

Users' Attitude Towards Digital Library Services In Colleges Of Kamrup (Metro) District Of Assam: A Study

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Abstract:

Purpose: The purpose of this study to find out the level of user awareness and level of satisfactions on digital libraries in academic colleges located in Kamrup (Metro) district of Assam.

Methodology: The survey method was used to conduct the present study. The survey was conducted using a structured questionnaire that was designed based on the objectives of the study. Data were collected through personal visits of the investigators to the respondents and telephonic conversations. Total 150 questionnaires were distributed to library user communities to collect the primary data. While 115 filled in questionnaires were received from the respondents.

Findings: This study reveals that the majority of respondents are aware of the digital library services given by their respective college libraries and their level of satisfaction on digital library services are very high.

Originality: This is an original work conducted on the basis of primary data collected from the academic library user community. This study also describes the potential role of digital libraries and how their ease of use and simplicity are attracting more users towards digital libraries. However, a wide range of user awareness is necessary for proper usage of its features.

Keywords: Digital Library; Awareness; Satisfaction; User's Attitudes; Library Services; Digital Services; Digitization; Education.

1 Introduction:

A digital library in a college is a digital repository of educational resources, scholarly materials, research papers, and other digital content that supports teaching, learning, and research activities within the institution. A well-designed digital library can significantly enhance the educational experience at a college by providing a wealth of resources and supporting both teaching and research activities.^[1]

Digital libraries in colleges are becoming increasingly important in modern education. They serve as a valuable resource for students, faculty, researchers and staffs members by providing access to a vast collection of digital resources, including books, journals, research papers, multimedia materials, and more.^[2]

2 Objectives:

The present study is being conducted to achieve the following objectives through increased user awareness of digital libraries in academic colleges:

- To assess the awareness about digital library.
- To know the sources from where users are aware about digital library.
- To know the reasons for accessing digital libraries.
- To know the Frequency of using digital libraries.
- To know the Purpose of using digital libraries
- To assess user's attitude towards digital libraries.

3 Review of the literature:

Aravind, S and Kavitha, R.^[3] (2021) in their article titled "Study on Users Attitude of Digital Library in Engineering College, Coimbatore" intends to investigate the analysis of user behavior towards the digital library at an engineering college in Coimbatore. This article also concentrates on gathering users' perspectives regarding the digital library, their level of satisfaction with its utilization, and the underlying motives for using the digital library.

Atanda, A. D., Owolabi, K. A., and Ugbala, C. P.^[4] (2021) in their research paper titled "Professional Competence and Attitudes of Library Staffs Regarding Digital Services in Chosen University Libraries in Nigeria," investigate the proficiency and outlook of library personnel regarding digital services within specific university libraries in Nigeria. Despite the proliferation of digital technologies in university libraries and substantial investments and research dedicated to digital libraries.

Ghosh, M.^[5] (2009) in her article "Digital infrastructure and attitudes towards access and sharing: A case study of selected engineering libraries in the Maharashtra state of India" investigate the factors of a structural, financial, and technical nature that have prompted academic libraries to contemplate the establishment of statewide consortia. Additionally, this study places emphasis on the viewpoints of librarians regarding the creation of consortia at the state level.

Maurya, R. N.^[6] (2012) in his article "Digital Library and Digitization" explores the concept of a digital library, the significance of digitization, the requirements and process of digitization, challenges encountered during digitization, the hardware and software used in digitization, obstacles faced by library professionals, the unique challenges in digitizing libraries, the role played by library professionals.

Mishra, B. B.^[7] (2017) in his article "A functional Approach to Digital Library in India" places emphasis on the operational dimension of digital libraries. In present day society, digital libraries are assuming a pivotal role in the swift dissemination of information, offering users a diverse range of pertinent and up-to-date information within a brief timeframe.

4 Scope of the study:

The present study focused on assessing user attitudes towards digital library and involved an analysis of data obtained from library users. The major limitation of the present study is that it exclusively examined colleges within the Kamrup (Metro) district areas of Assam.

5 Methodology:

The study is based on a comprehensive survey that was conducted specifically to evaluate the user attitudes towards digital library services in colleges of Kamrup (Metro) district of Assam. The survey was conducted using a structured questionnaire that was designed based on the objectives of the study. The research methodology also includes Oral interview, Telephonic Conversation. Total 150 questionnaires were distributed to library user communities such as teachers, staffs, and students etc. to collect the primary data. After all, total 115 filled in questionnaires were received from the respondents. Finally collected data were analyzed, tabulated and presented in reasonable form.

6 Analysis of data:

6.1 Distribution of Questionnaire and Response Rate:

Table 1: Distribution of questionnaire and response rate

Distribution of Questionnaire (N=150)				
Sl. No	Questionnaire	Teacher	Staffs	Student
1	Total questionnaire distributed	35	30	85
2	Total response received	35	26	54

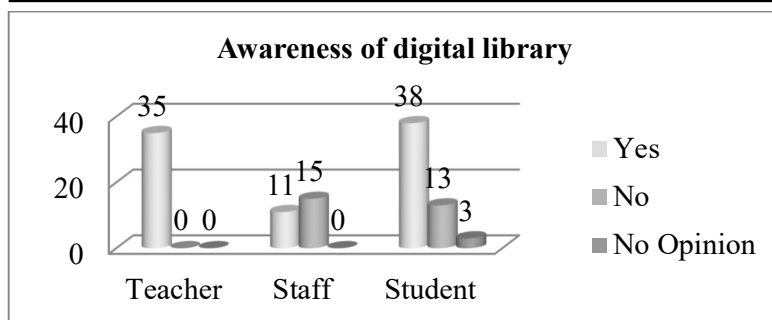
Table 1 reveals that out of 150 questionnaires are distributed to users, 35 (100%) teachers have given response, where 26 (86.67%) staffs have given response and 54 (63.53%) students have given response.

6.2 Awareness of Digital Library:

Table 2: Awareness of digital library

Sl. No	Awareness of DL	Teacher (N=35)	Staffs (N=26)	Student (N=54)
1.	Yes	35	11	38
2.	No	0	15	13
3.	No Opinion	0	0	03

Figure 1: Awareness of digital library



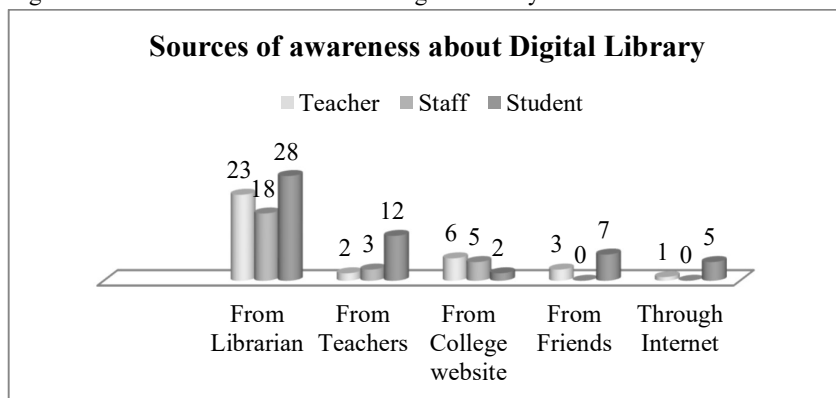
The above table 2 and figure 1 shows that all of the teachers 35(100%) are aware of digital library services, while 11 (42.31%) college staffs are aware of digital library and 15(57.69%) staffs are not aware of digital library. On the other hand, out of 54 student users, 38(70.37%) are aware of digital library services offered by their respective colleges; while 13(24.07%) students are not aware of digital library and 03(5.56%) say they have no opinion.

6.3 Sources of Awareness about Digital Library:

Table 3: Sources of awareness about Digital Library

Sl. No	Sources	Teacher (N=35)	Staffs (N=26)	Student (N=54)
1.	From Librarian	23	18	28
2.	From Teachers	02	03	12
3.	From College website	06	05	02
4.	From Friends	03	0	07
5.	Through Internet	01	0	05

Figure 2: Sources of awareness about Digital Library



The above table 3 and figure 2 reveals important data on the sources of awareness about digital libraries among library users; the table shows that 23(65.71%) teachers, 18(69.23%) staffs, and 28(51.85%) student users are aware from librarians their respective colleges. While, 2(5.71%) teachers, 3(11.54%) staffs and 12(22.22%) student users are aware from teachers of their colleges, 6(17.14%) teachers, 5(19.23%) staffs and 2(3.70%) students are aware from college website. Whereas, 3(8.57%) teachers and 7(12.96%) students are aware from their friends. However, 1(2.86%) professors and 5(9.26%) student users are aware due to internet searches.

6.4 Reasons for Using Digital Library:

Table 4: Reasons for using digital library

Sl. No	Reasons	Teachers (N=35)		Staffs (N=26)		Students (N=54)	
		Yes	No	Yes	No	Yes	No
1.	More Informative	29	06	12	14	47	07
2.	More Useful	23	12	08	18	51	03
3.	Easy to Use	22	13	05	21	32	22
4.	Cost Effective	26	09	09	17	35	19
5.	Time Saving	30	05	14	12	44	10

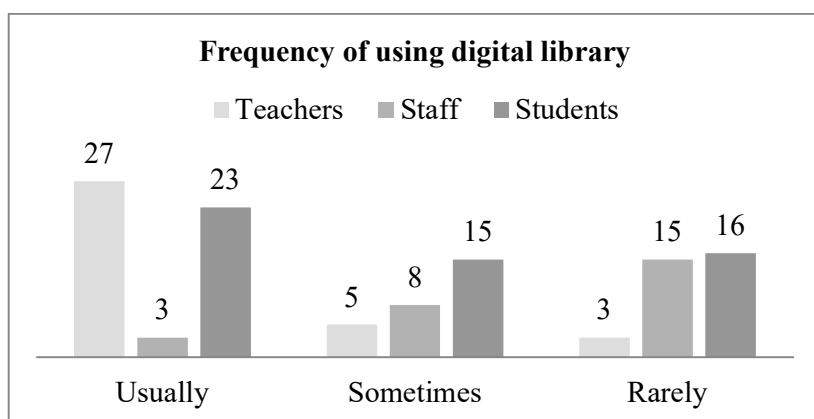
The above table 4 reveals that 29 (82.85%) teachers, 12(46.15%) staffs, and 47(87.04%) student users are feels that digital library resources are more informative. While, 23(65.71%) teachers, 08(30.77%) staffs and 51(94.44%) student users are feels that digital library resources are more useful, 22(62.86%) teachers, 5(19.23%) staffs and 32(59.26%) students are says that digital libraries are easy to use. Whereas 26(74.29%) teachers and 09(34.62%) staffs and 35 (64.81%) students are give opinion that use of digital libraries are very cost effective. However, 30(85.71%) professors, 14(53.85%) staffs and 44(81.48%) student users are agree that it is very time saving.

6.5 Frequency of Using Digital Library:

Table 5: Frequency of using digital library

Sl. No	Respondents	Usually	Sometimes	Rarely
1.	Teachers (N=35)	27	05	03
2.	Staffs (N=26)	03	08	15
3.	Students (N=54)	23	15	16

Figure 3: Frequency of using digital library



The above table 5 and figure 3 reveals that 27 (77.14%) teachers, 03(11.54%) staffs and 23(42.59%) students usually use digital library. 05(14.29%) teachers, 08(22.22%) staffs and 15(27.78%) students use the digital libraries sometimes, and 03(8.57%) teachers, 15(57.69%) staffs and 16(29.63%) students use the digital libraries rarely.

6.6 Purpose of Using the Digital Library:

Table 6: Purpose of using the Digital Library

Sl. No	Purpose	Teachers (N=35)	Staffs (N=26)	Students (N=54)
1.	To use e-books	11	06	32
2.	To consult periodicals	15	14	12
3.	To consult reference materials	02	02	03
4.	To get current information	04	01	05
5.	To recreation purpose	03	03	02

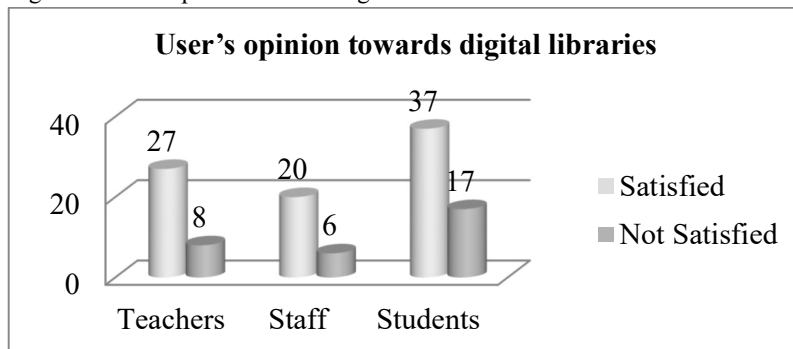
The above table 6 reveals that 11(31.43%) of teachers, 06 (23.08%) of staffs and 32(59.26%) of students are using digital library to access e-books, 15(42.86%) of teachers, 14 (53.87%) of staffs and 12(22.22%) of students are using digital library to consult periodicals, 02(5.71%) of teachers, 02 (7.69%) of staffs and 03(5.56%) of students are using digital library to consult reference materials, 04(11.43%) of teachers, 01 (3.85%) of staffs and 05(9.26%) of students are using digital library to get current information, 03(8.57%) of teachers, 03 (11.54%) of staffs and 02(3.70%) of students are using digital library to recreation purpose.

6.7 User's Opinion towards Digital Libraries:

Table7: Users opinion towards digital libraries

Sl. No	Users opinion	Teachers (N=35)	Staffs (N=26)	Students (N=54)
1.	Satisfied	27	20	37
2.	Not Satisfied	08	06	17

Figure 4: Users opinion towards digital libraries



According to table 7 and figure 4, 27 (77.14%) teachers are satisfied with digital library services, while 08 (22.86) teachers are not satisfied with digital library services. 20 (76.93%) staffs are satisfied with digital library services, while 06 (23.07%) staffs are not satisfied. On the other hand, 37 students (68.52%) are satisfied with digital library services, while 17(31.48%) students are not satisfied.

7 Findings of the study:

1. According to the findings of the study, 100% of teachers are aware of the digital library services given by their respective colleges, and 70.37% of students are also aware about digital libraries.
2. The majority of 65.71% teachers, 69.23% staffs, and 51.85% student users learned about digital library services from librarians of their respective college library.
3. The 77.14% of teachers, 11.54% of staffs, and 42.59% of students regularly utilize the digital library. While, 8.57% of teachers, 57.69% of staffs, and 29.63% of students use digital libraries very rarely.
4. The majority of 59.26% of students are using digital library to access e-books, while, 42.86% of teachers and 53.87% of staffs are using digital library to consult periodicals.
5. The maximum numbers of 77.14% of teachers are satisfied with digital library services, whereas 22.86% are dissatisfied with digital library services. Staffs satisfaction with digital library services is similarly high at 76.93%. Whereas 68.52% of students are happy with digital library services, 31.48% are not.

8 Conclusion:

Digital libraries have transformed the way colleges provide information and promote learning and research. They provide convenience, accessibility, and an extensive range of resources that can improve the educational experience for students, teachers as well as staff members. To get the full benefits of digital libraries, colleges must invest in robust infrastructure, content curation, and user training.

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