USE OF INTERNET IN THE LIBRARY: A STUDY OF FOUR POST-GRADUATE WOMEN COLLEGES OF JALANDHAR

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The Internet has great impact on information transfer. It acts as a tool for accessing information. The present study discusses the use of Internet in the library by the Post-Graduate Girl Students of Four Post-Graduate Women Colleges of District Jalandhar (Punjab). The study shows that 100% PG Girl students use Internet, 80.77% use Internet for research and 71.43% use it for study purpose. The study covers various aspects of Internet use in the library.

Keywords: Internet, E-Resources, PG Girl Students, PG Colleges, Jalandhar.

INTRODUCTION

Internet is one of the most important innovations. It is a powerful and effective technology and an influential means of communication, dissemination and retrieval of information [1].With the use of Internet persons stay connected, share their ideas and thoughts. Internet is also an important source for the business community; today all the business of the world is running with the use of internet [2]. Internet is also very popular in the libraries; use of Internet in the libraries has effect on library and information resources and services [3]. Libraries can be connected with any part of the world with the use of Internet; users and staff of the libraries can access any information or resource of the world through the Internet[4]. The present study is on the use of Internet in the libraries of Four Post-Graduate Women Colleges of Jalandhar District (Punjab).

REVIEW OF LITERATURE

A number of papers have been published on this topic. Some of the studies related to the present study are briefly reviewed here:

Asemi [5] surveyed about information searching habits of Internet users in Medical Sciences University of Isfahan, Iran. The study revealed that 69% respondents spend about two hours in a day on Internet, while 15% spend four hours in a day. Use of Internet as a daily routine was reported by 66% respondents; 55% respondents use it for research purposes; 37% use Internet for getting general information, while 8% use it for other purposes.

Roknuzzaman [6] studied Internet usage of Rajashahi University Bangladesh. Users of the University library are not satisfied with the Internet facilities.

Mulla and Chandrashakara [7] studied the Post-Graduate students of Mysore University Campus who are using Internet facility in the university. This study revealed that users use Internet as a source of information for discovering any information. This study shows that poor infrastructure is a big drawback.

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Sivarajand Esmail [8] survey on use of Internet by students, faculty members, and research scholars. The survey reveals that 27% respondents use Internet daily, 31% use on alternate days, and 17% use once a week and 25% use when required. 57.4% respondents spent time on Internet about one hour in a day, 34% spent 2 hours in a day, and 2 % spent 4 hours in a day.51.1% respondents use Internet for educational purpose, 14.2% use Internet to find information sources and materials for promoting their research, and 34.7% use for communication such as e-mail, information exchange, networking, etc.

Amritpal Kaur and Rajeev [9] studied the usage of Internet in Engineering Colleges of Punjab, Haryana and Himachal Pradesh. The study reveals that Internet facility improves academic excellence of teachers and students.

Gopalakrishnan and Saravanan [10] identified users' attitudes towards Internet in an engineering college. The study found variations in Internet usage among students of different disciplines. The study reveals that Internet plays vital role in information storage and retrieval process. Contentment with the Internet dependsupon the users' hands; If a user is well-known with the search techniques and other technology skills there is no doubt that he/she would obtain satisfaction.

Some studies also covered different aspects of the Internet usage such as preferred locations for accessing Internet [11& 12], purpose of Internet use [13]and Internet use in public libraries [14].

THE PRESENT STUDY

The study covers various aspects of Internet usage by students of four PG Women colleges of District Jalandhar (Punjab). It is hoped that the study will be helpful to strengthen the services of the libraries and improve current Internet facilities in libraries.

OBJECTIVES

To study the use of Internet to identify:

- The level of satisfaction of users
- Search engines used.
- Problems in using Internet.

SCOPE

The scope of the study is limited to students of the following Four Post-Graduate Women Colleges of the District Jalandhar (Punjab):

- HMV (Hans Raj MahilaMahaVidyalaya) College, Jalandhar.
- KMV (KanyaMahaVidyalaya) College, Jalandhar.
- Lyallpur Khalsa College for Women, Jalandhar.
- PCMSD (Prem Chand Markanda S.D.) College for Women, Jalandhar.

RESEARCH METHODOLOGY

Questionnaire method was followed for collecting the data. A total of 200 questionnaires were administered of which 182 were received back. (Table 6.1).

Table 1: Questionnaires Response

Name of the College	Questionnaires Distributed	Response
HMV College, Jalandhar	50	44 (88%)
KMV College, Jalandhar	50	47 (94%)
Lyallpur Khalsa College for Women, Jalandhar	50	46 (92%)
PCMSD College for Women, Jalandhar	50	45 (90%)
Total	200 (100%)	182(91.00%)

ANALYSIS AND FINDINGS

TABLE 2: Frequency of Internet Use

Frequency	Library Users				Total (Ave %)
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	
Daily	36	39	40	39	154(84.62%)
Twice a week	6	8	3	5	22(12.09%)
Weekly	2	-	3	1	6(3.30%)
Fortnightly	-	-	-	-	-
Occasionally	-	-	-	-	-

Table 2 shows that all students included in the study used Internet facility provided by their college library and over 84% of them used Internet facility in the library daily.

Table 3: Purpose of Internet Use

Purpose	Library Users				Total (Ave %)
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	
Study	32	38	31	29	130(71.43%)
Assignments	34	35	36	33	138(75.82%)
Research	31	39	36	41	147(80.77%)
Searching information	33	29	33	38	133(73.08)
Seminar papers	21	27	31	24	103(56.59)
chatting/entertainment	22	28	23	26	99(54.40)

Table 3 shows that 80.77% PG Girl students use Internet for research purposes, 75.82% use it for assignments, while 73.08% use for searching information, 71.43% use for their study, 56.59% use for writing seminar papers and 54.40 use for chatting/ entertainment.

Table 4: Skills to Use Internet

Skills	Library Users				Total (Ave %)
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	
Trial and error	11	14	18	21	64(35.16%)
Friends	23	29	21	18	91(50.00%)
Training form library staff	6	2	4	3	15(8.24%)
Self instruction	2	1	1	2	06(3.30%)
Special computer course	2	1	2	1	06(3.30%)
Total	44	47	46	45	182(100%)

Table 4 shows that 50% PG Girl students have acquired the skills to use Internet with the help of Friends, and 35.16% have acquired the skills by trial and error; only a small number (8.24%) have sought help from library staff.

Table 5: Uses of E-Resources through Internet

E-Resources	Library Users				Total (Ave %)
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	
E-Books	32	31	36	30	129(70.88%)
E-Journals	41	39	42	44	166(91.21%)
E-Articles	36	35	30	29	130(71.43%)
E-Thesis	12	09	13	11	45(24.73%)

It is evident from Table 5that e-journals and e-books are the most widely used resources.

Table 6: Services Accessed through Internet

Internet Services	Library Users				Total
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	(Ave %)
www	44	47	46	45	182(100%)
E-mail	39	41	43	44	167(91.76%)
Search Engines	29	32	36	31	128(70.33%)
FTP	22	17	20	14	73(40.11%)
FAQ	12	16	09	12	49(26.92%)
Discussion groups	21	26	19	23	89(48.90%)
Bulletin Board Services	11	09	13	10	43(23.63%)

Table 6 shows some of the widely used Internet services and facilities.

Table 7: Daily Time Spent on the Internet

Time Spent on Internet	Library Users				Total
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	(Ave %)
1 hour in a day	33	38	31	38	140(76.92%)
2 hour in day	11	09	15	07	42(23.08%)
3 hour in a day	-	-	-	-	-
More than 4 hour in a day	-	-	-	-	-
Total	44	47	46	45	182(100%)

Table 7 shows that 76.92% students spent daily 1 hour on Internet.

Table 8: Search Engines Used by the Library Users

Search Engines	Library Users				Total (Ave %)
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	
Google	44	47	46	45	182(100%)
Yahoo	41	45	43	44	173(95.05%)
Rediff	38	39	41	40	158(86.81%)
Alta Vista	31	29	29	32	121(66.48%)
Lycos	22	28	24	21	95(52.20%)

Table 8 shows that Google is the most popular search engine, followed by Yahoo and Rediff. Only half the users use other search engines such as Alta Vista and Lycos.

Table 9: Problems regarding Use of Internet

Problems in Use of Internet	Library Users				Total (Ave %)
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	
Difficulty to find right information	30	28	26	29	113(62.09%)
Subject sites are unknown	36	39	41	38	154(84.62%)
Less number of computers in the library	39	36	45	44	164(90.11%)
Electricity failure	6	8	6	4	24(13.19%)
No problem	12	18	14	16	60(32.97%)

From Table 9, Users appear to have some problems in using Internet. The major issue relates to the inadequate number of computers in the library. Some other issues such as not being aware of the relevant websites and difficulty in finding the needed information also exist.

Table 10: Satisfactions with Internet Facility in the Library

Satisfaction Level	Library Users				Total (Ave %)
	HMV College, Jalandhar	KMV College, Jalandhar	Lyallpur Khalsa College for Women, Jalandhar	PCMSD College for Women, Jalandhar	
Satisfied	38	40	40	39	157(86.26%)
Fully Satisfied	05	07	02	04	18(9.89%)
Least satisfied	01	-	04	02	07(3.85%)
Total	44	47	46	45	182(100%)

Table 10 shows that in spite of the issues identified above, majority of the students are quite satisfied with the Internet facility in the library. A large number of students (87.36%) felt that the library should have Wi-Fi facility.

FINDINGS AND SUGGESTIONS

Clearly Internet facility and its use have come to be an integral component of college library services. It is important for college libraries to enhance the facilities by providing adequate number of computers in the library and also have Wi-Fi facilities within the library. This is all the more important as libraries are changing from printresorces to e-resources. The study clearly indicates that the Internet is frequently used by the PG Girl students in their respective college libraries. A great number of PG girl students are using the Internet for their study, research, assignment and other informational purpose. The PG girl students are accessing e-resources with the use of the Internet in their college libraries. Google, Yahoo and Rediff search engines are more preferred and often used by the PG girl students. The study reveals that PG Girl students mentioned in the study are satisfied with the Internet facility provided by their college libraries. College PG girl students suggest more computer terminals in their libraries for accessing web based information resources comfortably and also suggested printing facility to scan these resources easily.

CONCLUSION

The Internet is a necessity in the present era to interact with the world, especially for libraries that, in effect, are service based centers subscribing a large number of resources for their user community. Most of the resources are web based and Internet is the only way to access them. The present study shows that the PG girl students of the four colleges under study, have been deriving maximum benefits by the use of the Internet in their college libraries. They are spending their quality time in the college library using Internet for their research / writing assignments etc by the help of web based resources. It may therefore be concluded that the Internet has a positive impact on the studies of PG girl students of the four colleges under the purview.

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