USAGE OF INTERNET FACILITIES BY USERS (TEACHERS AND STUDENTS) AT MAULANA AZAD NATIONAL URDU UNIVERSITY, HYDERABAD

Manthena Madhu

Department of Library and Information Science

Osmania University

Manthenamadhu369@gmail.com

ABSTRACT

Libraries are changing with time from mere storehouses of books to dynamic service centres. The present day libraries are called as Digital libraries. The information that is available in digital form requires new and modern methods for its handling. Therefore there is a need for library professionals and users to learn to cope with the present situation. The present study has been undertaken to assess the availability and use of Internet facilities faculty and research scholars in MANUU library. The objectives of the study were to assess the awareness, availability and use of internet by faculty and research scholars. Their extent of satisfaction, impediment and impact of Internet were analyzed. The findings of the study revealed that the user community is not aware about resources such as OPAC, information gateways groups, discussion forums ets. There is a need to develop knowledge about use of Electronic Thesis and Dissertations (ETDs) technical reports, patents, databases etc, that are available online. To utilize the resources of internet to its maximum, it is necessary to make the user community well-versed in the surfing and browsing on the internet. There is a need for awareness and use of internet resources. User orientation program should be conducted making aware of the users on searching of information on the internet, the availability and usage of web resources, etc.

KEYWORDS *- Awareness, Internet Facilities, Student, Maulana Azad National Urdu University.*

INTRODUCTION

In the past couple of years, more and more people are using the Internet to gather and retrieve data. The shift to digital libraries has greatly influenced the average person's use of physical libraries. These facts resulted in the increased availability of internet and web-resources. Research scholars have become more used to retrieving information from the internet than a traditional library.

As each generation is becoming more dependent on the Internet, they desire to retrieve information as quickly and easily as possible. There is no doubt that finding information by simply searching the Internet is much easier and faster than reading an entire book.

The explosive growth of the Internet in the 1990s, and particularly the prevalence of Web technologies, drastically changed the potential to gather very large-scale language data; in addition to the vast reduction in computer costs, especially for storage, the Web enabled researchers to easily collect enormous amounts of online text of various types, such as news articles, novels, blogs, and today, there exist terabyte data in some specific areas collected from the Internet. Given the impact of the Web on the size of language resources for English, we can imagine that access to Web data will significantly decrease the development time for language resources and Asian languages, in particular, for which few or no resources exist. Moulana Azad National Urdu University (MANUU), Hyderabad: A Central University established in 1998 by an act of parliament.

The main objectives of MANUU are

- To promote and develop Urdu Langauge

- To impart vocational and technical education in Urdu medium
- To provide education through conventional teaching and the distance education system
- To provide focus on Women's Education.

The University's campus education as on today boasts of six Schools of Studies. These six Schools of Studies. These six schools run 13 Departments, which in addition to offering masters programmes provide research programmes at M.Phil and Ph.D level. Urdu is the medium of instruction, which fulfils one of the objectives of the University of imparting technical subjects in Urdu. Additionally, the University established three Teacher Training Colleges at Srinagar, Darbhanga and Bhopal respectively, were personal and intellectual growth of teachers is realized through varied teacher training programmes. The University has also established its first campus outside Hyderabad at Lucknow city from the academic year 2009-2010. The Lucknow Campus offers Post Graduate Programmes (M.A) in Urdu, Arabic, Persian and English.

IMPLEMENTATION OF INFORMATION AND COMMUNICATION TECHNOLOGY AT MANUU CENTRAL LIBRARY

The MANUU Library was established in the year 1998. The Library has shifted to its newly constructed independent building in Dec. 2008. The New Library Building has G+1 with 3300 sq. mts of built up area and seating capacity of 200. The Central Library is most modular, functional and uses modern technology for its operations.

Features of the Library

- Fully Computerized
- Uses NewGenLib Software for day to day operations It is an open source Software MARC 21 format, Unicode based and Web enabled, has Linux Operating System Virus free.
- Has CD/DVD Mirror Server
- Linux Servers
- 1 Windows Server
- I Store – edge,
- 20 TFT Panel systems
- Bar Coded Technology for Issue and Return of Books
- 3M Security System for controlling theft of library documents
- Biometric Device for employees Attendance
- Fire alarm
- Paging System for public announcements.

The library has more than 54,000 books, subscribes to 179 journals and 389 Audio and Video CDs. The University has entered into an agreement with the University Grants Commission (UGC) of India and the Information and Library Network (INFLIBNET) to participate in the countrywide Infonet e-journal consortium. Library provides the following facilities:

- Reading
- Circulation
- Inter Library Loan
- Online Public Access Catalogue (OPAC)
- Photocopy of library materials
- Content alerts of Journals
- Current Awareness Service
- Cubicles for research scholars.
- Audiovisual Section comprising of T.V., MP3 system, Walkman with Headphones for listening to Audiocassettes of ELTS, etc.
- Subscription to INFLIBNET database, British library membership for faculty.
- Links to OCLC, JSTOR, Springer, NCERT

Web resources lings:

- www.answers.com
- www.en.wikipedia.org
- www.emeraldinsight.com
- www.springerlink.com
- www.eb.com
- www.isid.com
- www.jcc-ugc.infonet.in
- www.indiastat.com

The library provides Internet Access Facility (IAF) service to all library members free of charge for browsing e-resources. Use and awareness of Internet resources by faculty members and research scholars must be investigated so that the findings of such a study may be taken into consideration in the university plans for effective and efficient use of Internet for research work and simultaneous improvement of e-resources of its libraries.

OBJECTIVES

The purpose of the study is to analyze the awareness and use of Internet facilities and resources by faculty members and research scholars of Maulana Azad National Urdu University.

- To identify the awareness of Internet and its resources
- To find out the extent of use of the internet
- To study the use of Internet by the faculty members and research scholars
- To identify the purpose of using the Internet
- To discover problems faced by the faculties and researchers in using the Internet
- To find out the satisfaction level with Internet based resources and facilities
- To suggest ways to improve the Internet-based resources in the library.

REVIEW OF LITERATURE

Das, A. and Basu, D. conducted study at Bidhan Chandra Krishi Viswavidyalaya, West Bengal, which aimed to understand the differential purposes of "Internet use by the students

and researchers." The study also examined the students' learning mode of Internet use, perception regarding its benefits, impact and influence in performance, user satisfaction and first hand problems faced by the students and researchers in use of internet. Madhusudhan, M. (2007) made a study on "Internet use by research scholars in University of Delhi, India". The findings of the study were the internet browsing facility has enabled the research scholars to enhance their academic excellence by providing them the latest information and access to world wide information. A high proportion of respondents are using e-journals and databases. Purnima Devi and Herojit Sing (2009) in their article " Internet users: a study of Manipur University Library" assess the attitude of internet users, taking into account the use of Internet by research scholars of Manipur University Library" assess the attitude of Internet users, taking into account the use of Internet by research scholars of Manipur University Library. The major objectives were to identify Internet is not a substitute for the library and to find the use of Internet resources by research scholars for their research work.

Vasappa Gowds and D. Shivalingaiah (2009) conducted a study on "Attitude of research scholars towards usage of electronic information resources: a survey of University Libraries in Karnataka." Questionnaire was distributed to gather data from researchers of humanities, social science disciplines in six universities in Karnataka. Responses received from 845 research scholars that in general the research scholars prefer print resources and there exists significant differences in the preference of print and electronic resources among various disciplined. Identifies the gaps in the need and availability of electronic resources like online journals and databases in the university libraries. Reveals that the electronic resources have created a positive hope among the research community in searching the information.

Mahajan (2006) conducted a study on Internet use by researchers in Punjab University, Chandigrah, which analyzed how the convergence of information and communication technologies, as embodied by the Internet, has transformed the present day society into a knowledge society.

Mulimani, Mallikarjun N. and Gudiman, Suresh B. conducted a survey on "Usage of Internet by Students and Research Scholars of Karnatak University Library". The main aim of this survey was to understand student's usage of Internet and computer technology, their experience with technology and their aptitudes and expectation about technology resources and identify areas for improvement of services. The paper discusses the impact of Internet in Karnatak University Library.

METHODOLOGY

The instrument used for data collection is a structured questionnaire. The survey covers faculty and research scholars. The university's campus education as on today boasts of six Schools of Studies. These six Schools run 13 Departments, which in addition to offering masters programmes provide research programmes at M. Phil. And Ph D level. The questionnaires were distributed to all the departments.

A total of 271 questionnaires were distributed, out of which 83 were faculty members and 188 were research scholars. A total of 200 valid questionnaires were collected from faculty members (55) and research scholars (145). The response rate was 74%.

The results in table show that all have knowledge of Internet.

Knowledge of Internet

Table 1 Awareness of Interne

Academic Status	Frequency	Yes	No
Faculty (Teacher)	55	55	0
Student (Research Scholor)	145	145	0
Average	200	200	

6.2   Experience

The majority of respondents had more than 4 years experience of accessing the Internet. It is interesting to note that faculty members had a longer experience of using the Internet than research scholars and that nearly one-fifth of the research scholars had been using the Internet for less than a year.

Table 2 Internet Use

Academic Status	Less than one year	1-2 years	2-4 years	More than 4 years
Faculty	0	6	23	26
Reasearch Scholar	10	24	49	62
Average	10(5%)	30(15%)	72(36%)	88(44%)

Frequency

To assess frequency of use, respondents were asked to indicate any of six time periods. About one-third use Internet 2-3 times a week, and nearly another third use it daily.

Table 3 Frequency of Internet Use

Academic Status	Daily	2-3 times per week	Once in a week	Fortnightly	Monthly
Faculty	23	19	10	3	0
Research	51	59	20	12	3
Average	74(37%)	78(39%)	30(15%)	15(7.5%)	03(1.5%)

Location

Users have access through the library and their departments. It is important to note that all departments   provide Internet access to faculty. Research scholars accessed the Internet through the central library, while about one-quarter use a central computer lab and slightly less than one-fifth at home. Departments and home were most popular with faculty, while research scholars chose the central library and Internet cafes.

Table 4 Location Internet Use

Academic Status	Home	Central Library	Computer lab	Department	Internet Cate
Faculty	24	05	03	15	8
Research Scholar	40	62	31	02	10

| Average | 64(32%) | 67(33.5%) | 34(17%) | 17(8.5%) | 18(9%) |

Purpose

Nearly half of respondents use the Internet for research, an almost equal number for education, and about one-third for communicating with colleagues and editors of scholarly journals, with only 15 percent reporting using it for entertainment.

Table 5 Purpose for Internet use

Academic Status	Research	Education	Entertainment	Communication
Faculty	10	25	0	20
Research Scholar	63	41	22	19
Average	73(36.5%)	66(33%)	22(11%)	39(19.5%)

Internet Resources

More than 60 percent of respondents use the Internet for e-journals, with lower but substantial numbers for other kinds of resources.

Table 6 Use of Internet resources

Academic Status	E-Journals	Technical reports	ETDs	Conference proceedings
Faculty	20	12	18	18
Research Scholar	50	08	32	42
Average	70(35%)	20(10%)	50(25%)	60(30%)

Search Engines

Search engines are the main tool for locating information. Google is by far the most preferred search engine with 79 percent response.

Table 7 Use of Search engines

Academic Status	Google	Yahoo	Rediff	Alta Vista	Other
Faculty	43	05	08	0	0
Research Scholar	116	20	05	04	0
Average	158%(79%)	25(12.5%)	13(6.5%)	04(2%)	0

Internet Services

Three-quarters of respondents chose email as the most important Internet service, with more than one half also indicating search engines.

Table 8 Use of Internet services

Academic Status	E-mail	FTP	WWW	Chat	Search Engine
Faculty	18	08	05	0	24
Research Scholar	72	11	15	18	29
Average	90(45%)	19(9.5%)	20(10%)	18(9%)	53(26.5%)

Difficulties

Irrelevant information is a problem for more than half of the respondent, while downloading is also a problem for about half. Slow speed is a problem for nearly one-third.

Table9 Difficulties of accessing the Internet

Academic Status	Slow Speed	Irrelevant information	Downloading problem	Overload of Information over Internet
Faculty	10	21	18	06
Research Scholar	34	59	41	11
Average	44(22%)	80(40%)	59(29.5%)	17(8.5%)

Satisfaction

Most of the respondents are fully satisfied with Internet facilities, and more than one- quarter are partially satisfied.

Table10 Satisfaction with Internet facilities

Academic Status	Fully	Partially	Least satisfied	No comment
Faculty	28	14	9	4
Research Scholar	90	23	20	12
Average	118(59%)	37(18.5%)	29(14.5%)	16(8%)

FINDINGS

- Faculty members have longer experience using the Internet than research.
- Free Internet access is provided by the university Library.
- The Digital library (central library) is the most comfortable place for accessing the Internet.
- Research and education are the top reasons for accessing the Internet.
- E-journals are the most popular Internet resource.
- The use of technical reports and electronic theses and dissertations is limited due to lack of awareness by the faculty and research scholars.
- All respondents browse using search engines, with Google preferred by more than 79 percent.
- E-mail was the most popular Internet service, followed by search engines.
- Downloading problems, irrelevant information, slow speed, and information overload are the major problems faced by faculty members and research scholars.

RECOMMENDATINS

- There is need to increase awareness about resources such as OPACs, information gateways groups, discussion forums, etc.
- There is need to develop knowledge about use of electronic theses and dissertations, technical reports, patents, databases, etc., available online.

- Compared to the total number of students, research scholars, and faculty members, the number of users using the Internet is small. Further, those who do use the Internet do not have adequate knowledge of the above-mentioned resources. Therefore, it is recommended that users of the Maulana Azad National Urdu University Library be educated about these resources.

CONCLUSION

The Internet is a major source of communication and dissemination of information in the twenty-first century. Libraries in India are rapidly transforming into digital libraries and virtual learning resource centers. A large portion of user populations in the university are aware about the Internet, but they do not know all its techniques and applications. Further, a few users of the university still have no knowledge about the Internet and related applications. For this purpose, there is need for effective user education, to develop awareness and knowledge of the users. More efforts by library professionals a Maulana Azad National Urdu University Central Library are needed to educate users to effectively users to effectively use the Internet and its techniques and applications.

REFERENCES:

1. *Das, A. and Basu, D. (2009). Use of Internet by the students of Bidhan Chandra Krishi Viswavidyalaya (West Bengal): a survey, paper presented at All India IASLIC Conference, KIIT, Bhubaneswar, (2009), No.48, 39-47.*

2. *Gowda, Vasappa and Shivalingaiah, D. (2009). Attitude of research scholars towards usage of electronic information resources: a survey of university libraries in Karnataka, Annals of Library and Information Studies, 56 (Sep) (2009) 184-191.*

3. *Madhusudhan, Margam (2007). Internet use by research scholars in University of Delhi, India, Library Hi Tech News, (2007), (8), 36-42.*

4. *Mahajan, Preeti (2006). Internet Use by Researchers: a Study of Punjab University, Chandigarh, Library Philosophy and Practice Vol. 8, No. 2, pp. 1-4*

5. *Mulimani, Mallikarjun N. and Gudiman, Suresh B (2008): Usage of Internet by Students and Research Scholars of Karnatak University Library: A Survey, International CALIBER-2008, February 28-29 & March, pp. 639-647.*