

User perception on Electronic resources and services in National Defense University Library Islamabad, Pakistan

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Abstract:

This paper is based on the perception of users about the Electronic resources and services offered by National Defence University Islamabad. For conducting this survey, a structured questionnaire was designed and tested through library experts, after few recommendations/corrections being made by the experts, this questionnaire was distributed among 200 library users at National Defence University of them 163 have returned, with a response rate of 81.5 percent. Data were analyzed using Software Package for Social Science (SPSS). Efforts have also been made to examine the obstacles/hurdles being faced by the patrons, while utilizing library services and electronic resource. The key findings of this paper represent, that majority of the users are aware about electronic resources available at NDU. The respondents recommended that there must be proper training program for the new entrants of the University. They also recommended that access to electronic resources may not be restricted to university premises only, the range should be extended to their homes and hostels. Some senior researchers and faculty members demanded for subscription of more databases for better research activities.

Keywords: 1. Digital Libraries; 2. NDU Digital Library; 3. Electronic resources;

Introduction and Literature Review:

The 21st Century has witnessed a great alteration in the field of Information and Communication Technologies (ICTs). The usage of electronic resources and its awareness has become indispensable for the researchers to overcome these challenges. The information explosion has adversely affected the behavior of information seeker to get the desired material in short span of time. In changing nature of library services, developed countries have adopted a new trend via electronic resources and services. In this scenario, developing countries are trying to overcome such challenges; Pakistan is one of them to follow the footstep of developed countries for effective use of electronic resources and services in its libraries. The user perception about electronic resources has become an enigma across the country, but, there are proper institutes conducting research in both at provincial and federal level. The Electronic Information resources are far better than Printed information sources in traditional library services.¹ Electronic resources and services can include an information resource, such as an on line/off line database, virtual help desk, provided via a network, local area network, intranet, or the Internet.² In Electronic system information is stored via various modes like CD-ROMs, OPAC, E-journals, E-books, computer networks, Online Databases and can be made easy through Electronic system.

User perception on Electronic resources and services in National Defense University

To highlight the weak areas and finding out the problems of the researchers while browsing electronic resources was the main purpose of this paper. A study was conducted to determine the level of satisfaction with current e-resources using the questionnaire tool among the students & faculties of Krishnasamy College of Engineering & Technology Library, India. Nearly 150 questionnaires were distributed among the faculty and students, and 118 (78.7%) were responded. The study found that the overall assessment of service quality and user satisfaction was rated as moderate.³ A survey in International Islamic University, Malaysia was conducted to find out the usage of electronic resources which is relevant to computer literacy among the academic members included students and staff. The feedbacks of respondent about electronic resources were satisfied and their interests were to have more information regarding electronic resources and services.⁴ The electronic resources are the integral part of information sources and users are seeking quick information of their interest. In this regard, the electronic resources are playing an important role.⁵ The studies reviewed above show that research on user satisfaction with electronic resources and services provided by university libraries in Pakistan is justified and no study has been conducted on their nature. To evaluate the effectiveness of the services in Electronic mode being provided by National Defence University library for their users, an attempt has been made to prove the strength and weaknesses of the users while browsing these electronic resources.

Brief overview of National Defence University:

The National Defence University is a public-sector University, which came into being in 1963 at Quetta, Pakistan. In 1995, it was shifted to its current location in the foothills of Margalla, Islamabad. The Government of Pakistan upgraded the NDC to the National Defence University in 2007 by the then president of Islamic Republic of Pakistan Mr. Pervez Musharaf. The University is presiding by the Lt. General, known as the President of National Defense University. The University is affiliated with Ministry of Defence of Pakistan and offering different courses in social and military sciences. Three popular colleges are affiliated with National Defence University which are Navy war college Lahore, Army Staff and command college Quetta and PAF Air War college Karachi, Pakistan.⁶ The Library of the National Defence University was founded in 1970. It has now become one of the most excellent academic and research libraries of Military Institution of Pakistan and the capital as well. The total Collection of this library is blend of printed and electronic materials which are included Books, Research Papers, Curriculum and other journals, Newspaper Articles national and international, digital databases those are 40 in numbers. The library stocked comprise 96,000 books and related journals in printed form while 70,000 eBooks, 120,000 Research Articles and 150,000 Newspaper articles are comprising in the Database of National Defence University Library.⁷ The Digital Library, provided by Higher Education Pakistan (HEC) is another augment which includes 42,000 eBooks and millions of articles in various disciplines.⁽⁸⁾ Apart from that a Washington based NDU Digital library right to use has also been given to NDU Library Pakistan which included 7,000 professional journals and eBooks on multi discipline of subjects included military aspects, nuclear studies defense & security studies, International Relations, Political

sciences, Peace & Conflict studies, Economics, Governance and Public policy, Pakistan affairs, Islam, etc.⁽⁹⁾ By its user friendly and attractive services, the library is playing a pivotal rôle in research support activities. The Library is using Libmax software (locally designed) and carrying out both facilities automation and Digitization. The software was launched in 2009 for electronic and printed resources both. The library is now the hub of research for its students and faculty members. The training on electronic resources are given to users from time to time, but still many of our users are not using such services, this paper aimed at showing of the weaknesses and lack of knowledge regarding Electronic resources provided by National Defence University, Pakistan to its students and faculty members. The study further scrutinizes how users will obtain the facilities and services provided by NDU.

Purpose of the Study:

To evaluate the perception of users about electronic resources and services at National Defence University Islamabad was the main objective of this paper, however the general purpose of this paper is:

1. To examine the awareness level of users regarding electronic resources and services being offered by National Defence University Library.
2. To know the Information literacy of users regarding electronic resources and services
3. To overcome the hurdles/obstacles while browsing electronic resources being offered by National Defence University Library.

Research Questions:

Following research questions were kept in mind while conducting this research:

1. What is the level of user's awareness about electronic resources at National Defence University Library, Islamabad?
2. To what extent the users are satisfied with Electronic resources and services?
3. Whether research objectives of the users have been achieved by using these services?
4. What types of hurdles/obstacles faced by the users while browsing Electronic resources and services?

Methodology:

To achieve the research objectives of study, a semi structured questionnaire was designed to collect data. For the sake of validity, the instrument was tested by top researchers in the library field. After incorporation of the suggested changes by the library scientists, two hundred copies of data collection instrument were printed and distributed among various departments. 163 out of 200 respondents filled the questionnaire and returned to the library. The data were coded and entered the SPSS spread sheet for further transformation. Data on the use of Library awareness of e-resources in the library, use of e-resources and frequency of use were analyzed using descriptive statistics. The factors influencing respondents' use of electronic resources in the Library were identified. In this study, Internet services, Email Services, Online Databases, CD-

User perception on Electronic resources and services in National Defence University

ROM Databases, Virtual/Electronic reference services, SDI, CAS were considered as electronic resources and services.

Significance of the Study:

The significance of this research will bring fruitful solution to the issues of Electronic resources being faced by the users of the community of NDU. It is also expected that this research will be more helpful for the library staff, researchers, higher authority, government agencies and education planners to make it as a background knowledge on similar issues in future. This research is first kind of its nature being conducted at National Defence University Islamabad to highlight the issues while browsing electronic resources in the premises of NDU, as well at their home. This research will also provide guideline to the library staff on various technologies and applications being launched in the library fields.

Data analysis and interpretation:

The study was conducted at National Defence University Islamabad the data is shown in detail.

Table 1/Chart 1: Frequency distribution of respondents' gender

<i>Gender</i>	<i>Frequency</i>	<i>Percent %</i>
Female	67	41.10
Male	96	58.89
Total	163	100
Note: n=163		

Gender Respondent

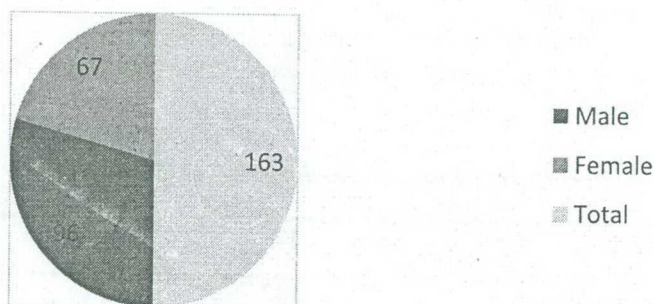


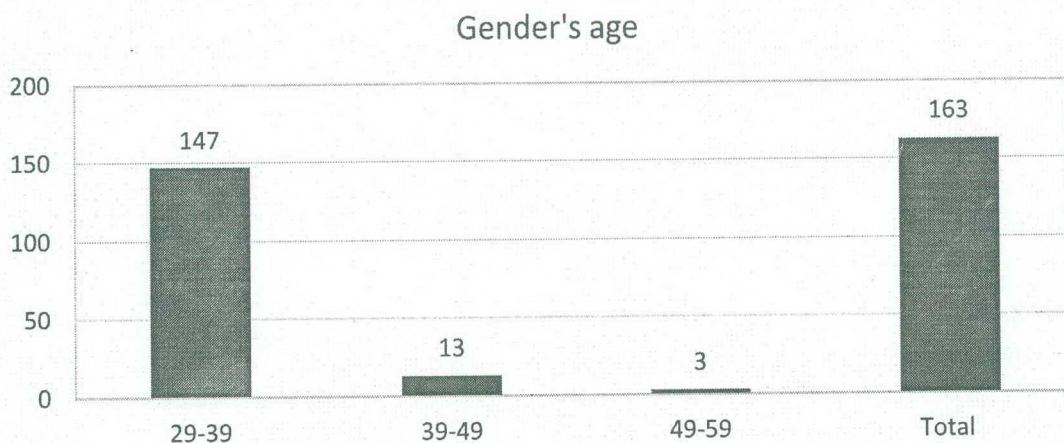
Table 1 shows the study population comprised of male and female in the National Defence University Islamabad. Among the study population (N=163), 96 (58.89%) per cent of the respondents are male and rest are female.

Table 2/Chart 2. Frequency distribution of respondents' age

<i>Age</i>	<i>Frequency</i>	<i>Percent</i>
29-39	147	90.18 %
39-49	13	7.97 %
49-59	03	1.84 %
Total	163	100

Note: n =163

Note: Due to rounding percentage do not always equal 100



Respondent's age group:

Table 2 and Chart 2 shows that a clear majority (nearly 90.18 %) of the respondents belonged to the age group 29-39; (7.97%) were from age group 39-49, and only three (1.84%) were above 50 years.

Table 3. Frequency show the participants awareness about Electronic Services

<i>Services</i>	<i>Yes</i>	<i>%</i>	<i>No</i>	<i>%</i>
NDU Digital Library	147	90.18	16	9.81
HEC Databases	111	68.09	52	31.90
NDU Library Online Public Access Catalogue	118	72.39	45	27.60
Email Service/Current Awareness	107	65.64	56	34.35

User perception on Electronic resources and services in National Defense University

Service
Note: n =163

Note: Due to rounding percentage do not always equal 100

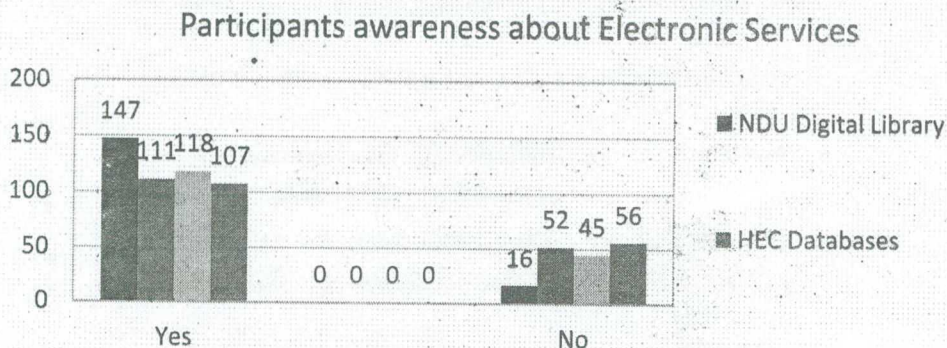


Table 3 and Chart 3 show that 147 (90.18%) respondents were aware of the NDU Digital Library while 16 (9.81%) were not aware of it. It is a positive sign towards the use of NDU Digital Library services. 111 (68.09 %) were aware about HEC Databases however 52 (31.90 %) were not aware about HEC Databases which indicates further improvement through training program. The access to HEC Databases has been given by Higher education commission of Pakistan to NDU. Regarding awareness about NDU Library, Online Public Access Catalogue respondents ratio in yes were 118(72.39%) while 45 (27.6%) were unaware about such services, while Email Service/Current Awareness Services being provided by NDU Library Islamabad, the awareness about OPAC in yes were 107 (65.64%) while 56(34.35%) showed that they are not awareness about these kind of services, which needs to be improved.

Table 4. Frequency of Participants who used the Electronic services

<i>User perception on Electronic Services</i>	<i>Respondent answer is Yes</i>	<i>Percentage in Yes %</i>	<i>Respondent answer in No</i>	<i>Respondent answer in No %</i>
NDU Digital Library	132	80.98	131	80.36
HEC Digital Library	83	50.92	80	49.07
NDU Library Online Public Access Catalogue	94	57.66	69	42.33
Email Service/Current	101	61.96	62	38.03

Awareness Service

* Note: n =163

Note: Due to rounding percentage do not always equal 100

Participants who used the Electronic services

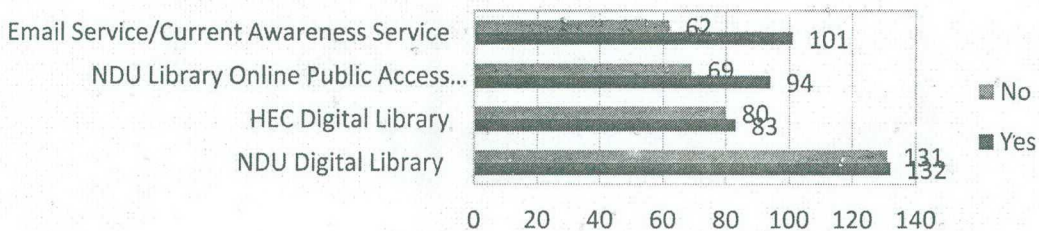


Table 4 and Chart 4 Shows the respondent ratio About the use of electronic resources provided by NDU Library Islamabad. Awareness about digital library shows that 132(80.98%) are using these services while 131(80.36%) don't know how to use these services. It means that users are less aware about Digital library at NDU. The ratio in HEC Digital Library is also needs to be improved 83 (50.92%) are aware about HEC Digital Library however, 80(49.07%) needs to be trained about exploring databases provided by HEC (Pakistan). In OPAC, 94 (57.66%) said yes and are browsing OPAC provided by NDU, whereas 69(42.33%) are not aware how to use OPAC. Email Service/Current Awareness Services are providing by NDU Library to its members of them, 101 (61.96%) are getting these services but, 62(38.03) are not availing these kinds of services which needs to be improvement. Overall the awareness services about electronic resources are not up to the entire satisfaction of library users and proper trainings are required to make them able to use these kinds of services.

6.7. Table 5: Frequency distribution of electronic resources' usage by respondents

Usage of Electronic Services	Frequency	%
Daily	47	28.83
2-3 Times per Week	40	24.53
Weekly	35	21.47
Fortnightly	10	6.13

User perception on Electronic resources and services in National Defense University

Monthly	06	3.68
Rarely	19	11.65
Twice in a semester	06	6.13
	163	100
	%	

Note: n =163

Note: Due to rounding percentage do not always equal 100

Electronic resources' usage by respondents

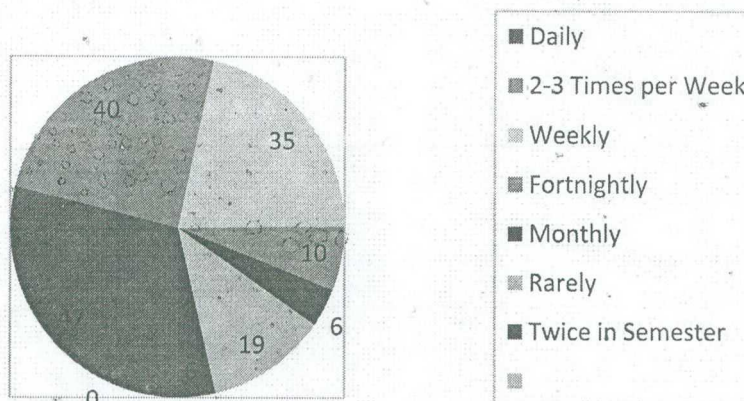


Table 5 and Chart 5 show that majority 47 (28.83%) of the respondents are using the library on daily basis, 40 (24.53%) are using 3 times in a week. However, the frequency of Library usages suggests that most of the respondents do not use the Library regularly. In fact, only 53.37 % of them reported using the Library daily, weekly or twice a week.

Table 6: Frequency Distribution of perceptions of users of NDU Library about Electronic services and usage?

Statements	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
1. Electronic catalogue is easy to use	60	72	24	5	2

2. Library web pages are informative, helpful, easy-to-use	54	80	18	10	1
3. Library provides good Internet facility	51	72	7	27	6
4. Library staff is respectful and helpful	86	63	6	5	3
5. NDU Digital Library Services provide authentic information	53	74	32	4	0
6. Library provides access to adequate electronic journals for research and information	40	80	29	10	4
7. Current Awareness Service/ Selected Articles Service is good initiative	70	59	32	2	0
8. Orientation Services are informative and understandable	50	75	29	6	3

Note: n =163

Note: Due to rounding percentage do not always equal 100

The above Table 6 indicated the perception of users about electronic services and its usage. The result highlights that many users are satisfied with Electronic services. About the Electronic catalogue usage 132 (80.98 %) respondents appreciated that catalogue searching is easy to use, however 4.29 % out of 163 were little bit confused to use it. In answering about library web page are informative and helpful, the ratio of respondents was 134(82.20%) whereas 11(6.74%) respondents were not satisfied which needs to be improved in future. The respondents query about Internet facilities being provided by NDU Library were satisfied, 123 (75.46%) believed net is working good however, only 33 (20.42%) were not satisfied with Internet facilities at NDU Library. Library staff is playing a key role in imparting services the opinion about the library staff the 149(91.41%)respondent was satisfied and appreciated that the staff inside library is respectful and helpful, however, 8 (4.90%) were not happy with the attitude of library staff which needs to be improved in future. The respondent's ratio about NDU Digital Library Services

User perception on Electronic resources and services in National Defense University

provide authentic information were satisfactory 127(77.91%) believed the digital library provides authentic information whereas, only 4(2.45%) were disagree with this statement. In answering about Electronic and research journals the respondent ratio was 120(73.61%) which is a good indication for the library but keeping in mind the ratio of 14(8.51%) users, for which we should provide them further training to browse and show them the latest journals for which access has been given by NDU Washington and HEC Digital library. The current awareness and selected article services are good initiative the ratio of 129(79.14%) respondents believed these kinds of services are good and up to the mark, however only 2 (1.22%) users are unaware which needs to be included in such services. About Orientation services the ratio of users was appreciative 125 (76.68%) were of opinions that these services are informative and understandable, whereas, only 9(5.52%) were not satisfied, which needs to be improve in next session. Based on the above opinions we can conclude that the users are highly satisfied with these services, although with few weaknesses in term of Electronic services further improvement is due to satisfy the unaware users about these kinds of services.

Additional comments or suggestions:

In supplementary comments, different opinions were provided by different respondents. 73 out of 163 respondents presented their comments and suggested that more databases of HEC Digital Library, Wi-Fi connection speed, more computers, and proper training for library users may be provided to the library members to promote awareness among them.

Recommendation:

The study revealed that, the following recommendations are therefore required for the further upgrading of Electronic services provided by NDU Library Islamabad. These are

1. -The Electronic services may be made more user friendly.
2. Library staff should plan some periodic training programs and workshop once a month for the students regularly, to facilitate them effectively for optimum benefit.
3. More databases may be requested from Higher Education Digital Library program in order, to access more journals and research articles.
4. Some additional databases related to electronic books and articles may be subscribed.
5. More computers may be placed in the library with increasing numbers of students.
6. Speedy Internet and Wi-Fi for laptop users may be provided.
7. The orientation services at least once in a month may be provided to those students and faculty members whose are not aware about electronic resources and services.
8. The Library staff may be equipped with latest technology by providing them training at National and International level to tackle the challenges being occurred in the modern era of science and technologies.

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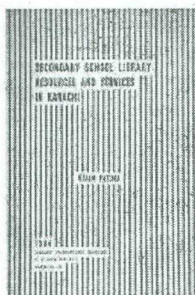
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Reality of Death. Abdul Rehman Aajis, tr. By Dr. G. A.

Sabzwari. 2002: It is a translation of Urdu Book موت کے سانے - Maulana Aajis described in a very distinct manner the belief and concept of death. He-quoted Quranic verses and Ahadith of beloved Prophet Muhammad (Saw) about death, Day of Judgment, accountability, heaven and hell. By reading this book one will get better in performing religious and worldly affairs. Rs. 300.00 \$10.00



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