Use of Jayakar Library Portal: A Survey of Savitribai Phule Pune University

Ms. Manisha B. Mane  
Librarian  
Shri Chhatrapati Shivaji College of Engineering

Dr. B. M. Panage  
Librarian & Head,  
Department of Library & Information Science, Jayakar Library,  
Savitribai Phule University of Pune  
India.

Abstract  
This paper aims to find out the level of awareness and use of library portal by the students of Savitribai Phule Pune University. The survey found that the majority of the students do not use library portal on regular basis. The study also found that the reasons for not using the library portal were lack of awareness, training and guidance, and the lack of contents on the library portal. The majority of the respondents appreciated the efforts of Jayakar Library and library staff with regard to portal provision of various e-resources, subject contents and useful links. A majority of the respondents also expressed that they needed guidance and training for the effective utilization of resources on the library portal.

Keywords: Portals, user studies, library portal

1. INTRODUCTION: The Internet offers a host of ideas, a broad array of information and engaging, interactive opportunities to educators and students. The www has made a huge amount of information electronically available. Portals present information from diverse sources in a unified way. Portal technology provides a central online tool to access and exchange internal information, vendors and resources according to needs, mission and priorities of the library.

Library portals have played a vital role in the advancement of the present education system. The principle benefit of the Library portal is to supplement the formal education system by making knowledge available to all users. It has become increasingly important for libraries to evaluate the usage of portal to verify that the information being provided to their users is pertinent, clearly presented, and internally consistent. It is important to see that the resources and services provided by library Portal are well utilized by the academic communities. This study was done to determine the usage of the library portal by the students and the library to improve the contents available on its portals.
2. LITERATURE REVIEW: Many investigations have been carried out on concepts of the library portal and its implementation and use studies. Lakos, Amos A.\textsuperscript{11} has highlighted the importance of library portal also discussed the power of portals at College and University level. Bhatnagar, Anjana\textsuperscript{3} explores various the web-based services, its necessity and its popularity among users, along with the advantages and disadvantages of web-based resources, Olsen\textsuperscript{13} Augustine and Greene\textsuperscript{1} studied the way users searched information discovering how students search library portal. Letha\textsuperscript{12} highlighted the role of a library portal for various user services. Samyuktha, R.\textsuperscript{15} relates the role of campus portal of the University of Madras in enhancing quality of research; Jange et al.\textsuperscript{9} analyzed the library web portals of academic institutions in Karnataka in order to enhance the effective use of library websites by providing more user-friendly information access to their users. Kanamadi, S. & Kumbar, B.D.\textsuperscript{10} discussed the library portals and the web-based library services expected at management institutes in Mumbai city, Maharashtra State, India along with the suggestions for creation of effective and informative library portal. Elaine and Louise\textsuperscript{5} assessed usability of the academic library portal. The purpose of their study was to access usability of an academic library website and to understand how faculty and students complete typical task using library portal. The authors found that library websites failed to take into account how people approach the information problem. Authors also presented few recommendations to increase the portal usability by overcoming the lacunae in design and development of library portal. Das & Jeevan\textsuperscript{4} in their study evaluated e-portal providing access to e-book such as Elsevier, Science Direct, Project Gutenberg, Digital library of India, University of Virginia Library (E-Text century), and Batlleby.com, using twenty selected parameters; Fatima & Ahmad\textsuperscript{6} found that the majority of the respondents gave average value to their library with regard to portal provision of course material and useful links and also majority of the respondents expressed that they needed instructions and help for the effective utilization of resources on the library portal. Geetha, M et.al\textsuperscript{7} discussed the use of library portal by research scholars and faculty members of Kuvempu University. She found that ‘Research’ is the major reason for use the library portal. Pearson, Green and Pearson\textsuperscript{14} investigated the relative importance of five key criteria for assessing Web usability. These criteria are navigation, download speed, personalization, ease of use, and accessibility. This study utilized a scenario-based, multi-criterion decision making approach. The research indicated that, as expected, ease of use was the criteria that the respondents considered most important in assessing Web
usability. The findings from this study have practical implications for website designers and the results indicated that less effort/resources should be devoted to personalization and customization, and more in making sure that websites are easy.

3. OBJECTIVES OF THE STUDY
The study has the following major objectives.

- To find out the level of awareness and use of library portal
- To know the purpose and frequency of use of library portal
- To know the level of satisfaction of users of Library portal
- To know the users’ opinion regarding usefulness and adequacy of contents/resources on library portal
- To know the barriers faced by the students in using Jayakar library portal.

As the revolutionary change took place in Information and Communication Technologies electronic information and its access has grown thus selection of information sources has become complex. It is essential to consider the opinion of users, usefulness about electronic services before and after designing and implementation of e-services like library portals. There is a noticeable gap in the literature about student perceptions towards electronic information, as Brittain noted, "most user studies have looked at the situation through the eyes of the information professionals, rather than the user" (Bawden, 1990). Thus for the betterment and to increase the productivity by attracting huge number of patrons towards library portal it is essential to study the opinions of users and their views about it.

4. SCOPE AND LIMITATIONS
The study is intended to give an overview of the use of Jayakar library portal by the students of Savitribai Phule Pune University. The study has certain limitations, the geographical area restricted to SPPU campus and the Responses from students who is pursuing Master degree, M.Phil., and Ph.D. Degree from Savitribai Phule Pune University in the academic year 2014-2015.

5. RESEARCH METHODOLOGY:
Researcher used descriptive method of research to find out the awareness and the use of Jaykar Library portal. The present research includes a detailed survey of various departmental students who are pursuing their post graduation from Savitribai Phule university of Pune in the academic
year 2014-15. The data related to the study was collected using a structured online questionnaire prepared through Google form builder. Online questionnaire send to the students through email. The gap was filled up by the researchers through informal interview with the respondents and observation in the library.

6. SIZE AND SAMPLE OF THE POPULATION:
One hundred and ninety questionnaires were distributed through email among the randomly selected university students staying in the university campus. A total of 153 filled in questionnaire were received, out of which, only 148 questionnaires were taken for the study, 5 questionnaires were rejected due to incomplete responses. The overall response rate was 77.89% percent.

7. FINDINGS AND DISCUSSIONS:
The data collected through questionnaire, observations and informal interviews. Analysis of data is the ultimate step in research process. Data collected from the questionnaires were analyzed using in tabular form, along with brief descriptions.

7.1 Distribution of the Respondents:
Researcher collected data from various departmental students of pursuing Master, M.Phil. and Ph.D. Degree in Savitribai Phule Pune University campus.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Course</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Master Degree</td>
<td>70</td>
</tr>
<tr>
<td>2</td>
<td>M.Phil.</td>
<td>32</td>
</tr>
<tr>
<td>3</td>
<td>PhD.</td>
<td>46</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>148</td>
</tr>
</tbody>
</table>

Table No. 1. Distribution of Respondents
Table no. 1 and Figure no.1 depicts that in the overall respondents, 70 were Master Degree Students (47%), 32 were M.Phil. Students (22%) and 46 were Ph.D. Students (31%)
7.2 Awareness of the Library Portal:

It is evident from the Figure no. 2 that 67.14 per cent Master Degree, and 71.87 per cent M.Phil. students and 67.39 Ph.D. Students are aware about Jayakar library portal. Remaining 32.85 per cent Master Degree students, 28.12 per cent M.Phil. students and 32.60 percent Ph.D. students are not aware about Jayakar Library portal.
The above figures reveals that majority of the Savitribai Phule Pune University students are aware about Jayakar Library portal. Only a few percentages of the respondents were not aware about the library portal.

7.3 Frequency of Use of Library Portal

Respondents were asked to indicate frequency of their use of Jayakar library portal. The frequency of Master Degree, M.Phil. and Ph.D. students varied regarding the use of library portal. Table 3 shows that 31.91 per cent Master Degree Students, 30.43 M.Phil students and 29.03 per cent Ph.D. students used two to three times in a week followed by 27.65 per cent Master Degree, 30.43 M.Phil. students and 22.58 Ph.D. scholars use it at every two weeks.

![Frequency of Use of Jayakar Library Portal](image)

Figure 3. Frequency of use of Jayakar Library Portal

Frequency Master Degree (n=47), M.Phil. (n=23) Ph.D.(n=31)

None of the students from Master Degree, M.Phil and Ph.D. course is visiting Jaykar Library portal daily.

7.4 Mode of Access to Library Portals

Table no 2 shows that majority of the Masters, M.Phil. and Ph.D. students i.e. 70.85 search for it by name through a Web search engine also use it by following a link to the library portal from university home page.

Table 2
Table No.2 Mode of Access to Library Portal

Only 13.68 per cent respondents responded that they type in URL to go directly to the site. Hardly 12.14 per cent students have bookmarked it on their web browsers as a favorite site. Only one student responded that he used portal site as his home page and using his personal home page to link the site directly.

### 7.5 Use of Information Sources, resources and Services Provided through Jayakar Library Portal

Table 2 shows the frequency of use of Jaykar library portal by the students. It was observed that 50 percent students very often made use of free resources on Jaykar Library portal. Total 42 per cent Master, M.Phil. and Ph.D. students browse curriculum related resources on Jaykar Library Portal. 32.67 per cent Students very often use web OPAC, 21.71 per cent of E-books, 27.72 per cent of E-Journals, 31.68 per cent Online Subscribed databases and Union catalogue of thesis, 13 per cent Union Catalogue of Worlds Libraries. 10 per cent students expressed that they never used electronic services like OPAC & E-books, 7 per cent never used Union catalogue of thesis, Electronic Directory and other digital collection. 2 per cent students admitted that they have never used free resources available on Jaykar library portal. Table 5 also shows that the average number of M.Phil. and Ph.D. students used most of the services occasionally followed by rarely. On the other hand Master Degree students very often used free electronic journals (44.68 per
cent) followed by curriculum related resources, OPAC and other Subscribed databases. As compare to M.Phil. and Ph.D. students Master Degree students rarely browse the portal for browsing online catalogue of thesis.

**Table 3**

<table>
<thead>
<tr>
<th>Resource Services</th>
<th>Master Degree</th>
<th>M.Phil</th>
<th>Ph.D.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browse of Library Portal services</td>
<td>Very Often</td>
<td>Occasionally</td>
<td>Rarely</td>
</tr>
<tr>
<td>OPAC</td>
<td>15 5 10 9 8</td>
<td>8 5 5 3 2</td>
<td>10 9 8 3 1</td>
</tr>
<tr>
<td>E-books</td>
<td>8 12 8 7 4</td>
<td>7 7 3 2 10</td>
<td>9 7 4 1</td>
</tr>
<tr>
<td>E-Journals</td>
<td>10 17 8 7 5</td>
<td>7 8 5 2 1</td>
<td>11 7 7 5 1</td>
</tr>
<tr>
<td>Online Subscribed Databases</td>
<td>14 16 8 6 3</td>
<td>6 5 7 3 2</td>
<td>12 9 6 3 1</td>
</tr>
<tr>
<td>Union Catalogue of Thesis</td>
<td>12 12 16 5 2</td>
<td>5 9 4 2 3</td>
<td>15 9 5 2 0</td>
</tr>
<tr>
<td>Union Catalogue of Worlds libraries</td>
<td>7 18 11 7 4</td>
<td>3 12 4 2 2</td>
<td>4 5 8 # 2</td>
</tr>
<tr>
<td>Electronic Directory</td>
<td>9 14 13 5 6</td>
<td>6 8 2 4 3</td>
<td>5 9 13 3 1</td>
</tr>
<tr>
<td>Curriculum Resources</td>
<td>18 13 10 4 2</td>
<td>11 4 4 2 2</td>
<td>13 10 6 1 1</td>
</tr>
</tbody>
</table>
7.6 Relevancy of Resources Available on Library Portal

Figure no. 4 shows that 42.57 per cent of Masters, M.Phil, and Ph.D. students strongly agreed with the resources available on the library portal whereas 29.70 per cent Masters, M.Phil, and Ph.D. students agreed with the relevancy of resources available. Further, 13.86 per cent Masters, M.Phil, and Ph.D. students were neutral regarding the relevancy of resources available on the library portal. Only 7.9 and 5.94 per cent students respectively responded that they are disagreed and strongly disagreed about the relevancy of the resources available on the portal.
7.7 Need for Training and Guidance

University students were asked whether they need training and guidance for browsing of library portal. It is discernible from the figure no 5 that 56.09 per cent of Master Degree, 60.86 M.Phil. and 51.61 per cent of Ph.D. students strongly agreed with the opinion that the training and guidance can improve the efficiency of use of library portal.

![Need for training and guidance](chart)

Figure No. 5. Need for Training and Guidance

While 36.58 per cent Master Degree, 30.43 per cent M.Phil. and 45.16 per cent of Ph.D. students agreed for conduction of training and guidance program for effective use library portal resources. Whereas 4.87 per cent of Master Degree, 4.34 per cent M.Phil. and 3.22 per cent of Ph.D. students were neutral about training and guidance about portal use. A few students i.e. 2.43 per cent Master Degree, 4.34 per cent M.Phil. Students disagreed for conduction of training and guidance program for effective use library portal resources. None of Ph.D. student disagreed the need of training and guidance about portal use.
7.8 OVERALL SATISFACTION WITH LIBRARY PORTAL: To know the overall satisfaction regarding the quality, structure, layout, content and arrangement of links researcher divided it into two parts i.e. Non-content related attributes and Content related attributes.

7.8.1. Satisfaction of Non-content related attributes:
Non-content related attributes are invisible qualities of the web portal. To identify the overall satisfaction regarding the quality, contents and arrangement of links of the Jayakar library portal, students were asked the questions like image quality, layout, arrangement of hyperlinks navigation quality, beauty of the portal, and accessibility issues etc.

![Satisfaction of non-content related attributes](image)

Figure No. 6. Satisfaction of non-content related attributes

Fig no. 6 shows that 40.42 per cent of Master, 39.13 per cent M.Phil. and 38.70 per cent Ph.D. degree students were highly satisfied with Context, structure, layout and organization of portal content followed by Consistency in look and feel, image quality, readability of the font, color of the text, accessibility and aesthetics of Jayakar library portal. A high percentage of Master degree, M.Phil and Ph.D. students were satisfied with the Context, structure, layout and organization of content, arrangement of hyperlinks on portal. On the other hand it was found that a very less percentage of respondents were dissatisfied and highly dissatisfied. The above chart also indicates that only 42.55 per cent Master, 47.82 per cent M.Phil and 35.48 per cent Ph.D. students are satisfied about web portal accessibility. Majority of the responded that few links are
not accessible, some found errors while accessing library portal, few respondent responded that it takes time to open the desire document.

7.8.2. Satisfaction of Content related attributes:

The above figure indicates that only 59.57 per cent Master degree students, 47.82 per cent M.Phil. and 41.93 per cent Ph.D. students were highly satisfied with the availability of free resources on library portal followed by search facility, availability of subscribed resources, presence of other libraries contents like OPACs, Union catalogue of thesis and subject coverage on university library portal. Whereas an average 40 per cent Masters, M.Phil. and Ph.D. students were satisfied with access to full content of resources subscribed by Jayakar library followed by arrangement of hyperlinks. Majority Masters 17.67 per cent students were neutral about the questions regarding the availability of union catalogue of thesis, whereas as average 12 per cent M.Phil. and Ph.D. students were not satisfied about union catalogue of thesis. A few percentages of respondents were dissatisfied with availability of free resources (total 8 per cent), and search facility (total 10 per cent). None of M.Phil. Students responded dissatisfaction about union catalogue of thesis. During informal interviews respondents responded that they are satisfied with the present content available on the library portal. Some of the respondents were unhappy.
with the content available on portal. Few students suggested that there is room for improvement in present portal. They suggested need to add some more features to the present university library portal like Personalization, RSS feeds, meta-searching tools, browsable interface, online reference help to strengthen the present university library portal. Some of the respondents recommended that along with the user personalization university library portal should contain User engagement tools for content creation and exchange. It can also add Online Communities for connecting individuals for online publishing and sharing tools such as blogs, wikis, podcasting, and tagging.

9. CONCLUSION
Library portal has become one of the most commonly used web discovery tool for effective and efficient delivery of information. It not only conveniently delivers electronic resources such as electronic books, electronic journals, online databases, online dictionary, encyclopedia, bibliography, electronic directory, biography directly to the users on their computer screens but also provides a web environment which: enriches learning and research activities by providing timely, convenient access to relevant and appropriate resources and enables users and the library to focus on fruitful use of collections available on portal. The study found that majority of the students use library portals but not on a regular basis. The investigators found that the reason for not using the library portal was lack of awareness and lack of training and guidance. Therefore, it is the need of hour that more and more information literacy programmes should be conducted by university libraries to enable the effective use of library portal. Majority of the students demands educational resources based on curricula along with the video lectures on portal. University libraries need to create and upload relevant e-contents as per their need with simple structure and user-friendly design of the portal.

References:


Follow us on: [IRJLIS](#), [Facebook](#), [Twitter](#)