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# A study of awareness and use of INFLIBNET's NLIST consortium by the faculty and students of SP Jain College: A Case Study

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**Abstract:**
*Due to rapid advancement in ICT the internet has become an inseparable part of today's higher educational system. E-journals are among most extensively used electronic resources and its impact on academic community is much important. The present study was carried out at SP Jain Colleges, Pabal. A questionnaire survey was conducted to explore how use of it was being made by faculty members and Students of SP JAIN College, Pabal, Pune. The studies aim to examine the factors affecting the optimum utilization of N-List Services, place of access, purpose of use, types of services, level of satisfaction, problem faced while accessing, training/ orientation program and preferred external storage medium for storing information resources downloaded via N-List Services. For this purpose the researchers prepared a well structured questionnaire and interview schedule as a tool for data collection and same was analyzed and presented with useful percentage analysis and suitable table for presentation of data. The article summarizes the results highlighting the major findings, suggestions and conclusion.*

**Key Words:** N-List Services, INFLIBNET, E-journals; Digital Library; Electronic Resources; Online Databases.

**1.Introduction:** N-List services are considered a vital part of academic college services in the 21st century. It has tremendously changed the way of seeking information towards electronic resources and services. The study helps in planning, developing and extending the N-List Services to academic Colleges. N-LIST stands for "National Library and Information services Infrastructure for Scholarly Content". The Project entitled "National Library and Information Services Infrastructure for Scholarly Content (N-LIST)", being jointly executed by the UGC-INFONET Digital Library Consortium, INFLIBNET Centre and the INDEST-AICTE Consortium, IIT Delhi provides for i) cross-subscription to e-resources subscribed by the two Consortia, i.e. subscription to INDEST-AICTE resources for universities and UGCINFONET resources for technical institutions; and ii) access to selected e-resources to colleges. The N-LIST project provides access to e-resources to students, researchers and faculty from colleges and other beneficiary institutions through server (s) installed at the INFLIBNET Centre. The authorized users from colleges can now access e-resources and download articles required by them directly from the publisher's website once they are duly authenticated as authorized users through servers deployed at the INFLIBNET Centre.

**Current status:** As on December 19, 2017, a total number of 3185 Government/ Government-aided colleges are covered under the section 12B of UGC Act as well as Non-Aided colleges. All e-resources subscribed for colleges under the N-LIST Project are now accessible to these 3185 colleges through the N-LIST website (http://nlist.inflibnet.ac.in).

**2.Literature Review:** Here, an attempt has been made to cover a number of related works and highlight briefly the studies relevant to the present work. According to Gowda, Basappa and Shivalingaiah, more students and teachers use e-journals. The use of information resources by the researchers in the University libraries in imperceptibly becomes their important channel to obtain information. Also, Sinha, Manoj Kumar, (2013) reveals a case study of college library users ICT



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and internet literacy skills for accessing to e-resources available under N-LIST programme: that most of the faculty members access to e-resources regularly for their research and teaching. Bhattacharjee (2011) found that in an analytical study on N-LIST users in college libraries benefits them with current information. He also observed that information available is always adequate in electronic resources. Lenares (1999) has made his study when e-journals were less familiar to the users. He analyzed the reason of not using the e-journals and found that unawareness to the e-journals available was the biggest reason to not make use of it.

**About Shri Padmamani Jain Arts and Commerce College:** Shikshan Prasarak Manadal, Pabal's-Shri Padmamani Jain Arts and Commerce College is one of the premier colleges in rural Pune district. The college was established on 2000 & affiliated to Savitribai Phule Pune University and accredited by National Accreditation and Assessment Council (NAAC) with B+ grade in first cycle. College has more than six hundred students, 17 faculty members, eight subject branches, PG centers and good infrastructure. There is a common library for both the courses which is fully equipped with the latest technology to render effective library and information services to its users. The college library is the central library of the college. The library has collections of more than six thousand books, CDs/DVDs, 24 print journals, 200 bound volumes of journals, N-LIST INFLIBNET subscribed online databases.

**3.Objectives**

1. To know the awareness of UGC-INFONET–N-LIST among users
2. To find the frequency and place of access to N-LIST services
3. To understand the purpose for which they access N-LIST services
4. To know the different types of N-LIST services
5. To find out the problems faced by user while accessing the N-LIST Services.
6. To find out the level of satisfaction about the information resources retrieved through N-LIST services.
7. To find out the preferred external storage medium for storing download information.

**4.Methodology:** The survey method was adopted, using questionnaire as a tool for data collection. A structured questionnaire was designed and distributed to N-LIST member of colleges - faculty and students of the SP Jain Arts & Commerce College, Pabal. Out of 200 questionnaires distributed among faculty and students 180 (90.00 %) filled in questionnaires were received back and they are using N-List Services. In addition to questionnaire method, interview schedule and observation method were also used to collect required information as a supplement to the questionnaire method to bring more clarity to the data which are essential and use for analysis and interpretation of data.

**5.Data Analysis:** The data collected were analyzed and interpreted and same are presented in the following tables.

5.1 The demographic characteristics of the study population relating to designation and gender have been summarized in the Table 1. The Table 1 depicts that out of 180 respondents 12 (6.6 %) are faculty members and 168 (93.33 %) are students.

**Table 1: Demographic characteristics of the study population**

| | Number | Percentage (%) |
|---|---|---|
| Faculty | 12 | 6.66 |
| Students | 168 | 93.33 |
| Gender | | |
| Male | 82 | 45 |
| Female | 98 | 54.4 |

The gender-wise breakup of the faculty and students has been shown in second part of the Table 1. It is seen from the Table 1 that out of 180 faculty and students, 45 % of faculty and students are male and 54.4 % are female.

**5.2 Awareness of N-LIST**

**Table 2: Awareness of N-LIST**

| Category of User | Yes | No | Total |
|---|---|---|---|
| Faculty | 10 | 2 | 12 |
| students | 150 | 18 | 168 |
| Total | 160 | 20 | 180 |

Table 2 shows that 10 (83 %) faculty members were aware of N-LIST and 2 (17 %) of faculty members were not aware of N-LIST. Similarly Among the students 150(89.28 %) were aware of N-LIST and 18 (10.71%) were not aware of N-LIST. Though the NLIST is popular in all category still there are users in all stratum is not aware of N-LIST. It demands some user education kind of programme in all colleges.

**5.3:Frequency of use of N-List Services:** The Frequency of access to N-LIST Services among the faculty and students of SPJ Arts and Commerce College are indicated in the Table 3.

**Table 3: Frequency of use of N-List Services Frequency of Access Total (N = 180)**

| | |
|---|---|
| Daily | 17 (9.44 %) |
| Weekly | 65 (36.11 %) |
| Fortnightly | 64 (35.55 %) |
| Occasionally | 34 18.88 %) |

**5.4Place of access to N-List services:** The place of access to N-LIST services by the faculty and students of college has been shown in the form of Table 4.

**Table 4: Place of access to N-List services**

| | |
|---|---|
| Library | 98 (54.44 %) |
| Department | 35 (19.14 %) |
| College Computer Centre | 47 (26.11 %) |

**5.5 Purpose of access to N-List Services**

**Table 5: Purpose of access to N-List Services**

| Purpose | Percentage (%) |
|---|---|
| For research | 35 (19.44 %) |
| For teaching | 10 (5.5 %) |
| writing assignments, projects/ practical, seminar presentation | 135 (75 %) |

The Table 5 indicates that faculty and students of college use for the purpose for writing articles i.e. for research 35(19.44 %) and 10 (5.5 %) for the purpose of teaching. 135 (75 %) of writing assignments.



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**5.6 Use of various types of N-List Services:** The Use of various types of N-List Services by the faculty and students of SPJ Arts and Commerce College has been summarized in the form of Table 6.

**Table 6: Use of various types of N-LIST services**

| E-Journals | Students (%) Total (N = 180) |
|---|---|
| American Institute of Physics | 2 (1.11 %) |
| American Physical Society | 2 (1.11 %) |
| Annual Reviews | 12 (6.66 %) |
| Cambridge University Press | 20 (11.11 %) |
| Economic and Political Weekly | 28 (15.55 %) |
| Indian Journals | 35 (19.44 %) |
| JSTOR | 66 (44 %) |
| Oxford University Press | 12 (6.66 %) |
| Royal Society of Chemistry | 1 (0.5 %) |
| H. W. Wilson | 2 (1.11 %) |
| **E-Books** | Total (N = 180) |
| Cambridge Books Online (1800 titles) | 5 (2.77 %) |
| E-brary (125000+ titles) | 32 (17.77 %) |
| EBSCoHost-Net Library (936 titles) | 22 (12.22 %) |
| Hindustan Book Agency | 6 (3.33 %) |
| Institute of South East Asian Studies (ISEAS) Books | 30 (16.66 %) |
| Oxford Scholarship | 8 (4.44 %) |
| Springer E-Books | 6 (3.33 %) |
| Sage Publication E-Books | 4 (2.22 %) |
| Taylor Francis E-Books | 8 (4.44 %) |
| Myilibrary-McGraw Hill | 12 (6.66 %) |
| World e-books Library (30,00,000 titles) | 45 (25 %) |
| South Asia Archive (though NDL) | 2 (1.11 %) |

The Table 6 depicts that in case of e-journals 66 (44 %) faculty and students use JSTOR, followed by 35 (19.44 %) Indian Journals and Economic and Political Weekly 28 (15.55 %), Annual Reviews (6.66 %). The second part of Table 5 depicts that in case of e-books 45 (25 %) of faculty and students use world e-books Library, followed by E-brary 32 (17.77 %), 30 (16.66 %) Institute of South East Asian Studies Books and 12 (6.66 %) Myilibrary- McGraw Hill.

**6.1Problems faced while accessing N-List services**

The Problems faced by the faculty and students while accessing N-List Services of SPJ Arts and commerce colleges has been summarized in the form of Table 7.

**Table 7: Problems faced while accessing N-List services**

| Problems/Barriers | Total (N = 180) |
|---|---|
| Varied search pattern | 15 (8.33 %) |
| Poor Internet Connectivity | 34 (18.88 %) |
| System Hardware Problem | 26 (14.44 %) |
| Virus / Unwanted programs | 15 (8.33 %) |

| | |
|---|---|
| Application Software Problem | 5 (2.77 %) |
| Retrieval of Junk/ irrelevant information | 25 (13.88 %) |
| Frequent Power failure | 50 (27.77 %) |
| No proper Guidance from Library Staff | 10 (5.55 %) |

The Table7 depicts that 50 (27.77 %) faculty and students of SPJ Arts and Commerce College face problem due to frequent power failure. The table also depicts that 34 (18.88 %) due to poor internet connectivity and 26 (14.44 %) system hardware problem. 25 (13.88 %) faculty and students of face problem with retrieval of junk/ irrelevant information & 15 (8.33 % ) virus/unwanted programs while accessing N-List services.

**7.1 Level of satisfaction about information retrieved through N-List services:** The level of satisfaction about information retrieved through N-List Services by the faculty and students while accessing N-List Services of SPJ Arts and Commerce College has been summarized in the form of Table 8.

**Table 8: Level of satisfaction about information retrieved through N-List services**

| Level of satisfaction | Total (N = 180) |
|---|---|
| Extremely satisfied (100 %) | 50 (27.77 %) |
| Satisfied (75 %) | 40 (22.22 %) |
| Moderately satisfied (50 %) | 24 (13.33 %) |
| Slightly satisfied (25 %) | 36 (20 %) |
| Not at all satisfied | 30 (16.5 %) |

**8.1Training / orientation program by the library for accessing N-List services:**

Adequate of library training program by the library for accessing N-List services of SPJ Arts and Commerce College has been summarized in the form of Table 8.

| | Total (N = 180) |
|---|---|
| Strongly agree | 79 (43.88 %) |
| Agree | 35 (19.44 %) |
| Disagree | 25 (13.88 %) |
| No opinion | 41 (22.77 %) |

**To find out the preferred external storage medium for storing download information**

**Table 10: Preferred external storage medium for storing download information**

| | Total (N = 180) |
|---|---|
| Pen Drive | 76 (42.22 %) |
| Email | 60 (33.33 %) |
| Desktop/ Computer HDD | 25 (13.88 %) |
| CD/DVD | 19 (10.55 %) |

The most preferred storage medium is Pen Drive used by 42.22 % and followed by Email account 33.33 % faculty and students for storing resources downloaded via N-List Services.

**Findings**

In the present study the authors have provided a useful summary of Use of N-List services by the faculty and students of SPJ Arts and Commerce College. The major findings of the study and suggestions to improve the access and usage of these electronic information resources have been summarized below.

1. About 83 % Faculty members were aware of N-LIST Similarly Among the students 150 (89.28 %) were aware of N-LIST.
2. About 36.11 % faculty and students access N-LIST services weekly.
3. College library is the place from where the majority of 54.44 % faculty and students access to N-LIST Services.
4. For the purpose of seminar presentation preparation majority of 75 % faculty and students access N-LIST.
5. In e-journals the JSTOR is used by 35 % and followed by 19.44 % Indian Journals & Economic and Political Weekly 15.55 % by faculty and students of SPJ.
6. In case of e-books 25 % of faculty and students use World e-books Library, followed by E-brary 17.77 %.
7. About 27.77 % faculty and students face problem due to frequent power failure also 18.88 % due to poor internet connectivity, 14.44 % system hardware problem and 8.33 % virus/unwanted programs while accessing N-LIST Services.
8. Majority of 27.77 % faculty and students are moderately satisfied with the information retrieved through N-LIST services.
9. About 13.78 % faculty and students disagree with the statement that the library staff are providing Training/ Orientation Program for accessing N-LIST services.
10. The most preferred storage medium is Pen Drive used by 42.22 % & followed by Email account 33.33 % faculty and students for storing resources downloaded via. N-LIST services.

**Suggestions**

The infrastructure in the college computer centre should be further improved for providing better N-LIST services.

- The faculty and students should be trained in using advance search options available in search menu of N-LIST resources for retrieval of relevant information.
- The Library and Information Centre should organize seminars, workshops and orientation programmes for faculty and students for accessing N-LIST services at regular interval of time to keep them pace with latest technological changes.

**Conclusion:** With the development in the area of Internet and information technology, more and more of the educational resources are being produced, distributed and accessed in the digital format. The government of India is spending large amount on the e-resources which are made available via consortia like Inflibnet- N-LIST. N-LIST Services are familiar to most of the Students & faculty members of SPJ college library. It is being used by them from few years only, but periodicity to use it is predictably good. Slow Internet speed and getting less number of relevant documents are the prime problems to use the e-journals in the N-LIST.

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