

USERS' PERCEPTION TOWARDS DIGITIZATION OF LIBRARY RESOURCES IN CENTRAL UNIVERSITIES OF UTTAR PRADESH

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ABSTRACT

The purpose of this study is to find out the level of awareness and use of digital resources in selected central university libraries. A well-structured questionnaire was distributed to the users to collect data the necessary data regarding the awareness and perception of digitization of library resources in Central Universities of Uttar Pradesh. The study reveals that most of the users are aware of digitization and most of the users use them for their study purpose. Most of the users are aware of digital literacy programs organized by their university libraries. The most of the users are satisfied with the available digital resources. The most of the users' not faced any problem while accessed the digital resources.

Keywords: *Digitization, Library Resources, Users' Awareness Programme, Central University Libraries, Uttar Pradesh.*

INTRODUCTION

Libraries have been a cornerstone of knowledge preservation and dissemination for centuries. Central universities play a pivotal role in education and research, and their libraries are vital repositories of academic resources. In today's digital age, the digitization of library resources has become a critical endeavour to ensure the accessibility and longevity of scholarly materials.

The process of making learning and other materials available online is referred to as digitization. The process of transforming analogue information into a digital version is known as digitization of information materials. Traditional documents including books, papers, and manuscripts are digitized and transformed into machine-readable electronic image format. Users can easily access digital information from anywhere at any time, and several users can see a single document at once. Certain university libraries in India house enormous collections of documents, while some older libraries have extremely rare collections of books, manuscripts, maps, letters, theses, special monographs, research papers, and other reading materials. The main hub for the accumulation of resources for research and teaching is academic libraries. For scholarly purposes, digital resources including theses, manuscripts, research papers, and pictures are extremely valuable.

REVIEW OF RELATED LITERATURE

Dwivedi, S. K., et al (2022) discussed the study on Use of Electronic Resources by Users of the Gautam Buddha Central Library at the BBAU, Lucknow, Uttar Pradesh: A Study. The numerous benefits and advantages of electronic resources have contributed to their rising popularity. There is a significant financial commitment on the part of libraries to provide patrons with access to electronic materials through paid subscriptions. This study looks into the Gautam Buddha Central Library, BBAU, Lucknow, patrons' familiarity with and opinion of the available electronic resources. In this study, we aim to learn more about how often users access e-resources, how they feel about using e-electronics, why they use them, what kinds of difficulties they run into, how crucial they are to academic work, and so on.

Pandey, Mohita and Khayal, Roshan, et al (2023) concluded the study on Libraries throughout the world have been working on this daunting combination of difficulties for a long time. For the benefit of the user community, the library/ information Centre must overcome its reluctance and embrace digital technology. Which is the need of the hour and the world's pace. It appears that the days of digital libraries connecting all libraries in the globe to meet academic and research demands in a short time are not far off. Academics revolve around the library, which serves as its Centre. University libraries across India's northern and eastern Regions are in the midst of or have already been established. Some colleges and Institutions are embracing modern methods with zeal. However, there needs to be a deeper understanding of digital technology, the internet, and the preservation of rare collections, adequate documentation and preservation, professional competency new procedures, and an assessment of the level of satisfaction of researchers. As a result, digital libraries are characterized by equal access and a lowered barrier to distance. A significant number of primary and secondary document collections can be accessed. Publicity and the assimilation of fresh knowledge can also benefit from their assistance. Users can save and retrieve material in a variety of ways when they use digital libraries. To help and arrange printed works into a worldwide library, digital libraries can also be made accessible over the Internet, making it possible to access the library from any location. 68 ILA Conference 2023, International location.

Rai, P., et al (2021) discussed the study on an evaluation on Central Universities Library Websites in Uttar Pradesh. A study of the online library resources available at Uttar Pradesh's central universities is mentioned in this study. The study is confined to Uttar Pradesh's six major central universities. This study results show that 66.67 percent of universities provide students with a functional and easily accessible library website. When asked about their libraries, most colleges and universities answered basic details like introduction, history, membership, or hours. With an eye on the current technological shift as well as the altering behavior of users, this study shows the space for the improvement of library websites.

Singh, P., et al (2021) conducted a study of an examination of environmentally friendly methods in college libraries in Uttar Pradesh. The purpose of this study is to identify eco-friendly practices that are essential to the long-term environmental sustainability of university libraries in Uttar Pradesh, India. The findings of this study show that major university libraries generally adhere to a set of criteria. The outcomes of the study provide credence to the proposal that library staff be given information on environmental sustainability in an effort to encourage the institution to adopt greener practices. In addition, there may be room for improvement in terms of not-yet-implemented measures that might help them lead the way as exemplary "green libraries" or "environmentally sustainable libraries."

Professionals' contributions to environmental sustainability can be better understood thanks to this work.

Narula and Rana (2017) explored the conceptual aspects of digitization of various types of sectors such as digital India, digital culture, digital education etc. They are investigating the various process and its strategies of digitization. Authors focused about awareness in all sectors which has not digitized yet and to encourage the digitization.

SCOPE OF THE STUDY

These following Central University Libraries of Uttar Pradesh were selected for the study:-

- Maulana Azad Library, Aligarh Muslim University (AMU), Aligarh.
- Sayaji Rao Gaekwad Library, Banaras Hindu University (BHU), Varanasi.
- Gautam Budh Central Library, Babasaheb Bhimrao Ambedkar University, Lucknow.
- Allahabad Central library, Allahabad University, Allahabad.
- Rani Laxmi Bai Central Agricultural University, Jhansi.

OBJECTIVES OF THE STUDY

- To find out the awareness of users' about digitization of library resources.
- To investigate the frequency of Using Digital Resources.
- To identify the User's awareness on Digital Programmes.
- To Identify User's Satisfaction Level with Digital Resources.
- To find out the Users' strategy for searching Digital Documents.
- To investigate the problem faced by the users accessioning Digital Documents.

RESEARCH METHODOLOGY ADOPTED

The research methodology adopted for this study is critical in shaping the approach to collecting and analysing data to address the research objectives comprehensively. For this study investigator used the questionnaire method to collect the necessary data from the library user' of the selected Universities of Uttar Pradesh.

DATA COLLECTION PROCEDURE

The total number of 2030 questionnaires were distributed among the library users of selected universities, out of which 1940 (95.57%) questionnaires were received ,90(4.43%) questionnaires were rejected due to incompleteness and total no. of 1850 (91.13%) questionnaire responses were selected of the analysis of the data.

DATA ANALYSES AND INTERPRETATION

The collected data has been organized and tabulated by using statistical method tables and percentage. Through rigorous analysis and interpretation of the gathered data, an endeavour has been undertaken to ascertain the contemporary landscape of digitization within the Central Universities libraries in Uttar Pradesh. The researcher sought to discern the extent to which these libraries possess readily available digital resources while concurrently investigating the factors contributing to the absence of digitization initiatives within a subset of the sampled libraries. Data acquisition was conducted through offline questionnaire.

This research study was confined to the 5 Central University libraries of Uttar Pradesh. The 5 universities libraries were selected on the basis of general nature which offers various services to its users but data from 5 universities are analysed and interpreted. The data were collected from the users of the University of each Library. The data were analysed as per the demand of the objectives of the study.

RESPONSE RATE OF LIBRARY USERS:

Table 1 Response Rate of Library Users

University	Questionnaire			
	Distributed	Received	Rejected	Accepted
AMU	420	400	20	380
BBAU	390	375	15	360
BHU	410	395	15	380
RLBCAU	400	380	20	360
AU	410	390	20	370
Total	2030 (100%)	1940 (95.57%)	90 (4.43%)	1850 (91.13%)

Table 1 shows the response rate of the library users of the selected university for the study. A total of 2030 questionnaire were distributed to library users of five universities out of which 1940 (95.57%) got received ,90 responses (4.43%) were incomplete, hence rejected from the analysis. Responses of 1850 (91.13%) responses were considered for the analysis.

AWARENESS OF DIGITAL LIBRARY RESOURCES:

Table 2 Awareness of Digital Library Resources

University	Yes	No
AMU	213 (56%)	167 (44%)
BBAU	225 (62.2%)	135 (37.5%)
BHU	267 (70.3%)	113 (29.7%)
RLBCAU	169 (46.9%)	191 (53.1%)
AU	256 (69.2%)	114 (30.8%)

The awareness of respondents regarding digital library/ resources depicted in table 2 and figure 1. 1130 (61.1%) of respondents out of 1850 are aware of digital library while 720 (38.9%) of respondents were not aware.

The respondents of BHU have highest awareness of digital library i.e., 267 (70.3%) followed by AU (69.2%), BBAU (62.2%), AMU (56%) and respondents from RLBCAU has lowest awareness of digital library i.e., 169 (46.9%).

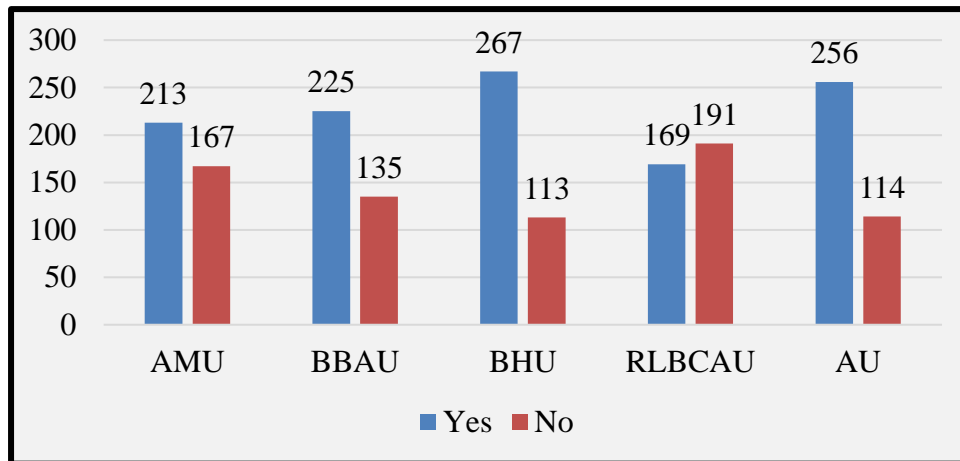


Figure 1 Awareness of Digital Library/Resources

ACCESS TO DIGITIZED DOCUMENTS:

Table 3 Access to Digitized Documents

University	Easy to find	Difficult	Inconvenient
AMU	177 (46.58%)	104 (28.89%)	99 (26.05%)
BBAU	165 (45.83%)	113 (31.39%)	82 (22.78%)
BHU	193 (50.79%)	77 (20.26%)	110 (28.95%)
RLBCAU	156 (43.33%)	123 (34.17%)	81 (22.50%)
AU	187 (50.54%)	109 (29.46%)	74 (20%)
Total	878 (47.46%)	526 (28.43%)	446 (24.11%)
MEAN	616.67		

The respondents' level of difficulties in accessing the digitized documents shown in table 3 and figure 2. 878 (47.46%) of respondents easily finds the digitized documents whereas 526 (28.43%) of respondents faces difficulties and 446 (24.11%) of respondents faces inconvenience in finding digitised documents.

193(50.79%) respondents of BHU have highest level of access to find the digitized documents easily, followed by AU (187), AMU (177), BBAU (165) and RLBCAU (156).

In case of difficulties faced in accessing digitized document is highest among RLBCAU (123) respondents followed by BBAU (113), AU (109), AMU (104) and BHU (77).

The inconvenience faced in accessing digitized document is highest among BHU (110) respondents followed by AMU (99), BBAU (82), RLBCAU (81) and least among 74 AU respondents.

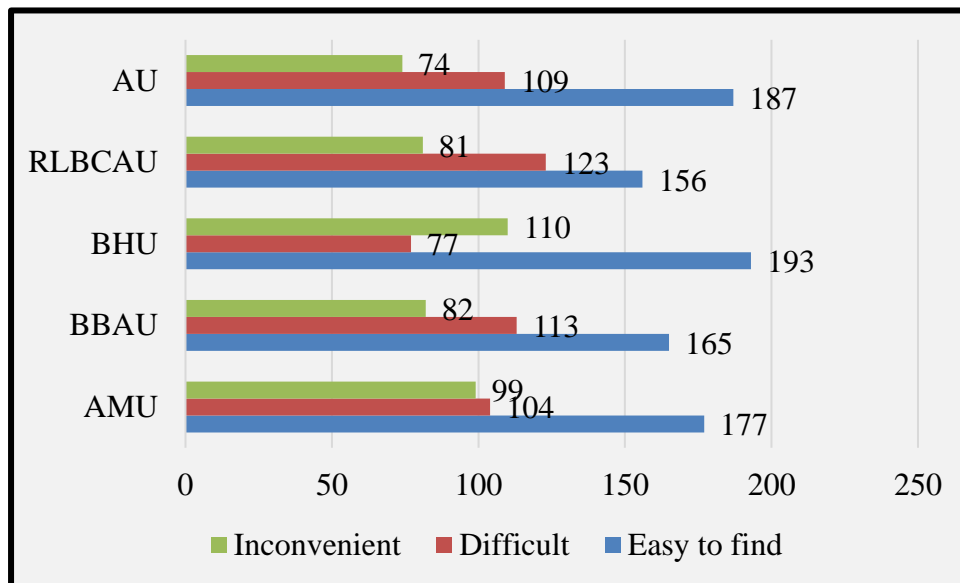


Figure 2 Access to Digitized Documents

READING MATERIALS DELIVERY DUE TIME:

Table 4 Reading Materials Delivery Due Time

University	AMU	BBAU	BHU	RLBCAU	AU	Total
Always	78 (20.53%)	87 (24.17%)	69 (18.16%)	103 (28.61%)	114 (30.81%)	451 (24.38%)
Sometimes	113 (31.39%)	107 (29.72%)	124 (32.63%)	97 (26.94%)	86 (23.24%)	527 (28.49%)
Never	189 (49.74%)	166 (46.11%)	187 (49.21%)	160 (44.44%)	170 (45.95%)	872 (47.14%)

Table 4 and figure 3 shows the time duration taken in getting reading materials delivered. 872 (47.14%) of respondents never faced any due time in getting reading materials whereas 527 (28.49%) of respondents sometimes faces due time and 451 (24.38%) of respondents always faces due time in getting reading materials delivered.

189 (49.74%) respondents of AMU highest among in never facing due time in delivery of reading materials, followed by BHU (187), AU (170), BBAU (166) and RLBCAU (160).

Respondents of RLBCAU faced due time in delivery of reading materials for sometimes highest in number i.e., 124 (32.63%) followed by AMU (113), BBAU (107), RLBCAU (97) and AU (86).

The due time in getting reading materials faced always by the respondents is highest among AU (117) followed by RLBCAU (103), BBAU (87), AMU (78) and least among 69 respondents of BHU.

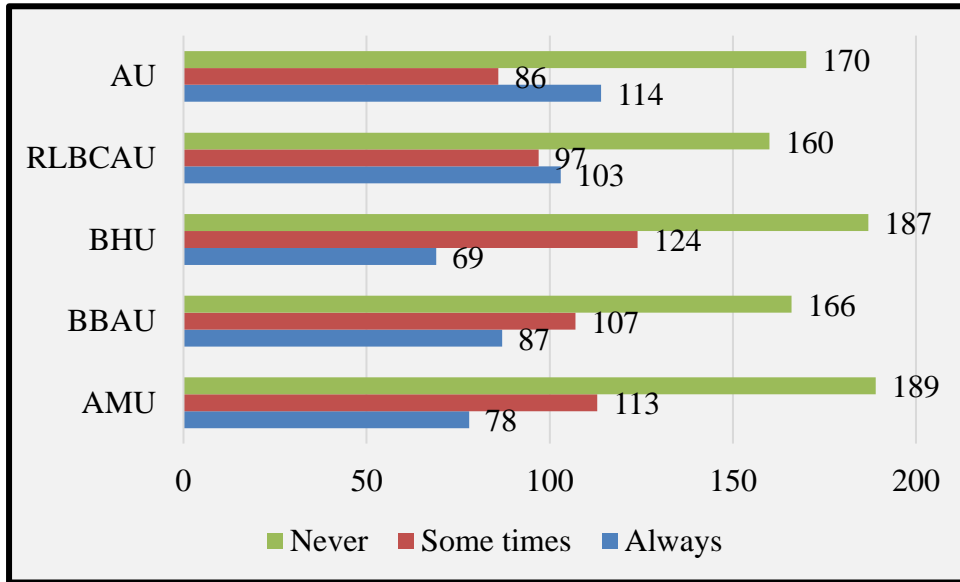


Figure 3 Reading Materials Delivery Due Time

AWARENESS ABOUT DIGITAL PROGRAMS:

Table 5 Awareness about Digital Programs

University	Yes	No
AMU	256 (67.4%)	124 (32.6%)
BBAU	267 (74.2%)	93 (25.8%)
BHU	288 (75.8%)	92 (24.2%)
RLBCAU	193 (53.6%)	167 (46.4%)
AU	287 (77.6%)	83 (22.4%)
Total	1291 (69.8%)	559 (30.2%)

The awareness of respondents about user awareness digital programs illustrated in table 5 and figure 4. 1291 (69.8%) of respondents out of 1850 are aware of digital library while 559 (30.2%) of respondents were not aware.

The respondents of BHU have highest awareness about user awareness digital programs i.e., 288 (75.8%) followed by AU (77.6%), BBAU (74.2%), AMU (67.4%) and respondents from RLBCAU has lowest awareness about user awareness digital programs i.e., 193 (53.6%).

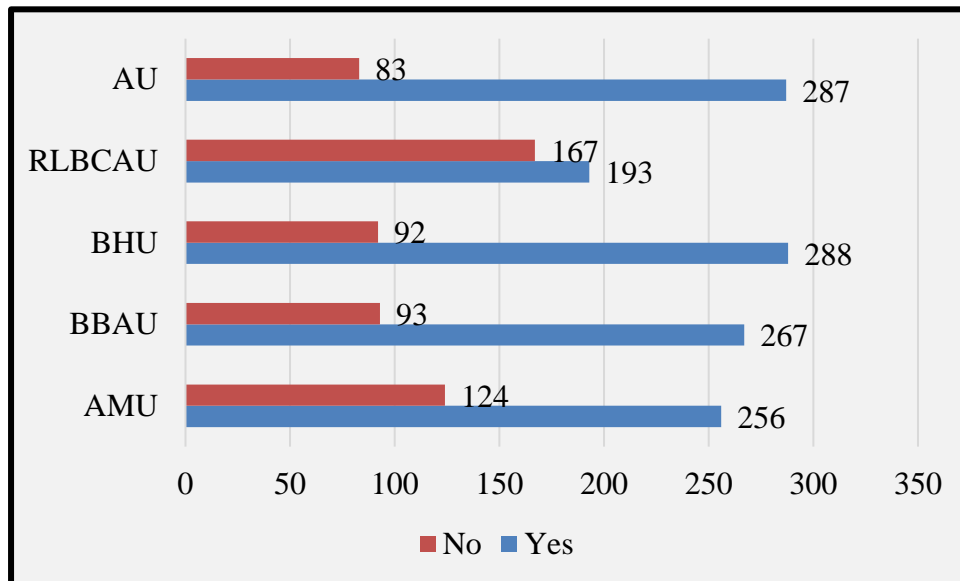


Figure 4 Awareness about Digital Programs

SATISFACTION WITH DIGITAL RESOURCES:

Table 6 Satisfaction with Digital Resources

University	Yes	No
AMU	287 (75.53%)	93 (24.47%)
BBAU	223 (61.94%)	137 (38.06%)
BHU	248 (65.26%)	132 (34.74%)
RLBCAU	219 (60.83%)	141 (39.17%)
AU	239 (64.59%)	131 (35.41%)
Total	1216 (65.73%)	634 (34.27%)

The satisfaction with digital resources among respondents about shown in table 6 and figure 5. 1216 (65.73%) of respondents out of 1850 are satisfied with digital resources 634 (34.27%) of respondents were not satisfied.

The respondents of AMU have highest satisfaction with digital resources i.e., 287 (75.53%) followed by BHU (65.26%), AU (64.59%), BBAU (61.94%) and respondents from RLBCAU has lowest satisfaction with digital resources i.e., 219 (60.83%).

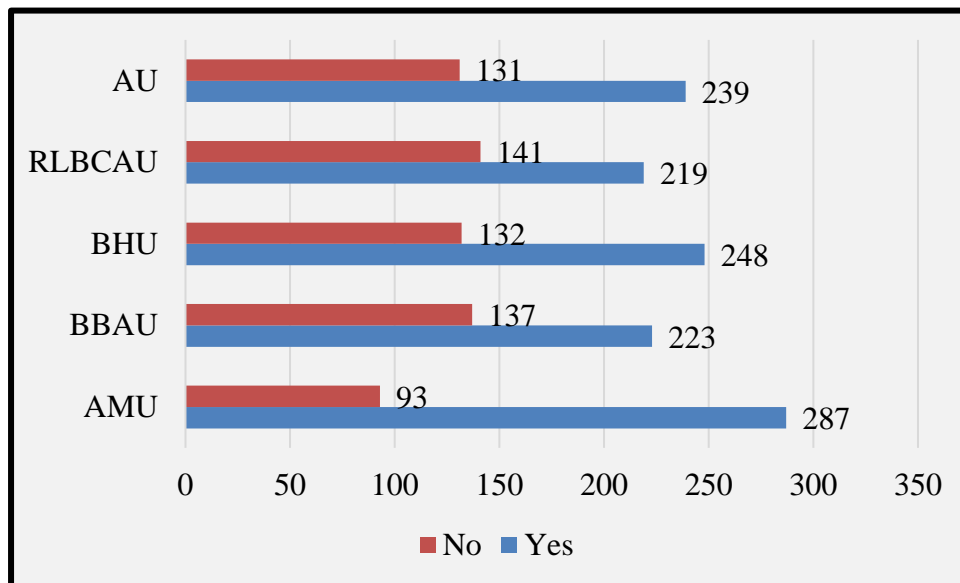


Figure 5 Satisfaction with Digital Resources

PROBLEM FACED WHILE ACCESSING DIGITAL DOCUMENTS:

Table 7 Problem Faced while Accessing Digital Documents

University	Yes	No
AMU	116 (30.53%)	264 (69.47%)
BBAU	137 (38.06%)	223 (61.94%)
BHU	103 (27.11%)	277 (72.89%)
RLBCAU	154 (42.78%)	206 (57.22%)
AU	129 (34.86%)	241 (65.14%)
Total	639 (34.54%)	1211 (65.46%)

Table 7 and figure 6 depicts the problem faced by respondents in accessing digital documents. Out of 1850 respondents, 1211 (65.46%) of respondents have not faced any problem while accessing digital documents while 639 (34.54%) of respondents faced problems.

The respondents of BHU are highest in number in not facing problem while accessing digital documents i.e., 277 (72.89%) followed by AMU (69.47%), AU (65.14%), BBAU (61.94%) and respondents from RLBCAU has lowest in facing problem i.e., 206 (57.22%).

154 (42.78%) RLBCAU has highest number of problems faced while accessing digital documents followed by BBAU (38.06%), AU (34.86%), 116 (30.53%) and 103 (27.11%).

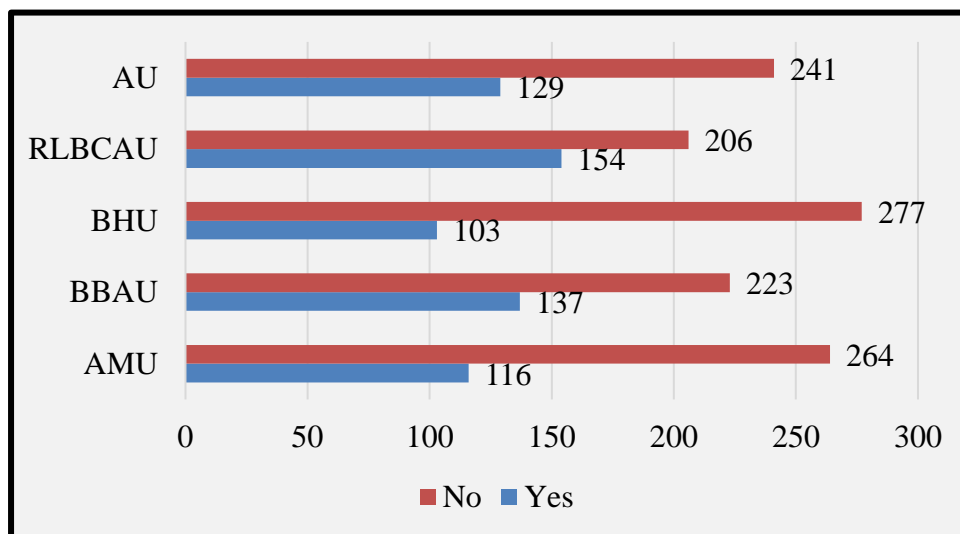


Figure 6 Problem Faced while Accessing Digital Documents

TYPES OF PROBLEM FACED WHILE ACCESSING DIGITAL DOCUMENTS:

Table 8 Types of Problem Faced while Accessing Digital Documents

University	AMU	BBAU	BHU	RLBCAU	AU
Technical	29 (25%)	39 (28.47%)	27 (26.21%)	38 (24.68%)	44 (34.11%)
Guidance	35 (25.55%)	43 (31.39%)	33 (32.04%)	55 (35.71%)	37 (28.68%)
Limited Access of Terminals	23 (19.83%)	32 (23.36%)	26 (25.24%)	42 (27.27%)	26 (20.16%)
Lack of training	29 (25%)	23 (16.79%)	17 (16.50%)	19 (12.34%)	22 (17.05%)

About 639 respondents face problem while accessing digital documents so the table 9 and figure 8 depicts the type of problem faced by respondents. The technical problem faced while accessing digital documents is highest among respondents of AU (44) followed by BBAU (39), RLBCAU (38), AMU (29) and BHU (27).

55 respondents of RLBCAU faced problem of guidance while accessing digital documents which highest, followed by BBAU (43), AU (37), AMU (35) and BHU (33).

The problem of limited access of terminals faced by highest number of respondents from RLBCAU (42) followed by BBAU (32), BHU and AU (26 each) and AMU (23).

In case of problem of lack of training while accessing digital documents highest among respondents of AMU (29), followed by AU (22), BBAU (23), RLBCAU (19) and BHU (17).

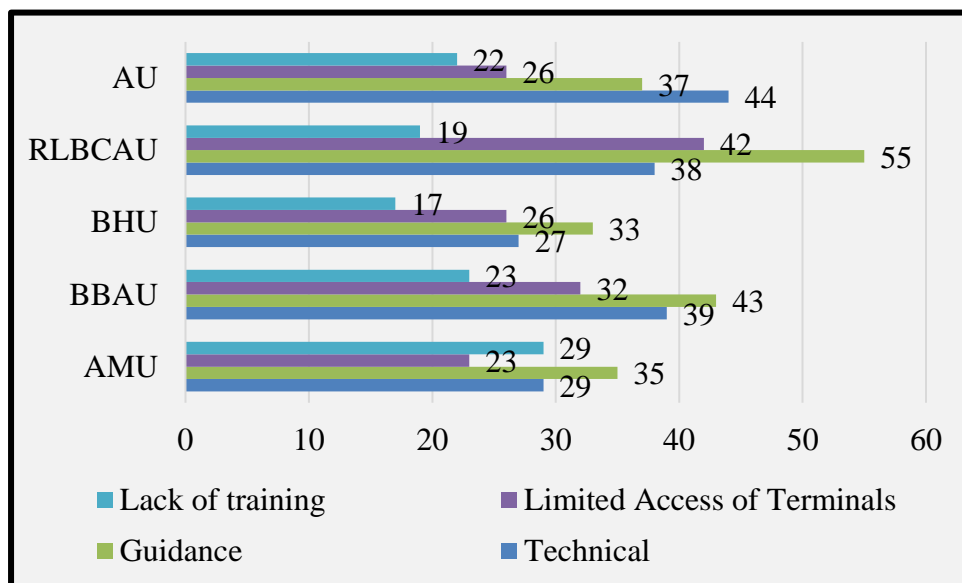


Figure 7 Types of Problem Faced while Accessing Digital Documents

STRATEGY TO SEARCH DIGITIZED DOCUMENTS:

Table 9 Strategy to Search Digitized Documents

University	AMU	BBAU	BHU	RLBCAU	AU
By Subject	112 (29.47%)	87 (24.17%)	94 (24.74%)	106 (29.44%)	111 (30%)
By Title	97 (26.94%)	113 (31.39%)	107 (28.16%)	95 (26.39%)	117 (31.62%)
By Author	103 (27.11%)	129 (35.83%)	133 (35%)	108 (30%)	119 (32.16%)
By Call Number	68 (17.89%)	31 (8.61%)	46 (12.11%)	51 (14.17%)	23 (6.22%)

The table 9 and figure 8 shows the strategy used by respondents to search digitized documents. 112 (29.47%) of respondents uses 'by subject' searching strategy is highest among AMU, followed by AU (30%), RLBCAU (29.44%), BHU (24.74%) and BBAU (24.17%).

The 'by title' search strategy is highly used by respondents of AU (31.62%) followed by BBAU (31.39%), BHU (28.16%), AMU (26.94%) and RLBCAU (26.39%).

Whereas 'by author' search strategy is used by highest number of respondents of AMU (35.83%), followed by BHU (35%), AU (32.16%), RLBCAU (30%) and AMU (27.11%).

'By call number' search strategy is used by highest number of respondents of AMU (17.89%), followed by RLBCAU (14.51%), BHU (12.11%), AU (6.22%), and BBAU (8.61%).

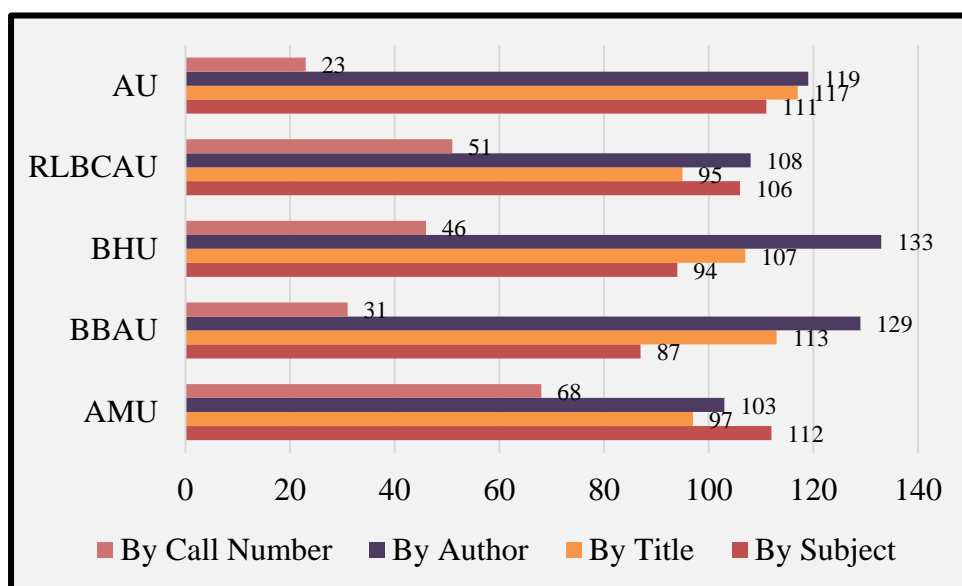


Figure 8 strategy used by respondents to search digitized documents

CONCLUSION

In conclusion, the study results provide an extensive overview of respondents' opinions, usage behaviours, and degrees of satisfaction with digital resources. It's clear that a significant number of respondents, have extensive knowledge and experience with digital resources/libraries. Nonetheless, difficulties including language barriers, technological problems, and access restrictions continue to exist, particularly in some organizations. Despite these difficulties, respondents overwhelmingly agree that digitization has advantages, such as increased accessibility, resource preservation, and support for sharing knowledge. These findings highlight how crucial it is to keep working to improve digital literacy, fulfilling user demands, and design digital library services for all user. The study encapsulates the major takeaways and contributions of our research endeavour. The outcomes of the study provide credence to the proposal that library staff be given information on environmental sustainability in an effort to encourage the institution to adopt greener practices. In addition, there may be room for improvement in terms of not-yet-implemented measures that might help them lead the way as exemplary "green libraries" or "environmentally sustainable libraries." Professionals' contributions to environmental sustainability can be better understood the digital library resources. Library digitization will increase access to resources, increase the effectiveness of information search engines, and protect library materials that are in danger of being lost.

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