CHAPTER – I

INTRODUCTION

We are living in an age of information explosion. Computer and other electronic resources has become an indispensable tool in our society. The main function of a library is to provide information to the users. With the help of electronic resources the staff, students and the researchers can access to the huge volume of information with speed and accuracy.

The internet provides a cheap and efficient means of communication. It is a boon to researchers where they can access to information available throughout the universe with the help of online search with the advent of digital revolution, communication became easier and faster and decisions are made instantaneously. The present study is to highlight the user attitude and approaches towards electronic resources and services in the academic libraries of Puducherry union territory. Analyze the data with that of available materials in electronic form and users attitude in selected college libraries in Puducherry union territory. The new information technology has created a new infrastructure for libraries and change the way they function and provide services. Most of the academic libraries in India fully equipped with modern facilities collections and staff members.

In an information system, user is an important component. Access to relevant information is highly essential, particularly in industrial
research and development sectors. Basically human has been need the important of air, water, food and shelter. In the modern world, information is a fifth need of human being. Right information to the right user can pare way to new direction to research and development.

Information plays a very important role in every aspect of human life. It is especially true in the context of fast pace of today’s life. Where information becomes absolute too soon. The value of information is a crucial factor in the social and economic development and progress of a nation is increasing recognized. To a remarkable extent, information is a source of power. It consists of statements made by individuals or groups of individual about ideas, which they assimilated, into their knowledge store. Information is an element of knowledge store Information is an element of knowledge that is publicly available which can be shared and pass through the world.

In this cyber age, information plays a pivotal role in different spheres of human endeavors such as education, research and development, decision and policy making. The role of library and information centers in providing information for these endeavors is well documented. The generators and users of information play a key note in information transfer and utilization process. The information required by
the users is available in a variety of sources, primary, secondary and tertiary sources and in different formats.

Information in particular becomes more meaningful when it is transferred and communicated. The information "explodes" into power only when it is transferred and communicated. In other words, information is activised by communication. The purpose of transfer and communication of information is "use" without the intention on the part the ultimate receiver or beneficiary of information to use it, the whole exercise of transfer and communication become carry and information transferred becomes redundant. On the other hand, seeking and communicating information are two sides of the same coin from the view point of individuals concurred. Both have the same purpose and use. Information, which has no use, is no information. Thus the central thread of the whole range of activities relating to information transfer and communication is "use". Hence the emphasis is on use and user orientation to communication and information whether from a formally designed and operated information systems or from a formally source. A wide range of research works are centered around use and use of information called use and user studies have cropped up in the last four decades.
The user community in an academic library system constitutes the faculty, students, from the view of point of the user whether he is the student, he needs variety of information.

1.1 User Attitude

An attitude is a mental state of readiness exerting directive or dynamic influence upon individual’s response to all objects and situations with which it is related. Therefore if we can have some judgement about the attitude of an individual towards a specific thing or activity then we can have a fair idea as to whether the individual can be persuaded to participate in a particular thing or activity and whether he shall adopt it with interest and sincerity or not.

The attitude is the degree of positive or negative effect associated with some psychological objects namely institution, ideal, symbol, phrase, slogan, job or idea towards which people can differ with respect to positive or negative effect (Thurstone, 1946). The attitude is a dispositional readiness to respond to certain situations, persons, objects in a consistent manner which has been learnt and has become one’s typical mode of response (Free Mann, 1950). According to Guild (1950) attitude is a tendency of individual to favourd or not to favourd some type of situation. The attitude may be considered as motivational perceptual states, which direct perceptions and predispose a person to
act in accordance with perceptions (Allport, 1955). The attitudes are learnt pre-dispositions to respond positively to certain objects, situations, institutions, concepts or other persons (Aiken, 1979).

1.2 Scientific Attitude

It is this attitude which enables us to think rationally, helps to weigh the pros and cons, brings a rational outlook on issue and problems, highlights that all human beings are basically the same irrespective of caste, religion or colour. Such an attitude leads us normally towards a society, a world of caring and sharing.

1.3 Scientific Attitude refers to the following Components

i. Critical observation in thought.

ii. Open mindedness and broad mindedness.

iii. Objective in approach to problems.

iv. Does not believe in superstitions and false beliefs.


vi. Truth in observations and drawing conclusions based on accurate facts.

vii. Adopting a planned procedure in solving a problem.

viii. Curious to know more about things.

ix. Seeking the facts and avoiding exaggerations and

x. Accepting no conclusions as final or ultimate.
Scientific qualities as stated above, if developed in the minds of the youth and instilled in their behaviourd pattern, solve many problems-individual and social. Every citizen should have scientific attitude to take intelligent decisions and for solving personal as well as environmental problems. In order to advance in science and technology as in developed countries, study of science should become part and parcel of curriculum at all levels. Moreover, it must be taught with experimentation. Only such technique would develop scientific attitude among the citizens of tomorrow, and train them up in scientific method. Further, scientific attitude will be the basement for modernization, putting an end to superstitions implanted in our countrymen from time immemorial. Hence, scientific attitude-an offshoot of the study of science, is the present need of our society.

Ultimately, success in life means mastery over life. This results when you exercise your personal power to access your future. First, it is a matter of proper mental preparation; we all have the ability to adopt productive, emotive attitudes of mind that will invoke:

- the power of desire
- the power of decision
- the power of faith
- the power of courage
• the power of persistence
• the power of discipline
• the power of commitment
• the power of enthusiasm
• the power of initiative
• the power of gratitude
• the power of imaging
• the power of optimism
• the power of empathy
• the power of purpose
• the power of perception
• the power of concentration
• the power of suggestion
• the power of choice

Second, it is a matter of physical action consistently applied toward a specific goal. We need to acquire specialized knowledge, organize an action plan, and associate with like-minded, supportive people who will help stimulate our own thinking.

• *Attitude*

  *State of thought or feeling elj;ij. kdg;ghd;ik kdepiy. vz;zk;/

• Affect and feeling
Positive – favorable – like (+)

- Negative – Unfavourable - dislike (-).

- Existed = Existing = Expected

- Level of Intelligence and personality Traits are having significant relationship with attitude - (Edwards. ALLEN. L.1960)

- The manner in which new experiences modify the existing attitudes.

- Methods of scaling

Thurstone’s Technique

**Likert Technique.**

- How to change Attitude
- Attitude a plan for Action
- Attitude – Gender

Attitude-Engineers

Attitude-Superiors

Attitude-Subordinate

Attitude-Social welfare

Attitude-Peace

Attitude-Universal understanding

Attitude-Personal/personnel
1.4 Description About Attitudes

Attitudes are evaluative statements—either favorable or unfavorable—concerning objects, people or events. They reflect how one feels about some thing. When i say “I like my job,” I am expressing my attitude towards work.

Attitudes are not the same as values, but the two are interrelated. You can see this by looking at the three components of an attitude: cognition, affect, and behavior.

The belief that “discrimination is wrong” is a value statement. Such an opinion is the cognitive component of an attitude. It sets the state for the more critical part of an attitude – its affective component. After is the emotional or feeling segment of an attitude and is reflected in the statement “I don’t like Jon because he discriminates against minorities.’ Finally and we’ll discuss this issue at considerable length later in this section, affect can lead to behavioral outcomes. The behavioral component of an attitude refers to an intention to behave in a certain way toward someone or something. So to continue our example, I might choose to avoid Jon because of my feeling about him.
Viewing attitudes as made up of three components - cognition, affect, and behaviour – is helpful toward understanding their complexity and the potential relationship between attitudes and behaviour, but for clarity’s sake, keep in mind that the term *attitude* essentially refers to the part of the three components.

**1.5 Sources of Attitudes**

Attitudes, like values, are acquired from parents, faculty, and peer group members. We are born with certain genetic predisposition. Then, in our early years, we begin modeling our attitudes after those we admire, respects, or may be even fear. We observe that way family and friends behave, and we shape our attitudes and behaviour to align with theirs. People also imitate the attitudes of popular individuals and those they admire and respect. If the ‘right thing’ is to favor eating at McDonald’s, you’re likely to hold that attitude.

It contrast to values, your attitudes are less stable. Advertising messages, for example, attempt to alter your attitudes toward a certain product or service: If the people at Ford can get you to hold a favorable feeling toward their cars, that attitude may lead to a desirable behavior (for them)-your purchase product.
In organizations, attitudes are important because they affect job behavior. If workers believe, for example, that supervisors, auditors, bosses, and time-and-motion engineers are all in conspiracy to make employees work harder for the same or less money, then it makes sense to try to understand how these attitudes were formed, their relationship to actual job behavior, and how they might be changed.

1.6 E-Resources

Internet and World Wide Web (WWW) have a biggest source of information with widest coverage and the fastest access. It is the most powerful tool for global communication and exchange of information. The amount of publicly available information on the web is increasing consistently at an unbelievable rate. It has revolutionized the way that people access information, and has opened up new possibilities in areas such as digital libraries, information dissemination and retrieval, education, commerce, entertainment, government and health care. The WWW can be a great place to accomplish research on many topics but finding quality web materials.

E-resource is an electronic information resource that can access on the web, on or off campus. Material (data and/or program(s) encoded for manipulation by a computerized device. This material may require the
use of a peripheral directly connected to a computerized device (e.g. CD-ROM drive) or a connection to a computer network (e.g. Internet).

E-resource is defined as a resource which requires computer access or any electronic product that delivers a collection of data, be it text referring to full text bases, electronic journals, image collections, other multimedia products and numerical, graphical or time based, as a commercially available title that has been published with an aim to being marketed. These may be delivered on CD-ROM, on tape, via internet and so on. Over the past few years, a numbers of techniques and related standards have been developed which allow documents to be created and distributed in electronic form. Hence to cope with the present situation, libraries are shifting towards new media, namely electronic resources for their collection developments that the demands of users are better fulfilled. E-resources on magnetic and optical media have a vast impact on the collections of university libraries. These are more useful due to inherent capabilities for manipulation and searching, providing information access is cheaper to acquiring information resources, savings in storage and maintenance etc. and sometimes the electronic form is the only alternative.
Users are increasingly expected to use electronic resources. Studies were undertaken to determine the level of use of this type of resource, how users feel about various issues surrounding electronic resources and whether attitudes change dependent upon subject studied to determine level of use of various electronic information resources, ways in which they felt electronic resources had hindered or improved their academic career, if they perceived themselves capable of using the resources, would the standard of their work suffer without the use of these resources and the various methods employed to acquire the skills necessary to use the sources.

In conjunction with these technological advances, many stand alone CD-ROMs, which have been in operation for the last decade, are being increasingly networked, providing access from any networked computer terminal in the institution not solely within the library itself, hence improving user accessibility.

Electronic information sources offer today’s users different opportunities from their predecessors. The advantages of e-resources for the user, the information needed can be delivered from the most appropriate source to the user; the user can re-specify his or her needs dynamically; the information is obtained when it is wanted, so becomes "just in time" rather than "just in case"; the user selects only the
information needed to answer the specific question and, finally, the information is only stored should the user wish. Electronic information can therefore provide a number of advantages over traditional print based sources.

These advantages include the fact that electronic information sources are often faster than consulting print indexes, especially when searching retrospectively, and they are more straightforward when wishing to use combinations of keywords. They open up the possibility of searching multiple files at one time, a feat accomplished more easily than when using printed equivalents. Electronic resources can be printed and searches saved to be repeated at a later date; they are updated more often than printed tools. One main advantage, especially to distance learners or those with limited time to access the library, is their availability from outside the library by dial-up access.

Internet and electronic information with no print equivalents present new challenges to scholars. Increasingly information is being published only in electronic formats, and questions about how to cite these sources in academic papers have become frequent at library service desks.
1.6.1 Types of E-Resources

The e-resources are basically divided in two major types:

1. Online e-resources, which may include
   - e-journal (Full Text & Bibliographic Databases)
   - e-books
   - on-line Databases
   - web sites

2. Other Electronic resource may include
   - CD ROM
   - Diskettes
   - Other portable computer databases

These components are explained in the following sections.

e-journals

Electronic issues of journals and articles to periodicals the library subscribes in. It consists of Full-text and Bibliographic Databases. Full-text databases contain the whole content of an article such as citation information, text, illustrations, diagrams and tables. Bibliographic databases only contain citation information of an article, such as author name, journal title, publication date and page numbers.

An e-database is an organized collection of information. It supports flexible and in-depth searching of different fields, e.g. journal title, article
title, author, abstract, year, etc. We can only search for journal title in the Library Catalogue, but not the title or author of individual articles. Therefore, e-database is extremely useful to find articles on particular topics, e.g. peer assessment in classroom. A particular journal articles can retrieve from e-databases, which could not find the same information via the Library Catalogue.

Libraries have been exploring easy to cope with the problems of ever increasing prices of the journals, space requirements and decreasing level of usage as the journals get older. Nevertheless, libraries are required to maintain back issues of the journals, usually in bound form. Electronic Journal helps the librarians in addressing these problems to a great extent without significantly affecting the service levels. Electronic Journals can be accessed via internet from any web enabled PC. Depending on the type of subscription, one or more users can access the service simultaneously, either directly from an independent web enabled PC or in a local area network through a proxy server (IP addresses based access). Electronic journals also offer benefit of full text searching and downloading of articles. Many publishers of electronic journals offer their journals through consortia of libraries at much lower rates. INDEST and INFLIBNET are two such consortia operating in India. Access to articles in electronic journals can also be made through aggregator services
which offer searchable databases of contents of e-journals from several publishers, and links to journal site for full text. Emerald, OCLC and J-Gate are some of the example of e-journal aggregator services. The main disadvantage of electronic journal is that libraries can not physically possess the journals.

**e-book**

E-book is an electronic version of a printed book covering its full contents (text, tables, diagrams, illustrations, etc.). An e-book collection is usually set up in an e-database, which supports full-text searching within and across titles, advanced search and bookmark functions. Users can view full text of e-books in HTML or PDF format online. e-book has been described as a text analogous to a book that is in digital form to be displayed on a computer screen. E-books can be read just like a printed book, using dedicated e-Book reader such as GemStar eBook or on a computer screen after downloading it. There are also some newer technologies developing such as electronic paper, which is much like paper, except that the text can be changed, and talking books in MP3 format. e-book offer advantages like portability, 24 hours access, text search, annotation, linking, and multimedia and self-publishing possibilities. Development of e-book is still in the infancy stage and issues like compatibility, e-book readers, availability and intellectual
property rights are to be addressed before it can be implemented on large scale.

**On-line Databases**

On-line Databases is a collection of information categorized by specific fields. Databases are usually searchable by keywords topics. An e-database is an organized collection of information, of a particular subject or multi-disciplinary subject areas. The information of an e-database can be searched and retrieved electronically. Contents include journal articles, newspaper articles, book reviews and conference proceedings, etc. Information organized and stored in a database, with structured cross-document search and retrieval, relational data structures, efficient query mechanisms.

**Websites**

A library web page or Universal Resource Locator (URL) facilitates single window access to various web enabled library services. A URL could be as simple as a library web page listing the services with some links to catalogue and external free and subscribed resources or may include advance features like interactive helps and value added services such as subject gateways, self-help tools and frequently asked questions, and information about the library such as timings, calendar, rules etc can be hosted on the library web site. Apart from the ICT enabled
conventional services, Libraries are making use of potential of internet and computing power to provide new and innovative services. It is intended to help guide its users towards understanding consciousness. The ability to view the most recent content from hundreds of websites from a single program not only keeps up-to-date on the news and information, it is fast and easy to use.

Web pages are a presentation of information which can be presented in carefully chosen media most appropriate for content. Web pages can be static or dynamic, meaning that the content is the same each time someone visits the webpage or is taken from a database which is updated with new content. For example if a webpage, say the homepage, had a "news" area describing current news in relation to a company or event, then when a new news item came up or expired, new news item would appear and old news item disappear from the news section on the homepage.

Content and its presentation is the most important part of website. It is what people visit and hopefully recommend the website for. Websites content can be presented in many forms, the most common and accessible being text and graphics. For example, a website aimed at blind or partially sighted people is going to be a non-visual website making
best use of text (which can be heard using a text to audio web browser) spoken word and sound.

**The merits of website are**

- Fast and easy access to website content.
- No spam, few ads (about to change), and only content and photographs.
- User chooses the sites and content they want.
- User controls what they see and don’t see.
- User sees the most recently updated content without having to prowl around the site.
- Less time searching and hunting for commonly needed information and resources.
- Information is presented in excerpts or full articles, free of styling and heavy-handed site designs and layouts - content and information is the priority.
- Replaces email and newsletters to alert users of updates, new content, and other topical information like press releases and events.
- Provides another form of content delivery in addition to the website itself.
Objectives of Library Websites

- Promote library use
- Provide information about the library and its activities
- Provide online access to local information sources
- Act as a gateway to networked information resources (CD-ROM, intranet/Internet)
- Integrate Push-based services

1.6.2 Advantages of E-Resources

The reasons for actually embarking on the purchasing of electronic resources are generally accepted because of the ease of usability, readability, affordability and accessibility. The following are the advantages of e-resources over the print media

i. **Multi-access:** A networked product can provide multiple points of access at multiple points round the clock and to multiple simultaneous users.

ii. **Speed:** An electronic resource is lot quicker to browse or search, to extract information from, and to integrate that information into other material and to cross-search or reference between different publications.
iii. **Functionality:** E-resource will allow the user to approach the publications to analyze its content in new ways by click of the mouse on search mode.

iv. **Content:** The e-resources can contain a vase amount of information, but more importantly the material can consist of mixed media i.e. images, video, audio animation which could not be replaced in print.

Mobility, Saving Physical Space, Convenience, Saving time & money are some other advantages.

### 1.6.3 Disadvantages of E-Resources

Now, more and more people prefer e-resources to traditional ones, because it can save their time and money. However, with various e-resources flooded in, more and more people are aware of the disadvantages of e-resources.

i. The fact that, e-resources require special devices or personal computers can be looked as a disadvantage. Many e-resources are typically produces to be compatible for certain software which in turn may be not easily available. Since e-resources are dependent on other equipments, certain hardware or software failure may affect it. Unless the hardware, Internet connection or battery power that is required by an e-resource reader is readily available, then
its electronic documents are useless. In addition, e-resources depending on hardware and software and are more easily damaged than a printed book

ii. e-resource reading devices are surely more expensive than printed books. All devices of e-resources require power. There is a growing concern that the e-resources at present may not be accessible or compatible to the future e-resources software or devices.

iii. Screen glare and eyestrain are a serious concern for many potential users of e-resource technology. A major worry of reading from an e-resource reader could hurt the eyes. The display resolution of computer screens and electronic devices is considerably less than the print quality produced by a printing press.

iv. Reading from a computer lacks the familiarity and comfort of reading from a book. A paper book can be opened and flipped through, while an electronic text is more difficult to navigate.

v. E-resources have unreliable life span. Paper has a much longer life span than most digital forms of storage. Because of the rapid development of new computer systems it is difficult to judge whether the software or hardware will become outdated. As new hardware is developed structures must be put into place to allow for the migration of existing materials to the new platforms so that
they can still be accessed. Methods of preserving the electronic documents must also be developed. A high degree of reliability of the equipment must be part of the electronic devices that handle the replacements for printed books.

vi. Many titles that are available in traditional print books are not yet available in an electronic book format.

vii. New technologies always require time, experience, and money in order to take full advantage of its capabilities

1.7 Indian Scenario for E-Resources

Libraries function as an essential integral component in higher education system. Academic libraries in India are facing a lot of problems due to static budget and exponential price hike of library collections. The library environment is currently undergoing a rapid and dynamic revolution leading to new generation of libraries with the emphasis on e-resources. A lot of efforts have been taken in past few years to overcome this problem of financial crunch by resource sharing through consortia for university libraries. UGC-INFONET and INDEST-AICTE consortium are two major initiatives for university library users. These revolutionary steps are providing scholarly resources including peer reviewed journals, databases, abstracts proceeding etc. These efforts must be boon to
university library users which will definitely boost the level of higher education system in our country.

Library Consortium is a group of two or more libraries which have agreed to co-operate with one another in order to fulfill certain similar needs, usually resource sharing. It usually, refers to co-operation, co-ordination and collaboration between, and amongst libraries for the purpose of sharing information. Consortia are basically, evolving a form of cooperation among the libraries which come together to share resources electronically. It has gained momentum even in developing countries like India.

Some of the successful library consortia setup so far in India are

1) UGC-INFONET E-journal consortium.
2) Indian National Digital library in Engineering, Sciences and Technology (INDEST) Consortium.
3) Inter University Centres (IUC-DAEF Consortia)
4) Health Sciences Library and Information Network (HELINET)
5) Forum for Resource Sharing in Astronomy and Astrophysics (FORSA)
6) Council for Scientific and Industrial Research (CSIR e-journals consortium)
Apart from the mentioned consortia, there have been efforts to setup similar kind of consortia by ICAR, ICMR, ICSSR and other government agencies to provide and access to e-resources. Among the above all consortia, UGC-INFONET and INDEST-AICTE consortium are proving to be a boon for the academic users. These two major initiatives have come to the rescue of academic libraries so that they can cater to the needs of academic depending upon them. These revolutionary steps are providing scholarly resources including peer reviewed journals, databases, abstracts, proceedings etc. these efforts will boost the higher education system in India.

1.8 Motivation for the Effective Utility of E-Resources

Today availability of e-resources in a academic library is very common. But their proper and maximum use is a matter for discussion. Advances in computer applications during the past few decades have brought radical changes in the way information is gathered, store, organized, accessed, retrieved and consumed. The application of computers in information processing has brought several products and services to the scene. The Internet and the Web are constantly influencing the development of new modes of scholarly communication; their potential for delivering goods is quite vast, as they overcome successfully the geographical limitations associated with the print media.
Further, the distribution time between product publication and its delivery has been drastically reduced. The Internet can be used for efficient retrieval and meeting information needs. This is very important for university libraries since most of them call for more and more research work. This important fact is convincing many libraries to move towards digital e-resources, which are found to be less expensive and more useful for easy access. This is especially helpful to distant learners who have limited time to access the libraries from outside by dial-up access to commonly available electronic resources, mainly CD-ROM, OPACs and Internet, which are replacing the print media.

1.9 Need and Significance of the Study

Fung and Wagnell dictionary defines information as “Timely or specific knowledge concerning some matter of interest or inquiring” Similarly Webster’s dictionary defines it as “communication and reception of knowledge”.

Information is the content message of communication. Information and communication are inseparable like two sides of coin. Importance of communication in organizations cannot be gained. S.R. Renganathan aptly said that communication is essential for living in biological, social and spiritual planes.
C.A. Scarrott writes “Human society can be recognized to be a living organized system banded and operated by information in the form of communication interchanged and usually honoured by its members such communication constitute the elementary Social bonds in human society”

We seek information to make sense of the world, getting across a barrier solve a problem, and to fill a gaping our knowledge.

**Chapterization Schemes**

The first chapter includes introduction of information, Theories of information seeking Behaviour, Information and its uses, Information, Information seeking behaviour, Information Access Pattern, users, user study, and classification of user study.

The second chapter presents a various detail of the earlier studies in the area of profile of the puducherry union territory of study.

The third chapter presents a review of related literature of works published on the concepts involved in Information, resources, Facilities and services provided by academic library.
The fourth chapter presents the research design that includes the topic of investigation, objective, hypotheses, methodology, sampling data collection, data analysis, and limitations of the study.

The fifth chapter presents the data analysis and interpretation in the form of tables, graphs and charts.

The sixth chapter presents the summary of findings, suggestions, recommendations and conclusion of the study.
References


