Perception of Users: An Assessment of Quality of Web-Based Library Services of Indian Institute of Integrative Medicine (CSIR-IIIM), Jammu, India

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Abstract: The purpose of this study was to assess the quality of web-based library services of the CSIR-IIIM, Jammu, India. The study was conducted during the period of Sep. Nov., 2017. A questionnaire was the main instrument for the data collection. A total of 100 questionnaires were distributed, out of which 84 filled questionnaires were received by the researcher. The questions were asked related to the awareness in respect to web-based library services and their perception, opinion or satisfaction level towards the different attributes of web-based library services offered to them. The results of study revealed that though few obstacles hinder the full exploitation of web-based library services like slow internet connectivity sometime, lack of orientation program regularly and etc., yet the users of IIIM library have positive attitude towards web-based library services and they are very much satisfied with web-based library services.

Key words: Library websites, awareness, environment quality, outcome quality, delivery quality, questionnaire

INTRODUCTION

In special libraries the quality of delivery of library services to its users, i.e., scientist is a key factor in determining the quality of the library. With the intervention of technology in libraries, the evaluation of library services has also become very important to assess the quality of library services. Now a days, the special libraries provide access to web based library resources and web based library services. The web-based services which includes web-based reference services, web-based acquisition services, web-based cataloguing services, web-based classification services, web-based periodical services, etc., helps the library to improve its social status.

The rapid improvement of services available through internet has possessed a high risk in preserving the library relevancy as the interest of user shifts towards the information and services provided by different service providers available on internet. Therefore, to overcome this challenge and to maintain the user loyalty, the library to maintain the quality of their web based services by constantly assessing it from time to time.

This study looks at the perception of users for the different criteria of web-based library services offered by CSIR-IIIM library to its users. To mark the perception level of the users the researcher has used three criteria namely web based library services environment quality, web based library services delivery quality and web based library services outcome quality.

Significance: India is a developing country and a development of a developing country basically depends on the quality of the research and development activities taking place in the research institutes of the country. Since, CSIR is one of the top most research and development institute of India and its main aim is to provide a scientific and industrial researcher that maximizes the economic, environmental and human welfare for the people and development of India, therefore, this study is focused on the web based library services of the CSIR-IIIM, Jammu. The use of web to deliver efficient library services is become a trend in the CSIR libraries. To support the growing demand of the users there is a need to upgrade the current library infrastructure facilities in order to transform conventional library resources and services to online information resources and services for providing better services to the library users. The purpose of the study was to find out the awareness level of users for web-based library services and to find out the satisfaction level of with the different attributes of the web based library services.

Literature review: Arif *et al.* (2017) have done a study to assess student's satisfaction with the use of the Allama Iqbal Open University (AIOU) web-based services titles as "Assessing distance education students satisfaction with web-based services: A Pakistani's perspective". The findings of the study revealed that the users of the AIOU

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library were satisfied with the web-based library services except for tracking system of online books, Web- OPAC and web radio service.

Bawalya (2014) has studied the provision of internet and web-based services in his study "internet and web-based library services provision among academic libraries in Zambia: a comparative study of the University Zambia and Copperbelt University Libraries". The finding of study revealed that university libraries have not welcomed technology fully like internet and web in providing online services such as web-based reference services, web-based circulation and web based inter library loans. However, Copperbelt library provide Web-OPAC, online reservation and web-based current services. Islam and Jaber Hossain (2014) studied the status of 57 university library websites in Bangladesh in their study "Marketing Information Resources and Services on the Web". The study examined the extent with which the university libraries websites were utilized for the marketing initiative to promote the collection and services to their clientele and it was found that libraries were not utilizing the websites fully for marketing library resources and services. In fact, the majority of libraries did not provide online information literacy program, access to OPAC, e-Books and have not linked to other libraries and related association. Mahmood and Richardson Jr (2013) investigated 67 US academic libraries listed in the Association of Research Libraries membership in their study "Impact of Web 2.0 Technologies on Academic Libraries: a survey of ARL Libraries". They examined that each library was using some form of Web 2.0 technology such as RSS, social networking sites instant messaging, blogs and wikis. They found the significant positive correlation between the extent of Web 2.0 adoption in libraries and librarians opinion about their advantages. Anunobi and Ogbonna (2012) surveyed use of Web 2.0 application by the librarians in their study "Web 2.0 use by librarians in a state in Nigeria". The finding of the study revealed that the low awareness, lack of computer expertise, motivation, facilities and access restriction were the major challenges in using Web 2.0 tools by the librarians. Balaji and Kumar (2011) surveyed "Use of web technology in providing information services by South Indian technological universities as displayed on library websites". The findings of the study revealed that the most of technological university libraries are still working in the conventional library set up and the here has been a relatively low rate of dispersal of web information services.

MATERIALS AND METHODS

The study opted the subjective approach for the evaluation of the web-based library services which greatly depends on the viewpoint of the ultimate authority of a library, the library user's opinion and their attitude towards the services which thereby helps in determining the degree of success of the library services. The goal of the study includes. To know the awareness of web-based library services. To know the opinion of users for web-based library services environment quality, web-based library services delivery quality and web-based library services outcome quality.

Council of Scientific and Industrial Research (CSIR): Council of Scientific and Industrial Research (CSIR) is an Industrial Research Organization, founded in 1942. It is funded by the Science and Technology Ministry, Government of India and is working as autonomous organization. The main aim of CSIR laboratories is to provide a scientific and industrial researcher that maximizes the economic, environmental and human welfare for the people and development of India.

Indian Institute of Integrative Medicine (IIIM) library: IIIM Jammu is a three storey building and has very rich library resources in terms of books, periodicals, databases and other intellectual materials. Records show that the library was functional in this campus even during the pre-independence years. The IIIM library is known as "IIIM Knowledge Resource Centre (KRC)". The primary objective of the IIIM KRC is to satisfy the information needs of the users by provide them with best and updated resources and services which enable them to themselves abreast with trends and development in the field of biotechnology, Botany, Natural Products Chemistry (NPC) and quality control.

The library has a rich collection of almost 27,500 books, 17000 back volumes, 04 online databases, 03 online archival databases and many other print and e-Resources. The library also offers high range of web-based services to its users.

Analysis and interpretation: Figure 1 shows that the 54% of the IIIM library users were very well aware of the web-based library services and uses them regularly whereas 34% were aware but uses it sometimes on the other hand 4% were aware but never used and 8% have never heard of their library web-based services.

Environment quality of web-based library services: pertaining to the attributes related to the website user interface: Figure 2 shows that 46 user (i.e., 55%) and 42 user (i.e., 50%) users were strongly agreed that the web based services provide trusted information as compared to the internet and online information resources are clearly arranged by subject, respectively on the other
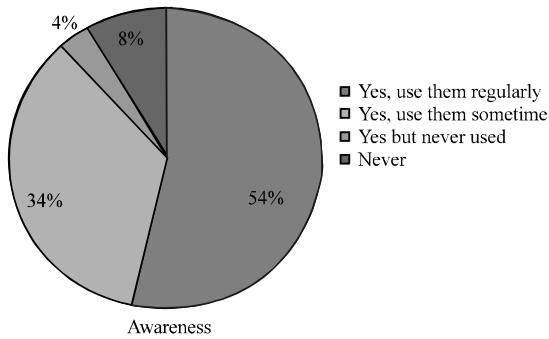
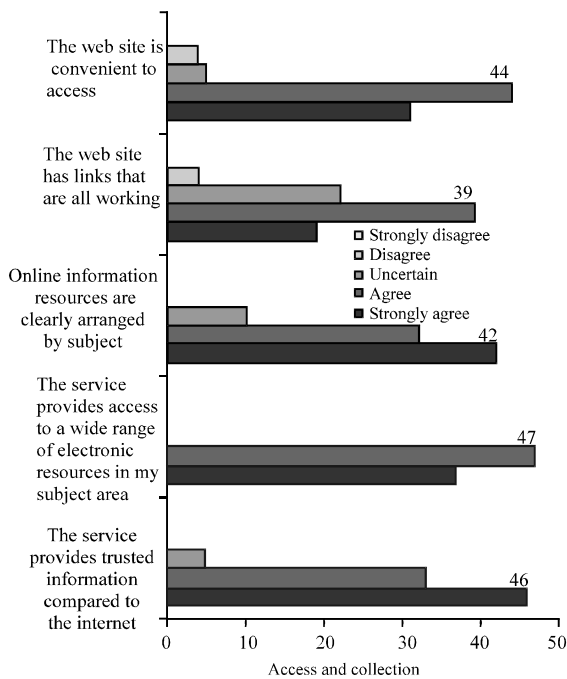Fig. 1: Awareness towards the web-based library services

Fig. 2: Perception toward the access and collection arrangement on library website
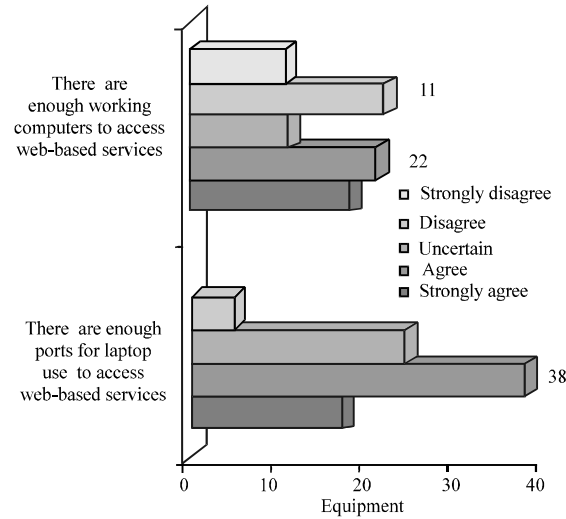

Fig. 3: Perception towards the equipments offered by library to access web-based library services

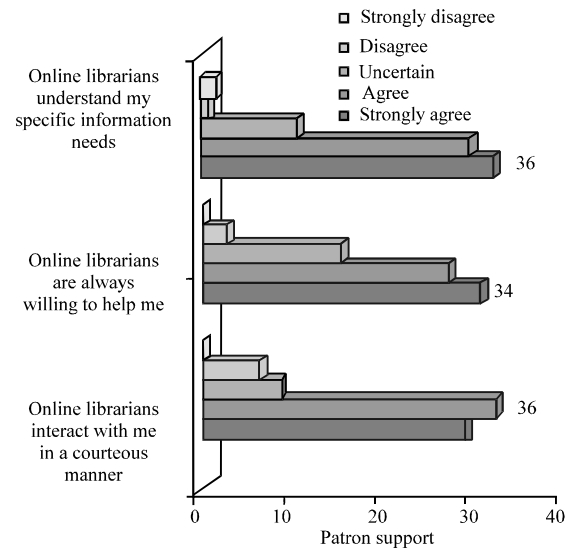Fig. 4: Perception towards the support given by online librarians to its users

hand 47 users (i.e., 56%) 44 users (i.e., 52%) and 39 users (i.e., 46%) were agreed that the service provide access to wide range of electronic resources in their subject are the web site is convenient to use and the web site has all working links, respectively.

Figure 3 shows that 38 users (i.e., 45%) agreed that the IIIM library has enough ports for laptop use to access web-based services whereas 22 users (i.e., 27%) were disagreed that the library has enough working computers to access web-based services.

Delivery quality of web-based library services attributes related to patron and website interaction during the usage of web-based library services.

Figure 4 indicates that 36 users (i.e., 43%) and 34 users (i.e., 36%) were strongly agreed that online librarians understand their specific information needs and are always willing to help them, respectively and 36 users (i.e., 43%) were agreed that online librarians interact with them in courteous manner.

Figure 5 indicates the 45 users (i.e., 54%) were agreed that the library system stores all their preferences to offer them extra information and 44 users (i.e., 52%) were strongly agreed with the fact that they can save their searches and display search
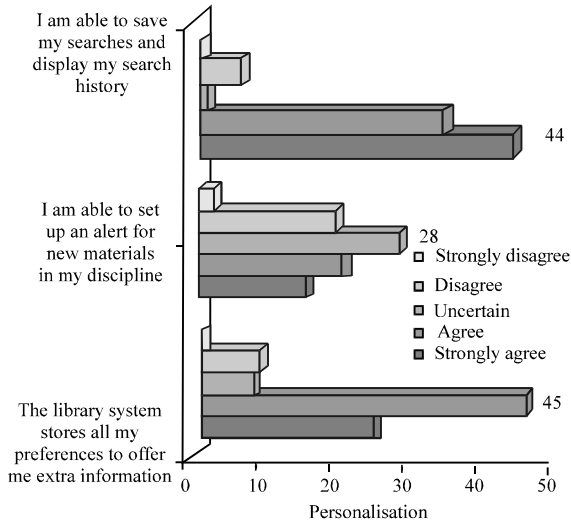
Fig. 5: Perception toward the personalization of the user's activity through web-based library services
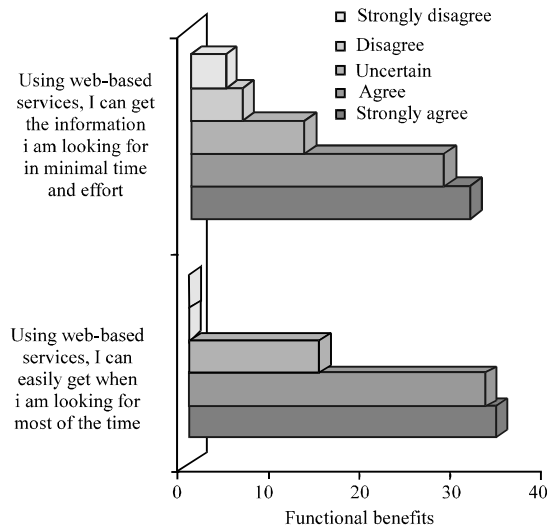

Fig. 7: Perception of users towards the functional benefits they get after using the web-based library services
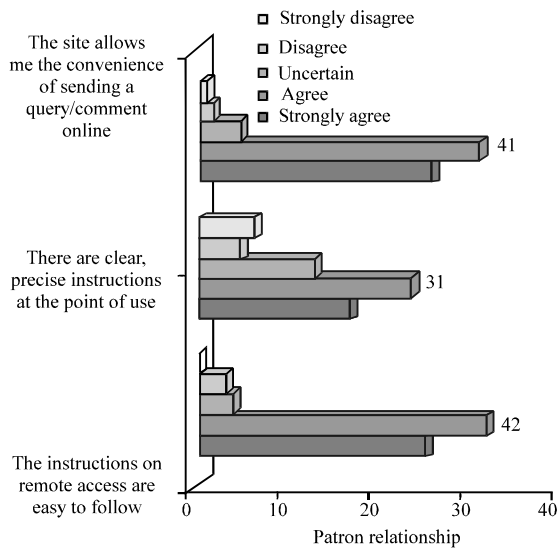

Fig. 6: Perception towards the features user friendly features offered by the website to its user's

Fig. 8: Perception of the users with reliability of the web-based library services

history whereas 28 users (i.e., 33%) were uncertain about to set up an alert for new materials in their discipline.

Figure 6 indicates that 41 users (i.e., 49%), 31 users (i.e., 37%) 42 users (i.e., 50%) were agreed that the site allows them the convenience of sending query online, the clear, precise instructions at the time of use and the instructions on remote access are easy to follow, respectively.
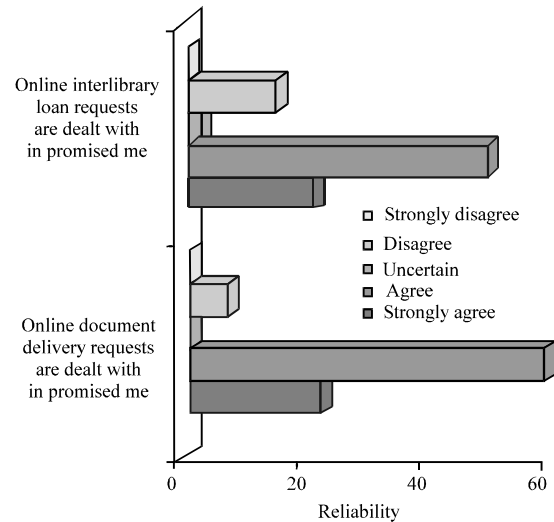
Outcome quality of web-based library services: deals with satisfaction level of the users after delivery: Figure 7 depicts that 32 (38%) users and 35 (42%) users were strongly agreed that using web-based library services they get information in minimal time, effort and most of the time, respectively.

Figure 8 depicts that 57 % users and 68% users were agreed with the fact that online interlibrary loan requests and online document delivery requests were dealt in promised time, respectively.

RESULTS AND DISCUSSION

The traditional method of offering library services has changed drastically in the present scenario to web-based library services. Therefore, the expectations of the users have also changed accordingly. So, it becomes necessary to know that how much users are aware of the institutional web based library services. It was found that the 88% users of IIIM were aware of the web-based library services offered by their library and use them on regular basis. The users of IIIM library are satisfied with the access and collection provided through library website. The users of IIIM library are uncertain about the equipments offered to them by the library as they are not much interested in visiting library.

It was found that most of the users were agreed that online librarians are always willing to help them and interact with them in a courteous manner. Most of the users were agreed that through, web-based library services they could easily get the information they were looking for most of the time and in minimum time and effort, respectively.

The users were agreed that the online interlibrary loan and document delivery services are dealt with in promised time.

CONCLUSION

The web-based library services have made professional life simpler and have become a basic necessity of academic life. The result of the study demonstrate that the user's of IIIM library are well aware of the web based services offered to them via. library and they are exploiting these services to maximum to get the maximum benefits. The study also reveals that the user's perception towards the environment quality, delivery quality and outcome quality of the web-based library services was quite satisfactory. Thus, the researcher concluded that the IIIM library is providing its users the qualitative web-based services.

SUGGESTIONS

Users were asked to suggest the means for strengthening the web-based library services rendered by their library. The following are the major suggestions collected from the IIIM library for improving the web-based library services:

- The users think there should be more hyperlinks to web-based library services
- Bandwidth and wireless connectivity should be increased
- All back-volumes of journals should be available online
- Orientation program or web-based tutorials for users should be organized from more frequently

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