# Use of Internet by the researchers at Central Library, Kumaun University Nainital, Uttarakhand: A Case Study

**Rama Bohra**
Kumaun University, Nainital, Uttarakhand, INDIA

## Abstract

*A case study presented on Internet utilities embedded in Library system has been developed based on the data of 132 researchers of Kumaun University, Nainital, Uttarakhand. Now a days the role of academic libraries has been changed due to ICT revolution. The use of internet by the researchers at Kumaun University Nainital indicates their deep familiarity with internet specifically Google search engine which is favorite among them. Maximum researchers are found to be satisfied with their library staff. It has been found that the emergence of social networking sites like Whatsapp, Orkut, Facebook, and Twitter have reduced the usage of e-mails amongst the researchers and majority of them feel internet is essential for their research work.*

**Keywords:** Information, Technology, Kumaun University, Central Library.

## Introduction

"In today's world Internet facility has grown immensely over the Years"[1]. Internet is a worldwide repository of knowledge bank that allows access to global information at the click of a mouse. Not only has the internet invaded every sphere of life today but it has marched into libraries as well. The internet and associated sophisticated software tools have given the librarian a new dynamic role to play and serve the information society in better ways than before. In this digital age Internet has changed almost every people's life. After the great revolution of ICT, now every person can use internet for their day to day works[2].

Kumaun University Nainital Established in the year 1973 and recognize under section 12 (b) by the University Grant Commission on 30 June 1984. After Inception, University is playing a significant role in higher education and research activities. This university took the lead and became an ideal example for all state universities for regularizing academic session, making education more participatory, creating the serious academic atmosphere which is requisite for quality teaching and excellent research work. It is also generating resources without taxing the students, maintaining strict discipline among them, imposing code of conduct for teachers and establishing strict financial discipline. As a result of overall achievements, the University accredited by NAAC at four-star levels.

**Central Library-** Central library is established in a huge building near the administrative block of the University in the year of 1990 with the financial support of University Grant Commission and State Higher Education Department. The library holds vast collection of approx. 80 thousand books.

Center Library has good number of Reference books including Encyclopedias, dictionaries etc. other than standard text books of different subjects. The library is also subscribing more than 150 National and International printed journals for promoting the research in the University. The library not only is providing research materials to the students enrolled in the University but also to the students from other Universities and research Institutions. University is developing this library as a reference library in this region. This library is having its own LAN (Local area Network) system and also wifi connectivity. Internet facility is available over the LAN network of the library which is basically provided by third party through leased line.[3]

## Literature Review

McClure, Charles R. et.al.[4]: This report discussed the role of public libraries and challenges for public libraries in this digital age. It is also indicate the future role of public libraries in research and education. Toch, M. Uri[5]. In this article focuses on the involvement of public libraries with the Internet. Tillotson, Joy, et.al[6]. This article is an online survey of those users, who use telnet connection through the University library Toronto in Canada. Anawat Chankhunthod, et.al[7]. This paper based on Design and result of a ranked proxy-cache designed to make digital information technology in a better way. G.G. Chowdhury[8]. This article focused on the researchers who are now a days using. Internet and related information services, this paper also discussed that researchers who are using internet increasing day by day. Bertot, John Carlo, McClure, Charles R.[9]. This is a brief narrative description of the journal article, document, or resource. Laura Dassler Wukovitz[10]. This review describes the increasing importance of the Internet demands that toxicologists become

acquainted with its resources. Hood, Anna and Malinowski, Teresa[11]. This Reviews present the book "Serials in the Park: Proceedings of the North American Serials Interest Group, Inc., Eighteenth Annual Conference, June 26-29, 2003, Portland State University, Portland, Oregon. Sarita, Arya12. This case study found that 92.85 % respondents use internet for e-mail and Google search engine is mostly used by them. It is also found that engineering collage Udaipur providing good internet services to its user.

## Scope of the Study

Academic library exists to serve the needs of the researchers. In order to fulfill the needs of the researchers, a library has to provide different kinds of library services such as reference services, CAS and SDI etc through internet. This study confined to study of the Internet services provided by Central Library, Kumaun University, Nainital to the researchers.

## Objectives of the present case Study

The main objective of the present case study is to analyze the use of the Internet by the researchers of Kumaun University, Nainital.

The other major objectives of the present study are: i. To know the purpose of using Internet, ii. To find out the impact of Internet on libraries, iii. To know the awareness of Researchers for using the internet resources, iv. To find out the different types of problems faced by the research scholars while using internet in the Central library, Kumaun University, Nainital, v. To know the researchers satisfaction with the internet services provided by Central Library, Kumaun University, Nainital.

## Collection and Analysis of Data

The Central Library of Kumaun University, Nainital aims to fulfill the requirements of different disciplines of researchers. A print and electronic questionnaire prepared for data collection and personal interview method has been also used. E-questionnaire mailed to 158 researchers and 43 researchers filled the print version of questionnaire. Only 89 researchers filled the e-questionnaire and all 43 participants completed the print version. This data analysis based on 132 respondents.

**Table-1**
**do you use internet?**

| Use of Internet | Number of researchers | % of Researchers |
|---|---|---|
| Yes | 132 | 100 |
| No | 0 | 0 |
| Total | 132 | 100 |

The above data shows that all the 132 researchers use Internet. It means these researchers are aware with the Internet and its

importance in education and research. Above analysis show, that all the researchers use Internet at Kumaun University, Nainital.

**Table-2**
**Frequency of Using Internet**

| Frequency | Number of researchers | % of Researchers |
|---|---|---|
| Daily | 82 | 62.12 |
| Once a week | 20 | 15.15 |
| Twice a week | 13 | 9.84 |
| Once a month | 10 | 7.57 |
| Occasionally | 7 | 5.30 |
| Total | 132 | 100 |

above data shows that 62.12 percentage researchers use Internet daily, 15.15 percentage researchers use once a week, 9.84 percentage use twice a week, 7.57 percentage use once a month and 5.30 percentage researchers use occasionally. According to this analysis it's clear that researchers are not using the library services properly. They give some reason for not using Internet daily, as they do not have time, slow speed of Internet in Central library etc.

**Table- 3**
**Way of Searching Topical Information on the Internet**

| Way of searching | Number of researchers | % of Researchers |
|---|---|---|
| Through search engine | 91 | 68.93 |
| Direct typing the web address | 41 | 31.06 |
| From other sources | 0 | 0 |
| Total | 132 | 100 |

Above table shows that 68.93 percent researchers use search engine for search information, and 31.06 percent use by direct typing web address. It means majority of the researchers familiar with search engine and they like to find there information through search engine. About search engine one of the researchers said that it's complete our incomplete web address.

**Table- 4**
**Purpose of Using Internet**

| Purpose of use | Number of researchers | % of Researchers |
|---|---|---|
| Entertainment | 15 | 11.36 |
| Research | 103 | 78.03 |
| News | 10 | 7.57 |
| Any Other | 4 | 3.03 |
| Total | 132 | 100 |

Above analysis shows 11.36 percent researchers use Internet for entertainment, 78.03 percent researchers use for research purpose 7.57 percent researchers' use for news and 3.03 percent researchers use for any other purpose. The researchers who said they use Internet for any other purpose like: For online jobs work, For e-classes and for banking etc.

**Table- 5**
**Search Engine Is Mostly Use**

| Search engine | Number of researchers | % of Researchers |
|---|---|---|
| Google | 124 | 93.93 |
| Yahoo | 4 | 3.03 |
| Alta vista | 2 | 1.51 |
| Info seek | 2 | 1.51 |
| Any other | 0 | 0 |
| Total | 20 | 100 |

According to above analysis shows 93.93 researchers use Google search engine, 3.03 percent researchers use Yahoo and 1.51 percent researchers use Info seek. Researchers said that Google is very big search engine it searches web pages instead of web sites and it open thousands of web pages at a time. Above analysis shows maximum researchers familiar with search engine and majority of researchers use Google.

**Table- 6**
**Using E-Mail For Communicate**

| Use e-mail for communicate | Number of Researchers | % of Researchers |
|---|---|---|
| Often | 40 | 30.30 |
| Sometimes | 84 | 63.63 |
| Rarely | 8 | 6.03 |
| Total | 132 | 100 |

According to above analysis 63.63 percent researchers sometimes used used e-mail for communication, 30.30 percent users often use e-mail for communication and 6.03 percent researchers used e-mail rarely for communication. All researchers said they use social networking sites for share their ideas and views. Above analysis, shows maximum researchers sometimes use e-mail for communication. Some researchers often use e-mail for communication and some of them rarely use e-mail for communication.

**Table-7**
**Problem Faced While Searching In the Internet**

| Problems | Number of Researchers | % of Researchers |
|---|---|---|
| Difficulties to find exact web page | 9 | 6.81 |
| Encountering links not working | 7 | 5.30 |
| More time for view/download | 105 | 79.54 |
| Search engine coverage is incomplete | 6 | 4.54 |
| Result are misleading | 5 | 3.78 |
| Total | 132 | 100 |

Above data, analysis shows the problem of researcher's when they search information on internet. 79.54% researchers said that

item take more time for view/ download. It means in central Library Kumaun University Nainital the Internet connection have Low bandwidth. 5.30 percent researchers said Encountering link does not work properly.

**Table-8**
**Mode of Action after Search Failure**

| Mode of action | Number of researchers | % of Researchers |
|---|---|---|
| No action | 5 | 3.78 |
| Come back and try reading reference book | 77 | 58.33 |
| Try another library | 20 | 15.15 |
| Consult with library staff | 30 | 22.72 |
| Total | 132 | 100 |

According to above, analysis shows the mode of action after search failure Internet. 58.33 percent researchers come back and try reading reference book, and get their Information from reference book. 22.72 percent researchers consult with library staff for these problem.15.15 percent researchers try another better library and 3.78 percent researchers take no action because they are not aware about services of library and their approaches are limited. Above analysis, shows majority of researchers come back and try reading reference book when the search is fail, but some of them take other actions like, try another library, consults with library staff etc.

**Table-9**
**Language Prefer in Internet**

| Language | No. of Researchers | % of Researchers |
|---|---|---|
| English | 123 | 93.18 |
| Hindi | 9 | 6.81 |
| Any other | 0 | 0 |
| Total | 132 | 100 |

Above analysis shows, 93.18 percent researchers get Information from Internet in English, because it is an easy language to understand the users. Now days, English is more popular than Hindi. 6.81 percent researchers, get Information from Internet in Hindi because some researchers not understand English, they have the Hindi background.

**Table-10**
**Take the help of library staff.**

| Take help | No. of Researchers | %of Researchers |
|---|---|---|
| To use Internet | 60 | 45.45 |
| Finding appropriate book to your studies | 35 | 26.51 |
| For using the reference book | 25 | 18.93 |
| Answer to a specific query | 11 | 8.33 |
| Any other | 1 | 0.75 |
| Total | 132 | 100 |

According above analysis it's clear that 45.45 percent researchers take help of library staff for using Internet, because many researchers does not know how they use Internet and get there Information in systematic way, So they take library staff help for this purpose. In this library, some researchers know to operate the computer and Internet but they do not know how they find the appropriate book, so 26.51 percent researchers take help for finding appropriate books. 18.93 percent researchers take help for using reference book because lack of knowledge about how can retrieve the Information from reference book. 8.33 percent researchers take for any specific query and 0.75 percent researchers take for other reason like specific topic. Above analysis shows majority of researchers take help of library staff for using Internet.

**Table-11**
**Help Provided By Library Staff**

| Help provided by library staff | Number of researchers | %of Researchers |
|---|---|---|
| Always ready to help | 100 | 75.75 |
| Sometimes helpful | 31 | 23.48 |
| Not helpful | 1 | 0.75 |
| Total | 132 | 100 |

The above data analysis shows 75.75 percent researchers said library staff is always helpful, 23.48 percent researchers said sometimes helpful because the staff does not know about Internet and 0.75 (1 researchers) percent said not helpful because the staff not well trained.

**Table-12**
**Libraries is The Best Place for using internet**

| Library is the best place for using Internet | Numbers of Researchers | % of Researchers |
|---|---|---|
| Yes | 132 | 100 |
| No | 0 | 0 |
| Total | 132 | 100 |

Above analysis shows, all the 132 researchers agree with that library is a best place for using Internet. They give some reason like - Library is a peaceful place and Low cost for using Internet.

## Findings

It has been found from table no.1 that the majority of researchers are using the Internet daily. Table no.3 shows that 68.93 % of the researchers search information through search engine. According to the table no. 4 the maximum number of researchers (78.03%) uses the Internet for their research purpose. It is found from table no. 5 that Google (93.93 %), Yahoo and Infoseek are most popular search engines amongst the 132 researchers. Majority of them use Google search engine because it is very efficient and fast and also gives a number of

results for a single keyword. It's clear from table no. 6 that majority of researchers (63.63%) sometimes use e-mail for communication. It has been found that the emergence of social networking sites like Orkut, Facebook, and Twitter have reduced the usage of e-mails amongst the users. Table no. 7 shows that 79.54% researchers face problems regarding speed as a lot of time is consume in viewing and downloading sites. It is observed that there are other types of problems in Central Library, Kumaun University, Nainital like technical, financial problems and lack of expertise etc. Table no. 11 shows that 75.75% researchers said that the behavior of staff members is good. It is also observed that in the Central Library Kumaun University, Nainital staff is not trained and lack professionalism.

**Suggestions:** Universities are growing and developing with new specialization added day by day. Libraries are also striving hard to cope up with the new challenge to provide information with highest satisfaction to end users. New formats and mechanism integrated in most of the libraries. Many university libraries are adopting and adapting the new technologies as the end – users do not just visit libraries for borrowing books or getting photocopies of documents but they want much more in form of repackaged and customized information.

Access to Internet become easier in Uttarakhand with the infrastructure gearing up and with more access provides such VSNL, ERNET, and NICNET. Efficient Internet access can greatly compliments the information services of this library as an immense amount of valuable information on Internet today. Providing a local Internet resources guide as an organized collection of pointers to Internet resources could be an important tool for this library. Internet offers unimaginable potentials for information services in this high-tech age of IT where every search begins and concludes with Internet. Researchers face many problems when they use Internet in this library.

According to above study following suggestions put out forward may for the improvement of Internet facility in Central Library, Kumaun University Nainital, which given below: i. Improvement in Internet speed. ii. Need more computers with latest technology should be installed in central library, so that users could use internet services with latest technology like video conferencing and chatting, audio conferencing and other useful latest internet services. iii. The time slot of Internet use should be increased. iv. Printing facility should be provided in the library for all users at nominal rates. So that the users can get print outs of study materials and other useful documents. v. Information of popular and latest website with their URLs should be displayed on the notice board. vi. Server capacity should also be increased and antivirus software should be installed for protection from viruses. vii. Need more technical staff for solving the problem of technical error. Proper maintenance should be improved. viii. Need more space for Internet Lab. ix. Need user education programmes for better use of Internet. So the researchers can improve their skill in the use of Internet for research purpose. x. Entertainment websites

should be blocked to avoid misuse of Internet. Besides the Internet facility, Central Library, Kumaun University Nainital should better utilize Internet service through introducing the following tools: xi. Collection Development. xii. Acquisition of reading materials. xiii. Cataloguing with online classification schemes and OPAC using frequently sources like OCLC. xiv. Resources sharing. xv. References services through Introduction of online encyclopedias, Dictionaries, Directories, Bibliographic and Indexing sources.

## Conclusion

The result of the present case study may be helpful for policy makers of central library, Kumaun University Nainital, this study can play a vital role in providing better information communication technology services in the central library. Now it is responsibilities libraries to provide the best and latest technological services to researcher so that they can get easily their required information through internet. Central library Kumaun University Nainital providing good internet services but it is not enough for present researchers in this information explosion age. At present central library need to improve the speed, systems, latest software and updated firewalls.

The Kumaun University, Library is also striving hard to adopt this information explosion on one hand and on the other hand meeting the demands of precise and complete information. This has necessitated the application of information technologies in the libraries for the management and dissemination of Information. Access to the information has become more important then building up library collection. Librarian's primary role now is to gather and disseminate information. They are trained to make better use of new technologies towards library automated works and services. There is thus need for total transformation of Library Information System (LIS). Basic knowledge of computer, internet, internet databases, telecommunication, networking, multimedia, and hypermedia are important towards creating Digital Library environment successful. The library professional has to keep in pace with the fast changing information technology culture in order to reap full advantage for the users of library. The central Library planning to increase its speed from 100 mbps to more and also send an proposal for 50 computer systems with latest technology.

## References

1. McClure C.R. ,The Role of Public Libraries in the Use of Internet/NREN Information Sources, *Library and Information Science Research,* **15(1),** 7-34 **(1993)**

2. Toch M. Uro4., Public libraries and the Internet, Computers in Libraries, **14(10)**, 14-41 **(1994)**

3. Chowdhury G.G., The Internet and Information Retrieval Research: A Brief Review, *Journal of Documentation,* **55(2)**, 209-225 **(1995)**

4. Tillotson J. and Others A., Internet Use through the University of Toronto Library: Demographics, Destinations, and Users' Reactions, *Information Technology and Libraries,* **14(3)**, 190-198 **(1995)**

5. Anawat Chankhunthod, et.al. USENIX 1996 Annual Technical Conference, **(1996)**

6. Jain N.K. 50 Years Libarary and information services in India, shipera, **(1998)**

7. Bertot J.C., the impacts of free public internet access on public, *Library Quarterly,* **78(3)**, 285-301 **(2000)**

8. Wukovitz L.D., Using internet search engines and library catalogs to locate toxicology information. Retrieved May 21, **(2015)**, from http://www.sciencedirect.com/science/ article/pii/ S0300483X00003437/ **(2001)**

9. Kumar R. and Kaur., Internet and Its Use in the Engineering Colleges of Punjab, India: A Case Study. Retrieved June 5, **(2015)** from http://www.webology.org /2005/v2n4/a21.html / **(2005)**

10. http://www.kunainital.ac.in/forms/static/frm-about-us.html / retrieved May 20,**(2015)**

11. Hood Anna and Malinowski, Teresa10., Tools of the Serial Trade, *Serials Review,* **31(1)** 72-73 **(2005)**

12. Arya Sarita, Internet and Its Use in the Engineering Colleges of Udaipur, Rajasthan, India: A Case Study, *Res.J.Library Sci.,* **3(3),** 8-12, **(2015)**