
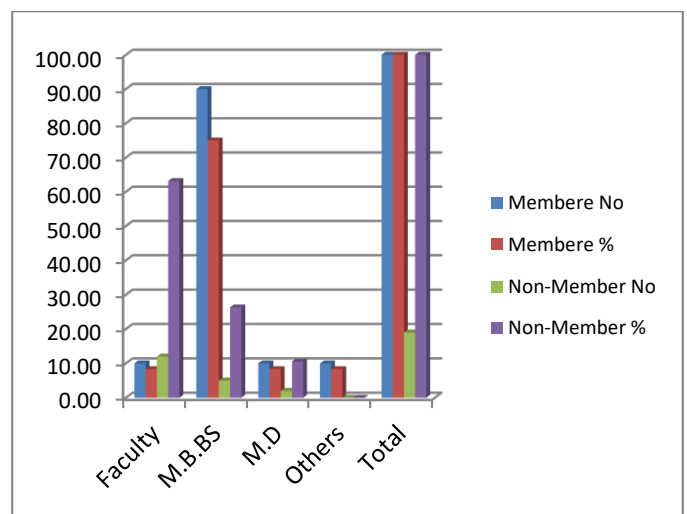
6.3 Membership wise Frequency Distribution of Users

Rajiv Gandhi Institute of Medical Sciences (RIMS) library are providing their membership and non membership. A membership is a cluster made up of two or more individual institutions, companies, or Governments that work together to accomplish a common purpose, Rajiv Gandhi Institute of Medical Sciences (RIMS) library that contributes in membership pool resources but is otherwise only responsible for the obligations that are set out in the membership agreement. The following table will explain membership details in various memberships available.

Table-6.3: Membership wise Frequency Distribution of Users

S. No	Category of users	Members (%)	Non-Members (%)	Total No (%)
1	Faculty	10 (08.33)	12 (63.16)	22 (15.83)
2	M.B.B.S	90 (75.00)	05 (26.32)	95 (68.35)
3	M.D	10 (08.33)	02 (10.53)	12 (08.63)
4	Others	10 (08.33)	00 (00.00)	10 (07.19)
	Total	120 (100.00)	19 (100.00)	139 (100.00)

Figure-6.3: Membership wise Frequency Distribution of Users

Above explained regarding the status wise opinion about membership wise frequency distribution of users. Highest percent of responses from the member M.B.B.S users (nearly 68) that they are taking membership, followed by the second highest percent (16) of them are faculty members, Third position of the percentage (nearly 9) of them are M.D, Lowest percentage (7) of them are others respectably.

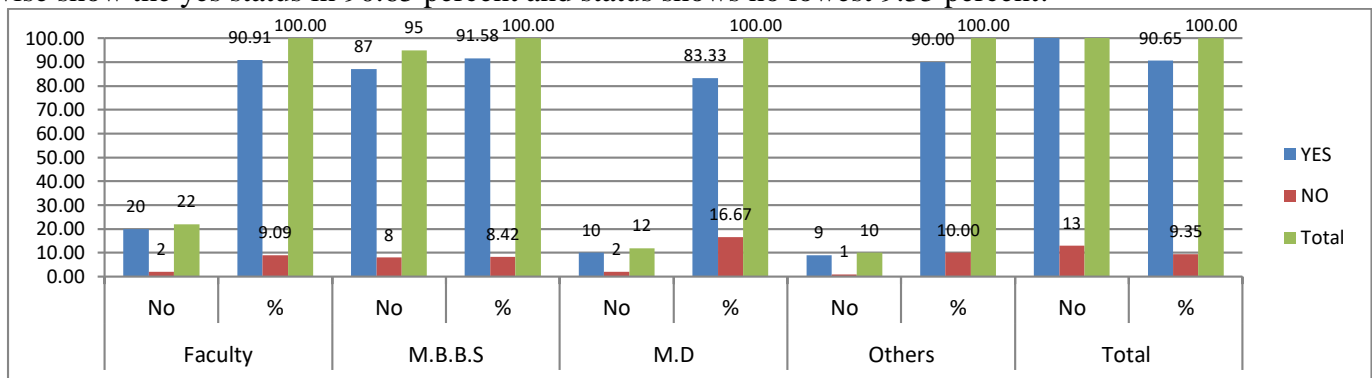## 6.4. EIR Access wise distribution of respondents

Rajiv Gandhi Institute of Medical Sciences (RIMS) library are providing their EIR Access. EIR Access is a cluster made up Governments that work together to accomplish a common purpose, Rajiv Gandhi Institute of Medical Sciences (RIMS) library that contributes in EIR Access wise distribution of respondents. The following table will explain EIR Access details in various categories available.

Table-6.4: EIR Access wise distribution of respondents

S. No	Status	Category				
		Faculty (%)	M.B.B.S (%)	M.D (%)	Others (%)	Total No (%)
1	YES	20 (90.91)	87 (91.58)	10 (83.33)	9 (90.00)	126 (90.65)
2	NO	2 (9.09)	8 (8.42)	2 (16.67)	1 (10.00)	13 (9.35)
	Total	22 (100.00)	95 (100.00)	12 (100.00)	10 (100.00)	139 (100.00)

The study made an attempt to evaluate the electronic information resources in Rajiv Gandhi Institute of Medical Sciences (RIMS) sources in this selected library. To establish the electronic information resources four variables listed in the above table. The data analysis shows the yes variables the highest 90.91percentage of faculty, lowest percent 83.33 of M.D, followed by 91.58 percent of M.B.B.S and 90 percent of others. The data analysis shows the no variables the highest 16.67 percent of M.D, lowest percent 8.42 of M.B.B.S, followed by 10 percent of others and 9.09 percent of faculty.

The study concluded on electronic information that the EIR access an important role in the library wise show the yes status in 90.65 percent and status shows no lowest 9.35 percent.

Figure-6.4: EIR Access wise distribution of respondents

6.5: EIR Access facilities wise distribution of respondents

Table-6.5: EIR Access facilities wise distribution of respondents

S. No	EIR access facilities	Yes (%)	No (%)	Total (%)
1	Wi-Fi enabled campus	120 (86.33)	19 (13.67)	139 (100.00)
2	Wi-Fi enabled library	100 (71.94)	39 (28.06)	139 (100.00)
3	24X7 access to digitized resources	*110* (79.14)	*29* (20.86)	139 (100.00)
4	CD Net facility	130 (93.53)	9 (6.47)	139 (100.00)
5	Storing online EIRs in local server/ storage for future use	115 (82.73)	24 (17.27)	139 (100.00)
6	Preservation of digitized resources to increase their life span	110 (79.14)	29 (20.86)	139 (100.00)
7	Remote access facility	80 (57.55)	59 (42.45)	139 (100.00)

The data analysis shows the above table EIR access facilities yes variables in highest percent 93.55 of CD Net facility, lowest percent 59.55 of Remote access facility, followed by 86.33 percent of Wi-Fi enabled campus, 82.73 percent of Storing online EIRs in local server/ storage for future use, 79.14 percentage preservation of digitized resources to increase their life span and 24X7 access to digitized

resources and 71.94 percent of Wi-Fi enabled library EIR access facilities.

The data analysis shows the above table EIR access facilities no variables in highest percent 42.45 of Remote access facility, lowest percent 6.47 of CD Net facility, followed by 28.06 percent of Wi-Fi enabled library, 20.86 percent of preservation of digitized resources to increase their life span and 24X7 access to digitized resources, 17.27 percent of Storing online EIRs in local server/ storage for future use and 13.67 percent Wi-Fi enabled campus EIR access facilities.
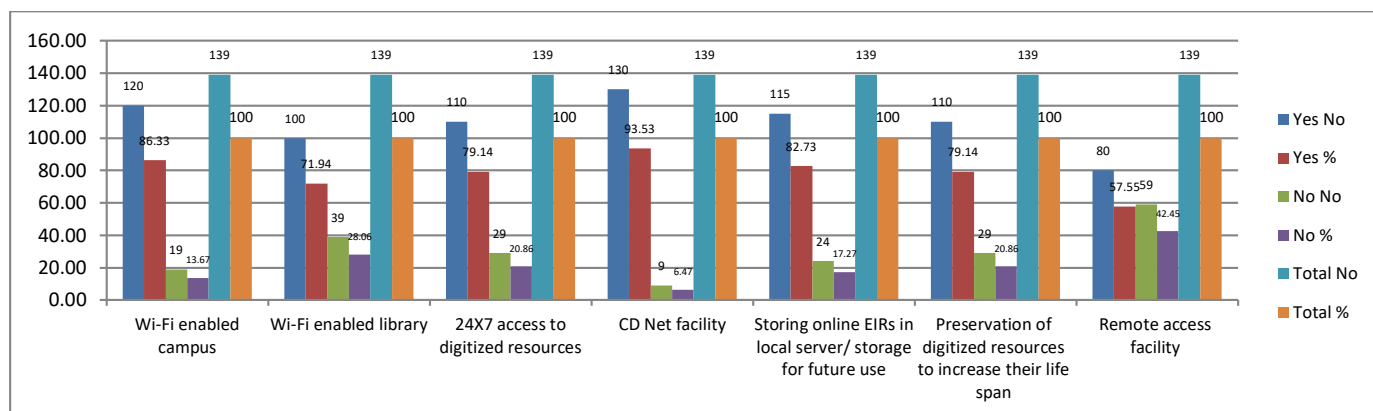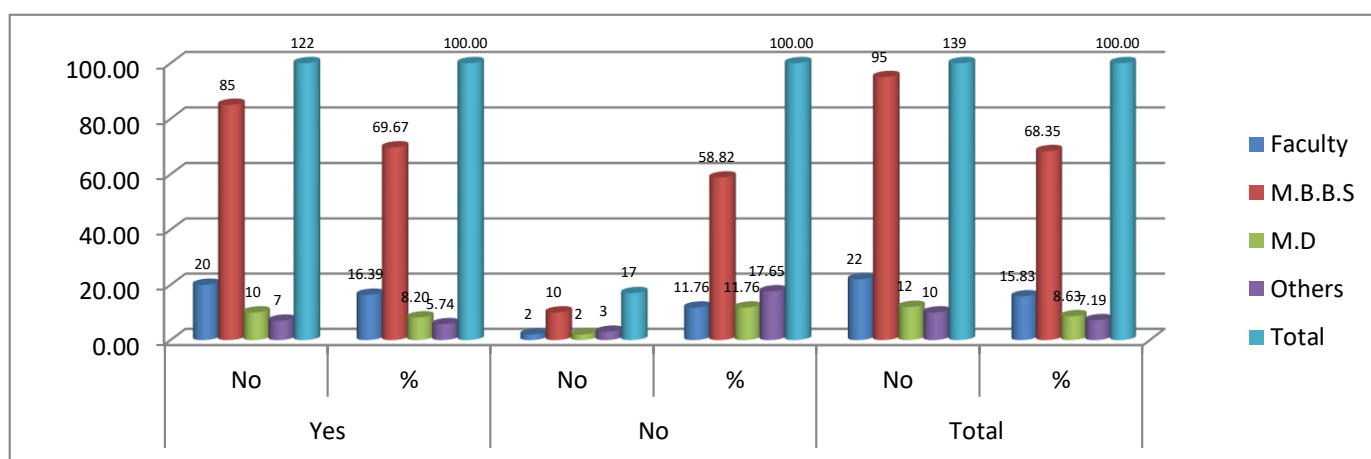

Figure – 6.5: EIR Access wise distribution of respondents

6.6. Delivery of EIR services wise Distribution of Respondents

Table – 6.6: Delivery of EIR services wise Distribution of Respondents

S. No	Category	Yes (%)	No (%)	Total (%)
1	Faculty	20 (16.39)	2 (11.76)	22 (15.83)
2	M.B.B.S	85 (69.67)	10 (58.82)	95 (68.35)
3	M.D	10 (8.20)	2 (11.76)	12 (8.63)
4	Others	7 (5.74)	3 (17.65)	10 (7.19)
	Total	*122 (100.00)*	*17 (100.00)*	*139 (100.00)*

The data analysis shows the above table for delivery of EIR services wise distribution of highest percents 69.67.39 of M.B.B.S respondents and lowest percent 5.74 of others respondents, followed by 16.39 percent of faculty and 8.20 percents of M.D respondents. Delivery of EIR services wise distribution of not respondents in highest percent 58.35 of M.B.B.S respondents, lowest percent not respondents 11.76 of

faculty, followed by 17.65 percent of others and faculty.

Figure- 6.6: Delivery of EIR services wise Distribution of Respondents

6.7. Conclusion

RIMs College library is trying to build their library collection with the combination of print and electronic information resources. Electronic Information Resources (EIRs) are supposed to have more potential for academic support in the college. RIMs college library are presently developing their library resources with substantial EIR collection like e-journals, e-books and databases through individually subscribing and/or purchasing and by accessing through different consortia along with their digitized resources created in-house. The experience of the study of the RIMs College library, srikakualm shows that, with the right combination of sufficient EIR collection and its delivering access, EIRs can be very helpful to the university library users in accessing required information. In the current context, EIR collection and its proper delivering access in the library is an essential constituent of academic infrastructure. As it stands, EIR has established itself as an indispensable resource for RIMs College library and their users. The present study attempts to examine the strength of EIR collection along with the present practices for promoting and delivering access to EIRs adopted by the RIMs College library, Srikakualm. The study also highlighted the importance of library consortia towards development of EIR collection and it is observed that majority of the RIMs college library, Srikakualm had built their EIR collection through consortia in comparison to EIRssubscribed/ purchased individually.

The study has also analyzed and presented the key areas of challenges and problems faced by the RIMs College library, Srikakualm while acquiring and delivering access to EIRs as well as the issues faced by their users while making use of EIRs.
There were some acute problems relating to effective delivery of EIR services faced by the RIMs College library, Srikakualm It is seen that the main problems experienced by majority of the RIMs College library, Srikakualm were insufficient EIR collection, budgetary constraint, lack of skilled library staff, lack of awareness about accessing EIRs and absence of Information Scientist.

Therefore, it may be concluded that the RIMs college library should have access to sufficient number of EIRs along with their previous issues, if any, to provide effective EIR services to users so that users can have the provision to access more number of EIRs easily and effectively. The study has been quite enriching as well as fruitful, as it has revealed and brought to attention the problems associated with effective delivery of EIR services faced by the RIMs College library, Srikakualm and their users. Data were collected keeping in mind the objectives of the study and after due analysis of the data, based on findings, suggestions have been provided for effective delivery of EIR services so that these suggestions may ensure optimal utilization of EIRs in the RIMs College library, Srikakualm.

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