AWARENESS AND USE OF CeRA CONSORTIUM AMONG THE STUDENTS OF UTTAR BANGA KRISHI VISWAVIDYALAYA, PUNDIBARI, COOCH BEHAR (W.B.), INDIA: A CASE STUDY

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The aim of the present study is to investigate the awareness and use of Consortium for e-Resources in Agriculture (CeRA) among the students of Uttar Banga Krishi Viswavidyalaya (UBKV), Pundibari, Cooch Behar (West Bengal.), India. A questionnaire based survey has been conducted in the premises of Uttar Banga Krishi Viswavidyalaya (UBKV), Pundibari, Cooch Behar of West Bengal state of India and tried to evaluate the current status of information seeking behaviour and awareness and use of Consortium for e-Resources in Agriculture (CeRA) among the students. The copies of well structured questionnaire have been distributed among 150 postgraduate students of the University. Out of the distributed questionnaires, 127 filled-in questionnaires were properly received back with overall response rate @84.66% and included in the study for further analysis.It was found that 48.81% respondents were aware about the CeRA and its use. On the question of adequacy of resources available on CeRA, 45.66% of the respondents were feel adequacy and 25.98% respondents were opined somewhat adequacy. Regarding satisfaction level about the use of CeRA resources, 51.96% of the respondents shown their satisfaction with the use of CeRA resources. It was also found that 37.80% of the respondents were facing the problem of slow response to get requested articles under Document Delivery Service (DDS), while 34.64% respondents facing the problem of slow speed of Internet. Based on the findings, the researcher has also suggested that more and more electronic resources should be subscribed and incorporates on the CeRA platform. Furthermore suggested that more training programs on awareness and use of CeRA Consortium as well as e-resources should be organize on frequent basis by the central library of UBKV so that users can able to access their desired information efficiently.

KEYWORDS: Agricultural libraries; Agricultural universities; Awareness; CeRA Consortium; Electronic resources; Information seeking behaviour; Usage analysis.

INTRODUCTION

This is the era of Information and Communication Technology (ICT). Due to rapid development in information communication technology and the effects of the same on all human interventions, everyone wants to keep latest and up dated information related with their field of interest. As the information has been consider as the integral part of life, hence, the present era is also known as information era. Information has become the most important element for progress in society of any country. To survive in this modern and competitive era, everyone needs a variety of information to keep updated themselves. As far as concerned with education and research, we can reorganize the educational system and redefine scientific research only with the help of Information. In this era, information will play a very crucial role in every aspect of human endeavors. Information also plays a very significant role in our personal and professional lives. Any country will only be successful if the peoples of that country having rich information in variety of form.

Information and Communication Technology (ICT) has been playing a very important role in every areas of human intervention, and it has changed the way of living life in today's scenario. Similarly, ICT has affected the libraries and it has changed the ways and means of collection building and services in libraries as well. ICT has forced the libraries to change its form from conventional library to electronic library. There are many types of electronic resources, which can be available in any type of libraries. These resources includes e-journals, e-books, e-databases, CD-ROM databases, e-theses, OPAC, e-archives, Internet & Web-based resources, *etc*., which can be made available in any type of libraries.

Information resources available in electronic form are very essential for any big or research libraries in this era of Research and Development (R&D) to meet the research requirements of its users' community. Due to changing scenario and lack of time, library users now want quick and easy access to the information resources. Hence, users prefer to use e-resources as compare to the resources available in physical form. E-resources are easy to use, which can be accessed quickly from anywhere anytime without the time restrictions. It is supposed that researchers and scientists are very busy in their field of concern, and have very less time to access desired information resources. They require e-resources at their desktop or palmtop so that they can access the desired information or resources as per their convenience. Similarly, agricultural scientists and researchers need information resources in electronic form so that they can access their desired information easily and can save their precious time. Therefore, agricultural university or institute libraries are now trying to purchasing or subscribing most of the information resources in electronic format such as e-books, e-journals, e-databases and other e-resources.

However, due to high cost of e-resources and shrinking budget of libraries day by day, it is not possible for single library or information center to procure all the information resources. Even, single library cannot fulfill all the information needs of users or research fraternity from its holdings. To overcome this issue, library cooperation started a long ago in various form such

as Inter-Library Loan (ILL), Document Delivery Service (DDS), and library networks, *etc*.

LITERATURE REVIEW

It is not possible to trace all the related work on the subject, therefore, a review of existing literature as given below has been made to know the awareness and usage of e-resources/e-contents among the users.

Suresh, & Kannan (2020) conducted a study on awareness and use of N-List resources among the faculty members of affiliated colleges of Bharathiar University, Tamil Nadu and found that 69.3% respondents were aware of N-LIST resources and utilizing N-LIST resources, whereas, on the question about the sources of awareness about N-LIST resources, the respondents replied that 'guide by the librarian' was their first priority, followed by 'orientation programme', 'trial and error method', 'through YouTube tutorial', 'online user guide', and 'guide by friends'. While studying the awareness and use of CeRA among the research scholars and postgraduate students of Punjab Agricultural University, Ludhiana, Sharma and Sanjeev Kumar (2019) explored that 62.28% of the respondents were aware about CeRA through library staff, whereas, 26.31% of the respondents know about CeRA resources through their research guide and 13% through their friends; however, researchers also suggested that teacher librarian collaborative efforts could further increase the use of resources and services of the library. A study on use of consortia based resources in selected libraries of National Capital Region was conducted by Joshi and Durga Prasad (2018) and found that majority of the respondents

were aware about the consortia based e-resources and further opined that access to consortia based resources is very easy, while research scholars were agreed that consortia based resources are proving the best facility for research but postgraduate students were oppose to this statement.

Mistri (2018) conducted a study at North Bengal University to know the trends in use of e-resources available on e-ShodhSindhu consortium and noticed that the faculty members were aware about the e-resources available on e-ShodhSindhu consortium and a significant proportion of research scholars was not aware about the same, whereas, most of faculty members and research scholars suggested that some more additional resources could be added to e-ShodhSindhu consortium. A comparative study of the use of CeRA (Consortium for e-Resources in Agriculture) among the post-graduate students of CSKHP Krishi Vishvavidyalaya, Palampur and Dr. Y.S. Parmar University of Horticulture and Forestry, Solan was conducted by Negi and others (2018) and the researchers revealed that most of the students of CSKHPKV, Palampur get awareness about CeRA from library staff, whereas, students of DYSPUHF, Solan were aware by their teacher/guide. Students of both the universities admitted that CeRA helps more in their academic and research work. A study on the use of Consortium for Electronic Resources in Agriculture (CeRA) by postgraduate research scholars at Punjab Agricultural University, Ludhiana was conducted by Amit Kumar (2017) and noticed that a big majority (94.44%) of the respondents were aware about the availability of Consortium based e-resources and about 38% of the respondents were using CeRA resources for their research work, while a big majority

(93.33%) of the respondents were willing to undergo training in effective use of CeRA so that their skills will be improving. Angadi (2017) conducted a study on use of UGC-Infonet consortium among the research scholars of universities of Karnataka state, which gets the status of "University with Potential for Excellence" (UPE) and found that the majority of the respondents (89%) were aware about UGC-INFONET consortium and about 43% of the respondents were rated 'very good' to the content services, while about 42% of the respondents were facing the problem of slow Internet and lack of sufficient Internet nodes in University library.

Sinha and Deb (2015) conducted a study among the library users of NIT, Silchar, Assam to know the usage of e-resources available on INDEST-AICTE Consortium and found that most of the respondents were aware about INDEST Consortium and were using e-journals frequently, however, most of the respondents suggested that the authority should provide adequate Internet Terminals with high speed of bandwidth for optimum utilization of e-resources available under INDEST-AICTE Consortia. During the study on use of e-journals through CeRA (Consortium for e-Resources in Agriculture) by the students in Acharya N.G. Ranga Agricultural University S.V. Agricultural College at Tirupati (AP), Ranganadham and Lakshmipathi (2013) observed that all the respondents were aware about the e-resources available on CeRA consortium and respondents were also said that they felt positive impact on their research work due to e-resources of CeRA consortium. A study on use of Consortium for e-Resources in Agriculture (CeRA) was conducted at Mahatma Phule Krishi Vidyapeeth, Rahuri (M.S.) and it was found that 41% of the respondents were

accessing the e-resources from CeRA consortium platform on daily basis, whereas, only 37% of the respondents were fully satisfied with the adequacy of resources available on CeRA consortium. (Kalbande, Fayaz. M., and Sonwane, 2012). Francis (2012) conducted a study to evaluate the use of Consortium for e-Resources in Agriculture in Kerala Agricultural University, Thrissur and noticed that cent percent of the respondents were familiar with the use of digital information resources available online and 81.4% of them were using CeRA consortium resources for their academic and research work.

As per the literature reviewed above, it is clear to mention here that there are too many studies conducted in past in different parts of India to know the awareness and usage of many consortiums such as UGC-INFONET Digital Library Consortium, INDEST-AICTE Consortium, N-LIST Program, CeRA, *etc.*, but no study has been conducted in West Bengal state of India to assess the awareness and usage of e-resources available on CeRA Consortium, which is considered as back bone to the agricultural teaching, research and extension activities. The present study was therefore planned to fill this gap.

CONSORTIUM FOR E-RESOURCES IN AGRICULTURE (CeRA)

"The Consortium for e-Resources in Agriculture popularly known as CeRA is an e-Consortium of Agricultural Libraries under the Indian Council of Agricultural Research for National Agricultural Research and Education System (NARES) Libraries. The Consortium for e-Resources in Agriculture (CeRA) was established in November 2007 and it is the first of its kind for facilitating

24x7 online accesses of select journals in agricultural and allied sciences to all researchers, teachers and students, policy planners, administrators and extension specialists in NARS through IP authentication. Currently, 153 institutions in National Agricultural Research System (NARS) are members of CeRA Consortium consisting ICAR institutes/NRCs/Directorate/Project Directorates/National Bureau, *etc.* and State Agricultural Universities. To put in a nutshell, CeRA acts like a catalyst to enhance agricultural research, education and extension activities of NARS institution in achieving excellence and setting high standards in output and service to the society. To assist researchers to access full text of library-subscribed journals (which does CeRA not subscribe), the Document Delivery Request System has been introduced in CeRA. More than 3000 e-journals to be accessible from CeRA Consortium platform. Apart from this some open access resources and e-books are also available in CeRA." (CeRA, 2021).

UTTAR BANGA KRISHI VISWAVIDYALAYA, PUNDIBARI, COOCH BEHAR (W.B.)- A BRIEF SKETCH

"The state Government of West Bengal initially established an off campus of the Bidhan Chandra Krishi Viswavidyalaya at Pundibari in Cooch Behar district in 1979 to cater to the need of peoples of the northern part of West Bengal and imparting higher education in emerging areas of modern agricultural sciences and technology, which comprises eight districts. Later on, the Government of West Bengal upgraded the North Bengal Campus into full-fledged Agricultural University by the name of Uttar Banga Krishi Viswavidyalaya in 2001 by the West Bengal Act XX of 2000." (UBKV, 2021).

STATEMENT OF THE PROBLEM

Uttar Banga Krishi Viswavidyalaya (UBKV), Pundibari, Cooch Behar (West Bengal),is a prestigious agricultural university, which offers courses on undergraduate, postgraduate and Doctoral level courses in various disciplines of agricultural sciences. Besides teaching schedule, a reasonable well-equipped library is also maintained to support teaching learning process, extension, and research activities. The University also plays an important role in providing agriculture related information to the local and surrounding eight districts farmers of North Bengal. Most of students who are studying in this University, are from West Bengal state, hence, these students, if they are aware about the new innovation and research in agriculture sector, will play their crucial role in future towards the best purpose in agriculture and horticulture. In this digital era, almost all type of information and resources are available in electronic form. Now, students, teachers and scientists are preferred to use e-resources. Therefore, the present study was planned to understand the awareness and use of CeRA Consortium among the students of different disciplines of Uttar Banga Krishi Viswavidyalaya (UBKV), Pundibari, Cooch Behar (West Bengal).

OBJECTIVES OF THE STUDY

The main objective of the study was to know the awareness and use of CeRA Consortium among the students of Uttar Banga Krishi Viswavidyalaya, Pundibari, Cooch Behar (West

Bengal). However, the following specific objectives were intended to be achieved:

❖ To identify the awareness about CeRA consortium

❖ To measure the frequency of usage of CeRA consortium

❖ To find out the purpose of usage of CeRA consortium

❖ To identify the places of accessing the CeRA consortium

❖ To identify the problems faced by the respondents during accessing the CeRA consortium

❖ To ascertain the need for training in accessing CeRA consortia

❖ To draw suggestions from the respondents toward improving the accessibility of e-resources through the consortium

❖ To suggest possible measures for improving the optimum level of users awareness and satisfaction during accessing e-contents from CeRA consortium

SCOPE AND LIMITATION OF THE STUDY

The scope of the present study was limited to understand the awareness and use of CeRA Consortium among the postgraduate students of Uttar Banga Krishi Viswavidyalaya (UBKV), Pundibari, Cooch Behar (West Bengal) who were visiting the library regularly for accessing electronic information resources, especially accessing the e-journals available on CeRA Consortium.

SIGNIFICANCE OF THE STUDY

A library is considered the heart or educational temple of any higher educational institution where services are provided to the users of different disciplines. Therefore, it is expected that libraries should have to evaluate its services from time to time and if any lacuna found, appropriate actions should be taken to enhance and maintain the quality of services. The present study was an attempt to find out the awareness and use of CeRA Consortium among the students of Uttar Banga Krishi Viswavidyalaya, Pundibari, Cooch Behar (West Bengal). The findings of the study would surely help in identifying the problems faced by the users during accessing their desired information from CeRA Consortium. Further, based on the results and suggestions received from the respondents, the library authority of the University (UBKV) could take some measures to improve the services and user satisfaction. Other researchers may carry out the similar type of studies to explore the usage pattern of e-resources consortiums among the various levels of respondents and can take appropriate measures in order to improve the quality of their libraries and their services as well as users' satisfaction.

RESEARCH METHODOLOGY

The present research problem is entitled as *Awareness and use of Consortium for e-Resources in Agriculture (CeRA) among the students of Uttar Banga Krishi Viswavidyalaya, Pundibari, Cooch Behar (W.B.): A Case Study*. It focuses on the level of awareness and use of CeRA Consortium e-resources among the postgraduate students of the University. As the population of the study consists of the postgraduate students in all the types of faculties, *i.e.*, Agriculture, Horticulture, and Forestry, the study was conducted within the campus of Uttar Banga Krishi Viswavidyalaya (UBKV),

Pundibari, Cooch Behar (W.B.).To select sample from the University and respondents, stratified random sample was used and all the faculties of University (Agriculture, Horticulture, and Forestry) were selected, which formed the population for the study. For the present study, the survey approach with the help of questionnaire was used to collect data from the library users especially, postgraduate students of UBKV, Pundibari, Cooch Behar. Thus, the nature of present study is empirical. The total 150 population has been taken as sample for the present study includes postgraduate students only, out of which, 127 were responded positively and included for the study.

A total of 150 questionnaires were distributed among the postgraduate students during February-March, 2021. Multiple visits were made to get the positive response. Out of the distributed questionnaires, 143 filled-in questionnaires were received back. After proper checking, it was found that 127 questionnaires were complete, and, therefore included in the study for further analysis. Thus, 84.66% response was achieved in the study. Hence, the present study is based on the response provided by 127 respondents from UBKV, Pundibari, Cooch Behar (W.B.).

DATA ANALYSIS AND INTERPRETATION

The collected data on different parameters/objectives are presented under the following headings/tables:

Table 1: Department wise distribution of respondents

Department / Faculties	No. of Respondents	Percentage
Agriculture	95	74.80
Horticulture	28	22.06
Forestry	04	03.14
Total	**127**	**100**

The data in Table 1 shows the department/faculty wise response of the users. The highest response @74.80% was received from the department/faculty of Agriculture, while response received from the department/faculty of Horticulture was 22.06%, followed by the department/faculty of forestry 3.14% respectively. The analysis shows that due to the number of sub-departments in the faculty of Agricultural Sciences, more seats are being offered, hence, response was received more from the faculty of Agricultural Sciences than faculty of Horticulture and Forestry.

Table 2: Usage of search engines

Search Engine	No. of Respondents	Percentage
Google	81	63.78
Yahoo	20	15.74
Bing	16	12.60
Rediff	02	01.58
Ask.com	05	03.94
Excite	03	02.36
Total	**127**	**100**

The data in Table 2 explain the usage of search engines or non-library gateways for seeking information by the respondents. The data shows that out of 127 respondents, 63.78% used Google search engine for their informational requirement, followed by 15.74% Yahoo, 12.60% Bing respectively. Further, it was observed that 3.94% of the respondents were using Ask.com search engine, whereas, Excite was using by 2.36% respondents. On the other hand, Rediff, which is an Indian origin search engine, has been used by only 1.58% respondents.

Table 3: Awareness about e-resources

E-Resources	No. of Respondents	Percentage
E-journals	104	81.88
E-books	91	71.65
E-theses	85	66.92
E-lectures	79	62.20
Open access resources	77	60.62

* Multiple answers permitted

The Table 3 presents the status of awareness about e-resources among the respondents. It is clear from the table that out of total 127 respondents, 81.88% respondents were aware about the e-journals, whereas, 71.65% respondents were aware about e-books, followed by 66.92% e-theses, 62.20% e-lectures and 60.62% of the respondents having awareness about the open access resources respectively. During the survey, respondents were permitted to given multiple answers against the question of awareness about different e-resources.

Table 4: Awareness about CeRA

Awareness	No. of Respondents	Percentage
Fully aware	39	30.70
Aware	62	48.81
Somewhat aware	23	18.11
Not aware	03	02.36
Total	**127**	**100**

The Table 4 shows the awareness about Consortium for e-Resources in Agriculture. The Table reveals that out of total 127 respondents, 48.81% respondents were aware about the CeRA, whereas, 30.70% of the respondents were fully aware about the CeRA, followed by somewhat aware (18.11%). On the other hand, a very few respondents, *i.e.*, 2.37% were not aware about the CeRA and its use.

Table 5: Frequency of using CeRA

Frequency	No. of Respondents	Percentage
Everyday	27	21.26
Weekly	41	32.28
Fortnightly	34	26.78
Monthly	25	19.68
Rarely	-	-
Total	**127**	**100**

The data in Table 5 illustrate the frequency of using Consortium for e-Resources in Agriculture (CeRA) among the respondents of the UBKV, Pundibari, Cooch Behar, (W.B.). It is observed that out of 127 respondents, 32.28% respondents were using CeRA once in a week for accessing their desired information, whereas, 26.78% of the respondents were accessing information from CeRA once in a fortnight, followed by everyday (21.26%) and monthly basis (19.68%) respectively. Interestingly, no respondents had responded to the question of 'rarely using the CeRA'.

Table 6: Place of accessing CeRA

Place	No. of Respondents	Percentage
Library	98	77.16
Department	22	17.32
Hostel	07	05.52
Total	**127**	**100**

The data in Table 6 indicate the place of accessing CeRA resources by the respondents of the UBKV, Pundibari, Cooch Behar. It has been noted that 77.16% of the respondents were accessing CeRA resources in the library premises, while, 17.32% of the respondents were accessing from their respective departments and 5.52% of the respondents were accessing resources available on CeRA from their hostels.

Table 7: Awareness and proficiency about modern ICT tools

E-Resources	No. of Respondents	Percentage
Highly proficient	17	13.38
Proficient	59	46.46
Moderate proficiency	51	40.16
Total	**127**	**100**

The Table 7 shows the awareness and proficiency about modern ICT tools among the respondents of UBKV, Pundibari, Cooch Behar (W.B.). It is revealed that 46.46% of the respondents were aware and having proficiency in using modern ICT tools, whereas, 40.16% respondents confirm their moderate proficiency towards the using of modern ICT tools. On the other hand, only 13.38% of the respondents replied that they have highly proficiency in using modern ICT tools, which helps them for searching of their desired information.

Table 8: Adequacy of resources on CeRA

Adequacy	No. of Respondents	Percentage
Highly adequate	26	20.48
Adequate	58	45.66
Somewhat adequate	33	25.98
Not adequate	10	07.88
Total	**127**	**100**

The data in Table 8 demonstrate the respondents' opinion on adequacy of information resources available on CeRA Consortium. Out of 127 respondents, 45.66% of the respondents were feel

adequacy of information resources available on CeRA, whereas, 25.98% respondents were opined that there is somewhat adequacy, followed by 20.48% respondents opined the highly adequacy about the availability of information resources on CeRA Consortium. The 7.88% of the respondents were opined that the information resources available on CeRA are not adequate and need to be added some more important e-journals and other resources as well. In total, most of the respondents were happy with the adequacy of information resources available on CeRA Consortium.

Table 9: Preferred resources of CeRA

Preferred resources	No. of Respondents	Percentage
Full text articles	68	53.54
Abstracts	40	31.50
Request for articles	19	14.96
Total	**127**	**100**

The Table 9 shows the opinion of respondents about the preferred resources available on CeRA. It is revealed that 53.54% respondents were prefer to access full text articles of e-journals for their academic and research work, while 31.50% of the respondents were prefer to access abstracting information. On the other hand, 14.96% of the respondents were using the facility of Request for Articles (RA), which is a part of Document Delivery Service (DDS). Under this service, any user can submit their requested articles online and he/she can get their desired articles within specified period free of cost.

Table 10: Source of learning CeRA

Source of learning	No. of Respondents	Percentage
Through class faculty	21	16.53
Through friends	26	20.47
Through library faculty	65	51.18
Own their own	15	11.82
Total	**127**	**100**

The data in Table 10 highlights the different sources of learning CeRA. It is observed that out of 127 respondents, 51.18% of the respondents have learned effectively to access their desired information from CeRA through library faculty, whereas, 20.47% respondents learned access to CeRA through friends, followed by through class faculty (16.53%) respectively. On the other hand, 11.82% of the respondents replied that they learned the use of CeRA own their own as they feel they are competent to use ICT based resources without taking any help from other sources.

Table 11: Purpose of using CeRA

Purpose	No. of Respondents	Percentage
Writing research articles	33	25.98
Research work	69	54.34
Writing class assignments	20	15.74
Updating knowledge	05	03.94
Total	**127**	**100**

The data given in Table 11 reveals that 54.34% of the respondents were using the information resources available on CeRA for research work, whereas, 25.98% of the respondents were using CeRA resources for writing research articles, followed by writing class assignments (15.74%) respectively. On the other hand, a very few respondents (3.94%) were preferred to use CeRA for updating their knowledge about concerned disciplines.

Table 12: Usefulness of e-Journals available on CeRA

Usefulness	No. of Respondents	Percentage
Highly useful	61	48.03
Useful	48	37.80
Somewhat useful	16	12.60
Not useful	02	01.57
Total	**127**	**100**

The perusal of data in Table 12 depicts the usefulness of e-Journals among the respondents of UBKV, Pundibari, Cooch Behar (W.B.). The data reveal that out of total 127 respondents, 48.03% respondents opined that the CeRA e-Journals are highly useful to them, followed by 37.80% respondents rated useful and 12.60% rated somewhat useful respectively. A few number of respondents (1.57%) opined that the e-Journals available on CeRA are not useful for them.

Table 13: Status of articles received under Document Delivery Service (DDS)

Status	No. of Respondents	Percentage
Almost	35	27.56
Sometimes	53	41.73
Rarely	21	16.53
Never received	18	14.18
Total	**127**	**100**

The data in Table 13 explain that out of total 127 respondents, 41.73% respondents received their requested articles sometimes, whereas, 27.56% respondents got almost their requested articles.

The data further indicate that 16.53% of the respondents received their requested articles rarely and 14.18% respondents replied that they never got their requested articles.

Table 14: Satisfaction level about using CeRA

Satisfaction level	No. of Respondents	Percentage
Highly satisfied	39	30.70
Satisfied	66	51.96
Somewhat satisfied	21	16.54
Not satisfied	01	00.80
Total	**127**	**100**

The data in Table 14 present the satisfaction level about the use of CeRA resources among the respondents of UBKV, Pundibari, Cooch Behar (W.B.). The data of research reveal that 51.96% of the respondents were satisfied with the use of CeRA resources, followed by 30.70% highly satisfied and 16.54% were somewhat satisfied

with the use of resources available on CeRA. Out of total 127 respondents, only one respondent has shown his non-satisfaction about the use of CeRA resources. In total, the results shows that more than 80% of the respondents were satisfied with using CeRA resources.

Table 15: Problems faced while accessing CeRA

Problems	No. of Respondents	Percentage
Lack of important e-journals on CeRA	33	25.98
Lack of knowledge in using CeRA	29	22.83
Lack of time	40	31.50
Unwillingness of library staff to provide services timely	11	08.66
Slow speed of Internet	44	34.64
Lack of computer systems	23	18.12
Slow response to get requested articles under DDS service	48	37.80

* Multiple answers permitted

The presented data in Table 15 show the various problems faced by the respondents of UBKV, Pundibari, Cooch Behar (W.B.) during accessing the CeRA resources. The data revealed that out of total 127 respondents, 37.80% respondents were facing the problem of slow response to get requested articles under DDS service, while 34.64% respondents facing the problem of slow speed of Internet, followed by lack of time (31.50%), lack of important e-journals available on CeRA (25.98%), and lack of knowledge in using CeRA (22.83%) respectively. The data further reveal that 18.12% of the respondents were facing the problem of lack of computer systems, and unwillingness of library staff to provide the services timely (8.66%).

Table 16: Need of special training programs in using CeRA

Need of training	No. of Respondents	Percentage
Yes	88	69.30
No	39	30.70
Total	**127**	**100**

The data given in Table 16 indicate the need of special training programs in using CeRA by the respondents at UBKV, Pundibari, Cooch Behar (W.B.). It is observed that most of the respondents (69.30%) need special training programs using CeRA, whereas, 30.70% respondents not willing to take any special training in using CeRA as they reported that they have good ICT skills and competent to access e-resources available on Consortium for e-Resources in Agriculture (CeRA).

Table 17: Suggestions for improving the use of CeRA

Suggestions*	No. of Respondents	Percentage
Number of computers with latest configuration should be enhanced	40	31.50
High speed Internet connection	75	59.05
Efficient and effective campus wide access	80	63.00
Increase time period for Internet use	38	29.92
Wi-Fi facility in the campus	50	39.38
Printing facility	26	20.48
Frequent training facilities	65	51.18

Multiple answers permitted

The data in Table 17 highlight the various suggestions for improving the use of CeRA given by the respondents during the survey at UBKV, Pundibari, Cooch Behar (W.B.). Perusal of data reveals that out of total 127 respondents, 63% respondents suggested that efficient and effective

campus wide access to CeRA should be provided on priority basis, whereas, 59.05% respondents suggested for high-speed Internet connection, followed by frequent training facilities (51.18%), Wi-Fi facility in the campus (39.38%) and increase more number of computers with latest configuration (31.50%) respectively. The findings

SUGGESTIONS

Based on findings of the study, the following suggestions could be made:

- Some of the respondents had opined during the survey that a few numbers of required e-journals and other e-resources are not available in the CeRA Consortium. Therefore, it has been suggested hereby that the central library of UBKV, Pundibari, Cooch Behar (W.B.) should try to subscribe and incorporate more e-resources on the CeRA platform.

- It has come out during the study that due to lack of proper knowledge in using CeRA, some of the respondents were facing the problem in searching of required information. Therefore, it is suggested that more training programs on awareness and use of CeRA Consortium as well as e-resources should be organize on frequent basis by the central library of UBKV so that users can able to access their desired information easily.

- It can also been suggested hereby that the timings for access to Internet should be increased by the central library of UBKV as per the demand of the users. Due to this step, it can help the users in accessing required information from CeRA Consortium properly.

- Users were also facing the problems of slow speed of Internet and lack of computer systems

also show that 29.92% of the respondents suggested for increasing of time-period for Internet use and 20.48% respondents suggested for introducing proper printing facilities so that they can get printout of desired articles from CeRA.

in central library of UBKV as reported during the study. Therefore, it is suggested that more number of computer systems should be enhanced with latest configuration as well as high-speed Internet connectivity must be provided in the central library so that users can get access their desired information in shortest possible time.

- It has also come out that some of the respondents were reported during the study that library staff is unwilling to help them during the searching or accessing their desired information from CeRA platform. Therefore, it is suggested that skills and behavior of the library staff of UBKV should be improved so that they may help to the users who are facing problems in searching their desired information on CeRA Consortium or any other platform. The authority of UBKV should have to motivate library staff to join trainings, seminars or other such type of staff and skill development programs, which can help them to enhance professional and personal skills.

PRACTICAL IMPLICATIONS

The results of the present study entitled "Awareness and Use of Consortium for e-Resources in Agriculture (CeRA) among the students of Uttar Banga Krishi Viswavidyalaya, Pundibari, Cooch Behar (W.B.): A Case Study" will be helpful to the central library of UBKV as

well as for the libraries of other agricultural institutions to understand the perception of users regarding library services and facilities provided to them. The findings of this study may also be useful for library authorities to know the areas, where the library is lacking and where it is strong, particularly in the aspect of providing services and facilities to the different users. Library authorities can also use the results of this study to improve the service quality aspects of library at present as well as in near future and accordingly they can plan their blue print.

RECOMMENDATIONS FOR FUTURE STUDIES

In present study, the awareness and use of CeRA consortium was assessed in an agricultural university library of West Bengal state of India. In West Bengal, very few studies have been conducted to assess the awareness and use of CeRA resources and other e-resources in agricultural science institutions. Thus, there is a vast scope to carry out research on assessing the awareness and usage of e-resources in different agricultural libraries in West Bengal state particularly in eastern and North-Eastern part of India.

CONCLUSION

The main objective of the present study was to know the awareness and use of CeRA Consortium among the students of Uttar Banga Krishi Viswavidyalaya, Pundibari, Cooch Behar (West Bengal). Most of the postgraduate students, which were the respondents of the present study, were happy with the usefulness and adequacy of information resources available on CeRA consortium. A big majority of the respondents of

UBKV, were satisfied with the use of CeRA resources provided by the central library. However, the respondents were also facing some problems while accessing CeRA consortium such as slow speed of Internet, less number of computer systems, less time for Internet access, and lack of important e-journals required by them on CeRA consortium. Based on the findings, some important suggestions have also been given so that quality of library services particularly in providing e-resources should be enhanced and ultimate users' satisfaction could be achieved.

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