

USERS' PERCEPTION OF LIBRARY WEBSITE OF INDIAN INSTITUTE OF TECHNOLOGY, GUWAHATI (IITG): A SURVEY

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Library websites play an important role in the present era. The present study analyzes the use of Lakshminath Bezbaroa Central Library website of IIT Guwahati. A questionnaire was prepared and distributed to 150 students of IIT, Guwahati randomly out of which 147 duly filled-in questionnaires were received. It shows that all the respondents have awareness of both the institution website and library website. Majority of the respondents use the library website for accessing library resources, library services and study materials. 44.90% of the respondents feel that a special training on the use of library website will be useful.

Keywords: Library website; Lakshminath Bezbaroa Central Library; IIT Guwahati.

INTRODUCTION

Knowledge dissemination is one of the most important functions of a library in academic institutions. To cope with the growing demand of users for information, on the one hand and the growing dependence on electronic resources, it has become inevitable for libraries to have their own websites that serve as a gateway to e-resources. As such the library website should ideally be designed considering the needs of the users it serves. A library website plays the role of extending and augmenting the physical library, and offers a variety of library services such as electronic resource access (e.g. e-books, electronic journals, etc.), online catalogues (OPAC) and online reference services. As libraries move into the digital age, web presence becomes increasingly important.

OBJECTIVES

The objectives of the present study are:

- To find out the awareness of the Lakshminath Bezbaroa Central Library website among the students of IITG.
- To find out use of the library website by the students.
- To analyze the features of the Lakshminath Bezbaroa Central Library website.
- To measure the rating of the Lakshminath Bezbaroa Central Library website by the students.

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METHODOLOGY

For the present study, the survey method and random sampling technique was used. A structured questionnaire prepared on the basis of a previous study done by Nirmali Chakraborty in the year 2014 [1] and 2016 [2] was used; and distributed among 150 randomly selected students of IIT, Guwahati. 147 duly filled-in questionnaires were received. The responses have been analyzed and presented.

Indian Institute of Technology, Guwahati

The Indian Institute of Technology Guwahati (IITG) was established in 1994 by the Government of India as the 6th member of the IIT fraternity. The academic programmes of IITG commenced in 1995. At present the Institute has eleven departments and three inter-disciplinary academic centres covering all the major engineering, science and humanities disciplines where they offer B.Tech, BDes, MA, MDes, M.Tech, M.Sc and Ph.D programmes. The

Lakshminath Bezbaroa Central Library, named after a renowned literary figure, is one of the important central facilities of the Institute with a collection of over 117,000 items including 2605 subscribed online journals and magazines [3].

Knowledge Dissemination Through Library Website at IIT Guwahati

The Lakshminath Bezbaroa Central Library provides necessary support for teaching, learning and research activities of the Institute by creating state-of-the-art facilities and offering innovative services to the academic community by providing access to Ebooks, online full-text databases and abstract database, across all domains of academic pursuit of IITG. The database for the entire collection is available through web-based Online Public Access Catalogue (Web OPAC). The web OPAC can be accessed through intranet only. The home page of the Lakshminath Bezbaroa Central Library is shown in figure-1.

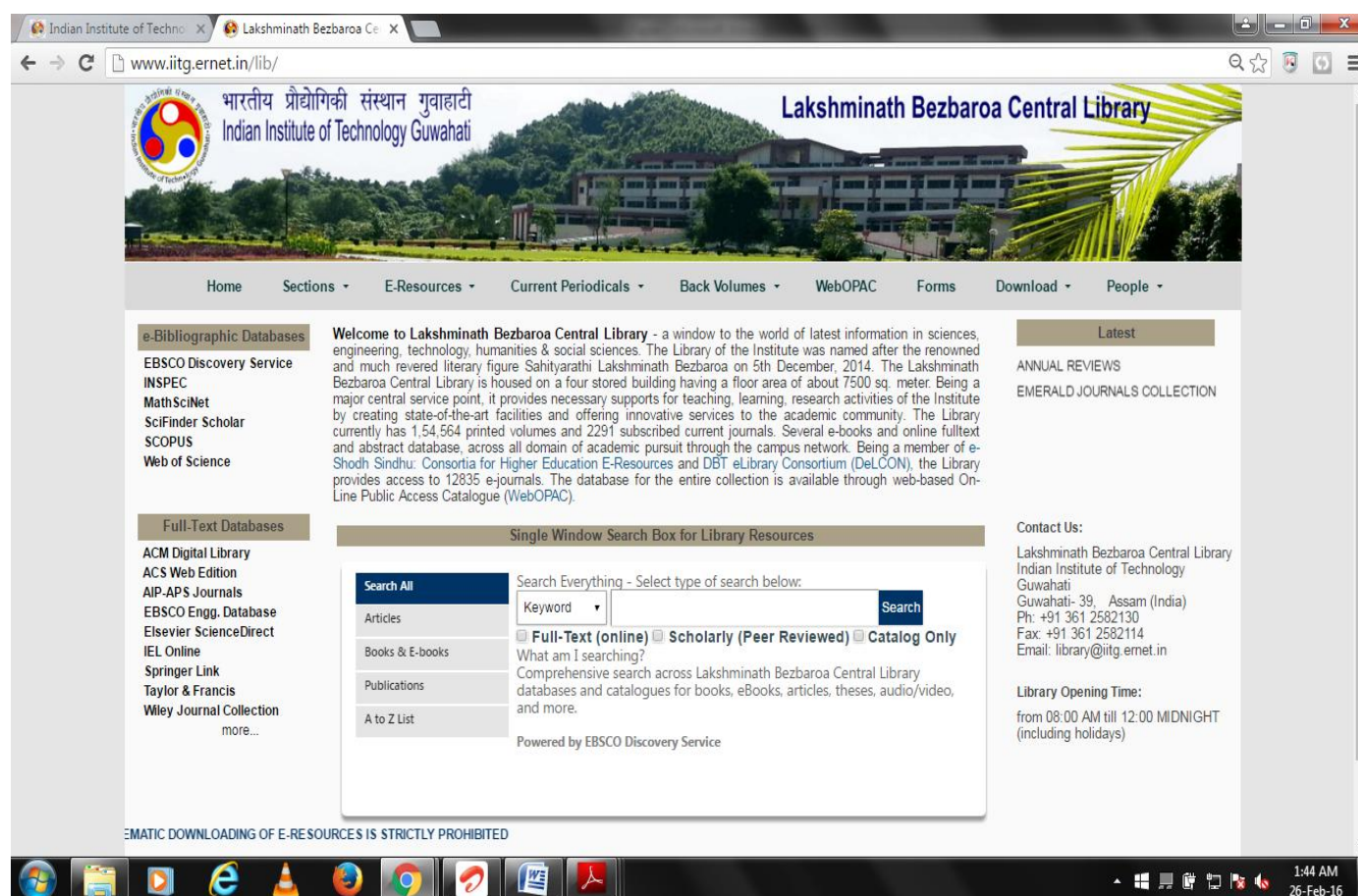


Figure 1: Home page of Lakshminath Bezbaroa Central Library

DATA ANALYSIS

General Information of the Respondent

Table 1 presents general information of the respondents to the survey. It is observed that majority (95) of the respondents are in the 18-25 age group, 41 in the 25-35 age group and 11 respondents are in the 35-45 age group.

Table 1: General Information of the Respondent

Age Group	18-25	25-35	35-45	45+	Total
Male Respondent	55	14	11	0	80
Female Respondent	40	27	0	0	67
Total	95	41	11	0	147

Awareness of the Website

The information and knowledge shared in the websites can be easily accessed by the information seekers if there is no access bar in the particular website. Table 2 gives the details about the

awareness of the websites of the institute and the library. It is observed from the table below that all the 147 students are aware of the existence of the websites.

Table 2: Awareness of the Website

Website Awareness	Yes	No
Institute Website	147	0
Library Website	147	0

Performance Expectancy

Table 3 gives the perceptions of the students in using the Lakshminath Bezbaroa Central Library website. Three criteria have been used. It is observed from the study that 89 students (60.54%) find the library website useful in their studies while 25 students (17.01%) feel that library website is not useful in studies. 79 students (53.74%) agree that the library website helps in accomplishing their task quickly, and 25 students (17.01%) feel that the library website does not help in accomplishing the task quickly. Also, 54 students (36.73%) feel that library website helps in increasing creativity.

Table 3: Performance Expectancy (PE)

Performance Expectancy (PE)	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
PE1: Library website useful in studies	0	25 (17.01%)	33 (22.45%)	56 (38.09%)	33 (22.45%)
PE2: Library website helps in accomplishing the task quickly	0	25 (17.01%)	43 (29.25%)	47 (31.97%)	32 (21.77%)
PE3: Helps in increasing creativity	18 (12.24%)	27 (18.38%)	48 (32.65%)	32 (21.77%)	22 (14.97%)

Effort Expectancy

The Table 4 provides information about the perceptions of the students in terms of Effort Expectancy of their respective library website. It is observed from the table below that majority of the students (59.18%) find the library website understandable while 22 students (14.97%) found

that library website is not understandable. 91 students (61.90%) have necessary knowledge to use the library website. However, 22 students (14.97%) felt that they lacked the necessary knowledge to use the website. 55.78% students find the library website easy to use while 25 students (17.01%) found the library website not easy to use.

Table 4: Effort Expectancy (EE)

Effort Expectancy (EE)	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
EE1: Library website understandable	0	22 (14.97%)	38 (25.85%)	59 (40.14%)	28 (19.05%)
EE2: Necessary knowledge to use the website	0	22 (14.97%)	34 (23.13%)	57 (38.77%)	34 (23.13%)
EE3: Library website easy to use	0	25 (17.01%)	40 (27.21%)	48 (32.65%)	34 (23.13%)

Attitude towards using the Library Website

IIT Guwahati library website provides access to e-resources related to course curriculum and students may read these course related information in advance to make class lectures more

understandable and interesting through discussion and debate with teachers and classmates. Table 5 provides information about the students' attitude and found that the perceptions of the students are mixed. The study reveals that 52 students (32.65%) feel that it makes the classes more interesting.

Table 5: Attitude towards using the Library Website

Attitude using the Library Website (A)	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
A1: Library website makes classes more interesting	18 (12.24%)	30 (20.41%)	52 (35.37%)	29 (19.73%)	18 (12.24%)
A2: It makes classes more understandable	18 (12.24%)	24 (16.33%)	49 (33.33%)	34 (23.13%)	22 (14.97%)
A3: Learning with the Library Website is fun	21 (14.28%)	27 (18.37%)	46 (31.29%)	33 (22.45%)	20 (13.61%)

Social Influence

Table 6 reveals that the students have been motivated to use the library website by different sources. 42.18 % of students indicated

that they were influenced by teachers to use the library website; Administrative staff, parents and friends also motivate students to use the library website.

Table 6: Social Influence (SI)

Social Influence (SI)	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
SI1: Teacher's support in using the Library Website	21 (14.28%)	27 (18.38%)	37 (25.17%)	39 (26.53%)	23 (15.65%)
SI2: Institution's support in using the Library website	20 (13.61%)	22 (14.96%)	30 (20.41%)	50 (34.01%)	25 (17.01%)
SI3: Parents advice for using the Library Website	21 (14.28%)	29 (19.73%)	45 (30.61%)	30 (20.41%)	22 (14.96%)
SI4: Friends suggests to use the Library Website	25 (17.01%)	30 (20.41%)	32 (21.77%)	39 (26.53%)	21 (14.28%)

Features of the Library Website

Table 7 gives information about the features and functionality of the website that the students tend to use. It is observed from the present study that about 15% of students have never used library

resources or library services. A majority of students use the website for study materials, library services, Web OPAC, E-resources and email services to contact library staff to sort-out library related problems.

Table 7: Features of the Library Website (FLW)

Features of the Library Website	Never Use	Rarely Use	Sometimes Use	Often Use
Library Resource	22 (14.97%)	35 (23.81%)	46 (31.29%)	44 (29.93%)
Library Services	24 (16.33%)	35 (23.81%)	52 (35.37%)	36 (24.49%)
Web OPAC	33 (22.45%)	35 (23.81%)	38 (25.85%)	41 (27.89%)
Study Materials	23 (15.65%)	37 (25.17%)	46 (31.29%)	41 (27.89%)
Lecture Aids	33 (22.45%)	47 (31.97%)	36 (24.49%)	31 (21.09%)
Virtual Classroom	48 (32.65%)	38 (25.85%)	34 (23.13%)	27 (18.37%)
Email	32 (21.77%)	36 (24.49%)	37 (25.17%)	42 (28.57%)
FAQs	42 (28.57%)	46 (31.29%)	32 (21.77%)	27 (18.38%)
Online Tutorials	41 (27.89%)	41 (27.89%)	33 (22.45%)	32 (21.77%)
Online Help	44 (29.93%)	37 (25.17%)	34 (23.13%)	32 (21.77%)

Need of Special Training

Table 8 gives a brief description for the need of special training on the use of library website. It is observed from the study that more than half of the respondents (81) did not feel any need of special training; however, nearly 44.90 percent of the respondents felt the need for training in the use of library website. So, special training program must be conducted for the benefit of the students. The students must be motivated to use the library websites so that they can access the information and knowledge accessible via library website in the form of e-journals, e-books, databases, etc. which will help them in accomplishing their task given in their classes. Some of the possible mechanisms for promotion the library website include workshops, seminars and presentation, leaflets, posters, newsletters, library orientation, etc. [1 & 2].

Table 8: Need of Special Training on the Use of Library Website

Yes	No
66 (44.90%)	81 (55.10%)

Rating of the Lakshminath Bezbaroa Central Library Website by their Respective Students

Table 9 represents the satisfaction level of the students of IIT, Guwahati while using their respective Lakshminath Bezbaroa Central Library website. It is observed from the present study that maximum number of 85 students (57.82%) have graded the library website as average; 47 students (31.97%) have graded the library website as good and 15 students have graded the library website as very good.

Table 9: Rating of the Central Library Website

Rating	Very Poor	Poor	Average	Good	Very Good
Number of students	0	0	85 (57.82%)	47 (31.97%)	15 (10.20%)

FINDINGS

The major findings have been drawn from the study are:

- All the respondents (100%) are familiar with the institution website and their respective library website.
- Majority of the respondents find the library website useful in studies and 79 students agree that it helps in accomplishing the task.
- Majority of the respondents (87) agreed that the library website is understandable, easy to use (55.78%) and 91 respondents (61.90%) have the necessary knowledge for using the website.
- It is observed from the study that 40 respondents with 27.21% agree that they feel uneasy about using the library website.
- A good number of students feel that special training on library website is needed
- It is observed from the present study that 85 students with 57.82% have graded the Lakshminath Bezbaroa Central Library website of IIT Guwahati as Average.

CONCLUSION

A web portal is an integral part of the academic institutions and provides direct access to library collections, services and digital resources. The present study was conducted for understanding the use of library website. The library website of IIT Guwahati provides information and knowledge to their users in different forms. The developers of the library website need to develop the website in such a way that the users of it can easily access the

information and knowledge of their interest. The students must take full benefit of e-learning resources available in their respective website.

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