Internet service @ Jain University: A study of SCMS library, Bangalore

Meeramani N
Librarian, SCMS, Jain University
Jayangar 9th Block, Bangalore
n.meeramani@jainuniversity.ac.in

Abstract-The internet has revolutionized the way people access information and has opened new possibilities in areas such as digital libraries, virtual libraries, scientific information retrieval and dissemination. The present study has been carried out for the purpose of taking into account the use of internet by the students of SCMS, Jain University library, Bangalore. The objective is to know the usage of internet resources by the students for their study and research. A well- structured questionnaire was distributed among the students to find out the use of internet facility and its services and resources. It also covers the problems faced by the internet users.

Index Terms: Internet, library, Jain University, SCMS library, facilities, library services, internet resources

1. Introduction

Internet is an essential medium for communicating and interacting with people worldwide. It provides a wealth of information on virtually any topic. It helps the users for sending and receiving formatted messages and files by using electronic mail. It allows two or more users to exchange text, image and audio messages by instant messaging (Deitel, 2008). Internet has converted the whole world into a global information society. It provides the fastest access to the right kind of information to the right user at the right time at any place in the world. It provides access to the most diversified source of information hosted by individuals and various organisationsworldwide on a vast network of servers. In this context, libraries have included internet services with their traditional services for the benefit of their users with regard to study and research. Jain University library in Bangalore applies a systematic approach to involve customers in the service innovations. The scope of the study is limited to the students of school of commerce and management studies in Bangalore.

2. SCMS library @Jain University: An Overview

Jain University is promoted by the Jain University Trust. The Jain University Trust is managed by the JGI group. Headquartered at Bangalore, the JGI Group represents a cluster of 75 vibrant educational establishments. The university offers degrees spanning Languages, Social Sciences & Humanities, Physical & Life Sciences, Engineering Science and Technology, Management and Commerce. Research programs at Jain Uiversity are offered under all the six faculties. The department of Commerce was established in the year 1990 and over the years it has become the mainstay of the Jain University. The faculty of Commerce have won accolades for distinguishing themselves in Commerce and Management education at the under graduate and post graduate level. The centre is equipped with the requisite technological resources and infrastructure including library.

The SCMS library, Jain University, Bangalore established in the year 2010 with wide carpet area of 9200 Sq. feet and seating capacity of 200. The library has a collection of over 26000 volumes and subscribed national and international journals and e-journals. This library is also having the corporate membership of IIMB and British library, Bangalore.

2.1 Special facilities

- Online Public Access Catalogue
- Access to e-resources
- Free internet service
- Photo copying
- Institutional repository
- Inter library loan facility

3. Objectives of the Study

The specific objectives of the study are:

➢ To study the use of internet by the students of SCMS library, Jain University

- To study the various internet resources and services used by the respondents on the internet for various activities of learning and research.
- To identify the different purposes for which internet is used by the
- To understand the opinion of about internet technology in pursuance of their academic and research endeavour.

4. Methodology

The primary data was collected through the questionnaire distributed to 100 internet users aby using random sampling technique at SCMS library, Jain University. Statistical methods were used and the data is represented in the form of charts and tables. Ms Word and Excel applications have been used to tabulate and present the data.

5. Analysis and Interpretation of Data

The survey method using a questionnaire was adopted to collect data from students of different disciplines. A total number of 85 out of 100 respondents returned the filled questionnaires giving a response rate of 85 per cent. The detailed analysis of data collected from the internet users is interpreted in the form of tables and charts.

Table 1. Distribution of Questionnaire

Total questionnaires distributed	100
Users responded	85 (85%)

Source: Primary Data

Table 1 indicates the distribution of the sample. It shows that a total of hundred questionnaires were distributed to the regular internet users of our library. Out of 100 responses 85 (85%) of them have responded.
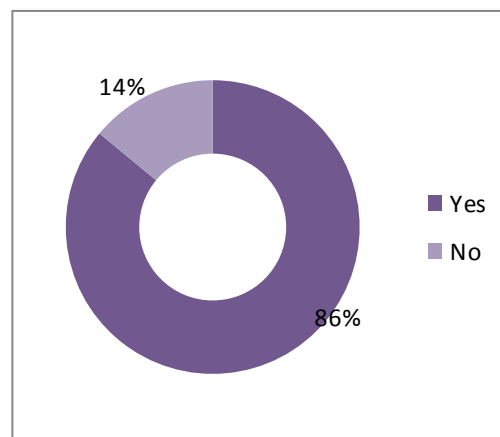
Table 2. Awareness of internet facility

Awareness of internet	No. of respondents	Percentage
Yes	73	86%
No	12	14%
Total	**85**	**100%**

Source: Primary Data

Table 2 shows the data about awareness of the internet facility. 86% of the students are aware of

internet service available in the library whereas 14% of the students have claimed that they are not aware of this facility as they do not visit the library regularly. The data is also presented in figure 1.

Fig. 1 Awareness of the internet facility

Table 3. Usage of internet facility

Usage of internet facility	No. of respondents	Percentage
Yes	68	80%
No	17	20%
Total	**85**	**100%**

Source: Primary Data

Table 3 represents information about the use of internet facility in SCMS library, Jain University. The data shows that 80% of the students are using the internet facility in the library and 20% of the respondents are not using this facility. This study shows that majority i.e. 80% of them are using the internet facility in the library. The student's response towards internet use is also presented in figure 2.
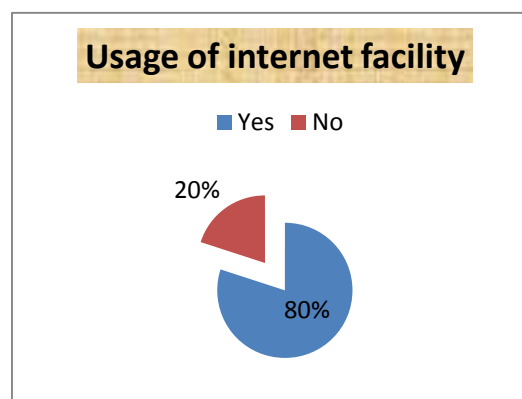

Fig. 2 Usage of internet facility

Table 4. Most useful site used in library

	Most useful sites	No. of respondents	percentage
1	Google	72	85%
2	Yahoo	10	12%
3	MSN	3	3%
4	AltaVista	0	0%
	Total	**85**	**100%**

Source: Primary Data

Table 4 shows that majority of the respondents (85%) use the Google site for their information retrieval, 12% of the respondents use Yahoo and 3% use MSN as a search engine. It also shows that no respondents use the Alta Vista search engine which is old and not as popular as Google, Yahoo or MSN. From this study, we can see that Google is the most useful site. Majority of the respondents i.e., 85% use this site to get the required information. The data is also shown in figure 3.
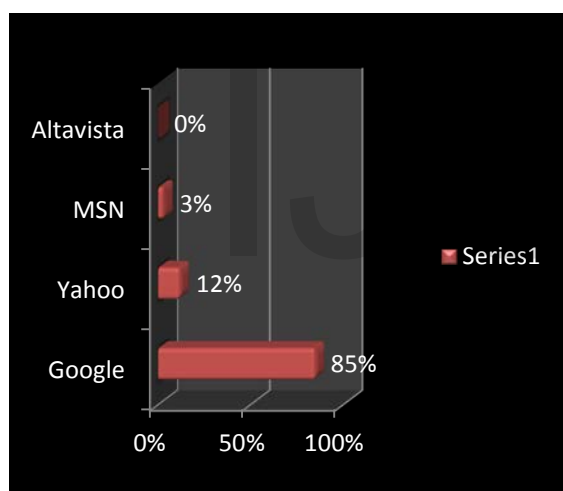

Fig. 3 Most useful site

Table 5. Purpose of using internet facility

Sl. No.	Purpose	Frequency	Percentage
1	To get general information	54	64%
2	To prepare presentations	10	11.5%
3	To write assignments	8	9%
4	To prepare projects	10	11.5%
5	To prepare for examination	3	4%
	Total	**85**	**100%**

Source: Primary Data

Table 5 presents information about user's purpose of using internet. From the above table, it can be observed that 64% of the internet users use the internet services for general information, 11.5% of them use it for presentations, 9% of them use internet services for assignment purposes whereas 11.5% of them use the internet for project preparations and 4% of the respondents opined that they use internet for the preparation of examinations. The data is also represented in graphical form in figure 4.
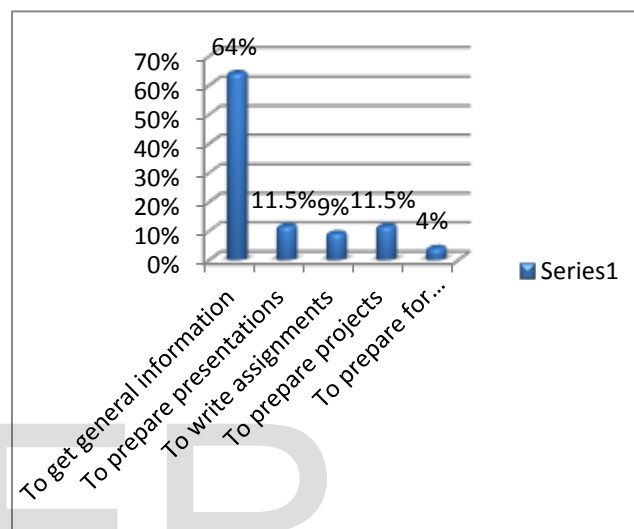

Fig. 4 Purpose of using internet facility

Table 6. Internet access rating

Sl.No.	Ratings	Frequency	Percentage
1	Excellent	12	14%
2	Very Good	44	52%
3	Good	18	21%
4	Satisfactory	8	9%
5	Unsatisfactory	3	4%
	Total	**85**	**100%**

Source: Primary Data

Table 6 shows the user's internet access ratings. It reveals that 52% of the respondents rate the internet access provided by the library as very good, 21% are rate it to be good, 14% rate it as excellent, 9% are satisfied and 4% are unsatisfied. This study shows the internet users are happy with the internet service provided by library with respect to its bandwidth and speed. The data is also represented in graphical form in figure 5.
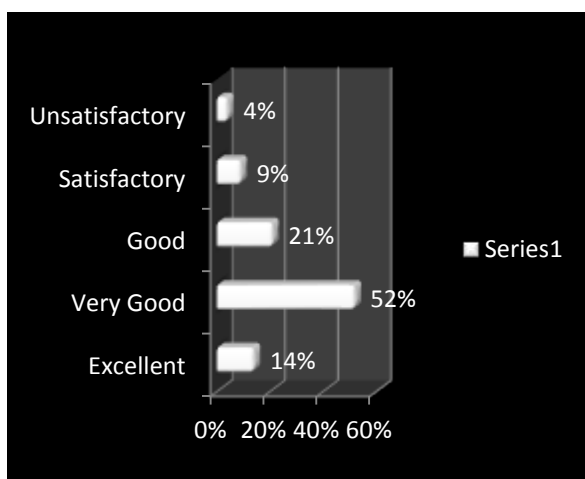
Fig. 5 Internet access rating

6.   Summary of Findings

Based on the results drawn from the data analysis, the following findings have been made.

a)   85% of the students have responded.

b)   86% of the respondents are aware of internet service whereas 14% of the students are not aware of this facility.

c)   80% of the students are using the internet facility in the library and 20% of the respondents are not using this facility.

d)   64% of the internet users use the internet services for general information, 11.5% of them use it for presentations, 9% of them use internet services for assignment purposes whereas 11.5% of them use the internet for project preparations and 4% of the respondents opined that they use internet for the preparation of examinations.

e)   The study also reveals that 52% of the respondents rated the internet access provided by the library as very good, 21% as good, 14% as excellent, 9% as satisfactory and 4% as unsatisfactory.

7.   Conclusion

Internet provides access to the diversified information hosted by individuals and various organizations worldwide on a vast network of servers. It is an integral part of library and information centers that helps in meeting the information requirements of the users in a timely manner. The present study shows that the use of the internet has created a great impact upon college library users and their academic, classroom assignments and research. It also indicates most users use internet facility provided by the SCMS library, Jain University to meet their information requirements.

8.   References

[1]   H. M. Deitel, *Internet and World Wide Web.* Delhi: Pearson, 2008.

[2]   Raman Nair, *lnternet for library and information services.* New Delhi: Ess Ess publication, 1999.

[3]   Manish Dixit, I*nternet: an Introduction..* New Delhi: Tata McGraw-Hill, 1999.

[4]   M.A. Rama and H. Harish,   *Internet and information technology. Bangalore: Subhas Stores, 2008.*

[5]   Syed Osman and M. Basavaraj, "Use of internet by the faculty members of Polytechnic colleges in Yadagir district: A Study", *Proc.62nd ILA Intl.Conf.Gearing up for the future: Library initiatives for digital India*, pp.607-613, 2017.

[6]   B.D. Kumbar, L. Manohar, and B. Anil, "Use of internet resources by the research scholars of science department in Karnataka University, Dharwad: A Survey", *Proc.62nd ILA Intl.Conf.Gearing up for the future: Library initiatives for digital India*, pp.613-621, 2017.

[7]   A. Shazad, Ïnternet facility and usage by the faculty of women's colleges affiliated to KSWU, Bijapur", *Proc. 57th ILA conf. Knowledge society: Innovations in Librarianship (ILAKSIL '12),* pp. 559-567, 2012.

[8]   S. Neena, "Internet: Importance and Usage for library and Information Professionas", *DESIDOC Bulletin of Information Technology*, vol. 21, no. 3, pp. 17-28, available at http://gndec.ac.in/~librarian/sveri/dbit2103017.pdf, May. 2001.

[9]   H. Julia and O. Sarah, "*Internet services: the range available to library users*", *http://www.ukoln.ac.uk/public/earl/issuepapers/range.html*.

[10] H. Akhtar, A.K. Mohd, and F.Z. Nishat, "*The ICT based library and Information services: a case study of B-Schools in Delhi and NCR region*", *http://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=2443&context=libphilprac.2013.*