



ICTS ADOPTION IN LIBRARY AND ITS IMPOSINGNESS: A CASE STUDY IN TRIBAL ACADEMIC COMMUNITY OF MADHYA PRADESH

Bharat Chouhan

Research Scholar

Mansarovar Global University, Bhopal
(M.P.)

Dr. M. Suresh Babu

Mandsaur University,

Mandsaur, Madhya Pradesh 458001

Email Id - drsureshsvu@gmail.com

Mob. No.: 9492759646

Abstract:

This research study is an endeavor to explore and examine the imposingness of Information and Communication Technology (ICTs) adoption in offering quality library services and facilities among the end users of the tribal region's academic community in Madhya Pradesh. The revolution of ICTs plays a key role in the ubiquitous development of human society. A well-structured questionnaire edging and distributed (290) among the library patron of the Govt. P.G. College, Dhar, Madhya Pradesh. The prime billet of the study is to examine and analysis about ICT adoption and its efficaciousness in library services and facilities. The study manifested that the adoption of ICT in Library services and facilities, left great and impetuous effects on the justification of the library profession's objectives i.e. providing the quality and optimum resources and services in optimum time, at the desired place with the least cost. The perusal further identified the demurs of ICT application in library services and facilities among others that, there should be a need for improvement in the capacity building of ICT approbation by the libraries.

Keywords: Information and Communication Technology (ICTs), Ubiquitous Development, ICT-based library services and Facilities, Search Engines, Search Strategies, Tribal Communities, Academic Library, Govt. P.G. College, Dhar, Madhya Pradesh.

Introduction:

We are living in the golden era of the library and information science profession. The revolution of information and communication technology brought tremendous opportunities to fulfill the gap between library users and resources. Library professionals have to update themselves with the modern era's tools and technologies and are keenly eager to learn and dare to implement them in the library profession. Nowadays, library professionals should have to create nuggets of information and provide better services to their users by using free and open-source tools. Mulimani, V. H. (2010)¹ expressed about "Education is the most effective instrument which can imbue people with the knowledge, skill, and capability to observe and analyze the sense of purpose and confidence for building a dynamic vibrant, just cohesive nation able to take care of its entire people. Bucher and Vijay Kumar (2008)² briefed that new technologies like web-based PCs, Mobile Phones, Satellites, and Wireless technologies, and the Internet, etc are helping teachers and students to gather & disseminate information which is normally not possible through any other means. Unlike the previous society, the present information society has accepted new technologies for faster development and growth due to global competition. Choubey, N.S. and Gawadekar, A.S. (2012)³ said that the Library plays a pivotal role in the ubiquitous development of intellectual society. Today libraries require a



complete change in their perception, structure, emphasis, and implementation. In the emerging era of Information and Communication Technology (ICT), according to Choubey, N.S. and Gawadekar, A.S. (2012)⁴ Library professionals have to realize the urgency and importance of the situation and participate in reorienting library services in the right direction. Most libraries have become stagnant pools, starved of funds and facilities are unable to keep abreast with the explosion in knowledge. Gawadekar, A.S. (2012)⁵ said that the mode of library and information services and facilities are rapidly modified due to the enhancement of technology and the demand of library users and staff. According to Gawadekar, A.S. (2012)⁶ several tools are emerged and are available in the current era free of cost. As per the view of Gawadekar, A.S. (2012)⁷ library professionals are keenly interested to learn new tools and try to implement them in the library services and facilities for library users. These tools are very helpful for library professionals for providing the utmost satisfaction to library users at the optimum time and form. These tools provide the elasticity of work, security of library resources, avoidance of duplication work, 24*7*365 availability of library services and facilities with no bar of wall and save the time of library trinity i.e. Resources, Manpower, and Users. Alison, J. H. (2007)⁸ said that the growing buzz about the omnipotence of Google. Google releases many tools for the plethora of social, intellectual, economical, and entrepreneurial development of the human being. There was a lot of curiosity and speculation on its uses within the academic environment. By experimenting with Google tools and technologies, the researcher developed a study seeking to investigate how these tools are different from other technologies and how they can make a difference in the way for library professionals and users. The mushrooming growth of information in every sphere of human beings played a crucial role in the ubiquitous development of the human being.

Dr. APJ Abdul Kalam, Ex-President of India expressed his opinion on the value and power of knowledge during an address to the Nation on Republic day in 2003 – "Our society is emerging as a knowledge society and efficient utilization of his existing knowledge can create the comprehensive wealth of nation and also improve the quality of life whether a nation has arrived at the state of the knowledge society is judged by the way the country effectively deals with knowledge creation & development in all sectors like IT, industries, agriculture, health care, etc.

Maharaja Bhoj, Govt. P.G. College, Dhar:

Maharaja Bhoj, Govt. P.G. College, Dhar is situated in Madhya Pradesh where the surrounding population belongs to the tribal region. The tagline of the institution is '*Amrutham Tu Vidya*'. It means that '*Knowledge is eternal*'. The institution was established in the year of 1957. The mission of the institution is to provide quality education and nurtured the tribal regions' community or their upliftment and living quality and standard of life. The institution has been nurturing more than 6918 students and research scholars and fulfills their academic and research needs.

The Library and Information Center:

Kasim, N.A. (2009)⁹, illustrated that the Library and Information Center has provided quality and enormous intellectual resources and developed a user-centric model of library services.

The Library and Information Center of the institution is striving to offer quality resources, facilities, and services, to the intellectual community of the tribal region to fulfill the thirst for knowledge and contribute their role to the upliftment of the tribal region's people.

Omotayo, B.O. (2011)¹⁰ explained that the Library and Information Centre of Govt. college Dhar has an enormous collection of books, Journals, News Papers, theses and also subscribed to various E-databases, E-Journals, E-Books, and E-resources which helped to the intellectual community for getting the desired information resources in a jiffy. The eye-catching facts and details of library resources of Govt. College, Dhar, M.P. are as follows.

The eye-catching facts and details of the Library			
Sl. No.	Particular	Details	Remarks
1	Books	89755 Volumes	
2	Journals & Periodicals	39	
3	News Paper	25	
4	Dissertations	145	
5	Projects Reports	267	
6	Research Papers	1002	
7	Library Software	SOUL	
8	Database	N-LIST	
9	Digital Library	19 terminals	
10	Internet Connectivity	Wireless Fidelity (Wi-Fi) System	
11	Reprography Services	Scan, Xerox, Print	
12	Circulation	21480 per year	
13	Library Team	6 Library and Information Science Professionals	
14	Facilitates	Bar-coding, E-Library, Reading Rooms	
15	Specifications	E-Library more than 13 terminals with internet connectivity, 45 seats for Pin-drop silent zone	

The problem of Statement:

ICTs applications and their impacts on human society are well known. The Library and Information Science profession is a noble profession for assisting the teaching and learning community to fulfill their thrust of knowledge. There are various studies conducted on the utilities and accessing behaviors of ICT applications by the intellectual community and library professionals. The current study tried to enlighten accessing perspectives of library resources and services of tribal regions library users. The study inspired the digital divide among the tribal region's intellectual community. We use information behavior, as described by Wilson, to be 'those activities a person may engage in when identifying their own needs for information, searching for such information in any way, and using or transferring that information' (Wilson 1999: 249).

Review of Literature:

Education plays a major role in the development of a nation; it is the engine that drives the economic and productive development of any nation. The first solution that comes to our head when we think of eradicating poverty from this world is educating the people. Every nation has its framework and policy for imparting education. End users' perceptions, expectations, and satisfaction with the library resources, services, and facilities are the key terminologies in library and information science studies. A lot of work and study has been accomplished in this field. Before this work, various earlier studies were reviewed and referred which helped to overview and perspective of the study. Some imperatives reviews of the literature are explained as follows.

Ani, O.E., Esin, J.E. and Edem, N. (2005)¹¹ briefed about the user perceptions about the library resources and services and concluded a user-centric library service provided and designed to fulfill the need of the end users.

Blackburn, H. (2011)¹² focused on the user's expectations and library professionals worked for the utmost satisfaction by the service design of the library. Reengineering library services enhanced the quality of library services.

Hackler, D. and Saxton, G.D. (2007)¹³ focused on time, the study expressed that library resources and services were provided in desired time and place which enhanced the utilization of the library resources and services.

Krubu, D. and Osawaru, K. (2010)¹⁴ briefed that user-oriented services design enhances the library's ROI (Return on Investment) enhanced to meet the end user's expectations.

Bell, L. and Peters, T. (2013)¹⁵ illustrated that the quality of library resources and services played a pivotal role in the perceptions and fulfill the need of the end users' expectations.

Ogar, C.E. and Dushu, T.Y. (2018)¹⁶ elaborated that library services is a process-oriented theme and said that a new service model was implemented the fulfill the end user's expectations.

Singh, A. (2015)¹⁷ explained that the library user is the pillar of the library trinity and library professionals need to develop a user-centric environment for the utmost satisfaction of the intellectual community.

The above-mentioned studies and their reviews briefed the ICT's impacts and library services for providing quality library services and resources among the end users. The adoption of the ICT tools and applications by the teaching and learning community as well as library professionals for providing optimum satisfaction and fulfill the academic and research motto of the end users.

Objectives:

Ogar, C.E. and Dushu, T.Y. (2018)¹⁸ enlighten the objectives and perspectives of the ICT applications and their adoption benefits for the intellectual community. The prime notion of the study is to understand the perspective of the intelligence community and access and harness trends of the library users in the present scenario. The key objectives of the study are as follows.

- To know the harnessing perspectives of the library resources and services by the library users.
- To evaluate the challenges and barriers to the optimum harnessing of the library resources, facilities, and services among the library resources.
- To analyze the specific factors and hindrance which are inspired the intellectual community for accessing ICT-based library resources and services.
- To assess the information literacy and ICT skills of library users.
- To understand the end-user's satisfaction with the library resources, library facilities, and services.
- To evaluate the library and information science professionals' ICT skills and interest in adoption for providing the ICT bases library resources, services, and facilities.

Research Methodology:

The survey method has been used for the collection of data. The primary data has been collected with the help of a questionnaire. The basic purpose of the investigation was to determine the kind of relationship that exists between the library and its users. A questionnaire was sent to 290 users of the Govt. P.G. College, Dhar. Some of the respondents filled up the questionnaire, but some of them showed great reluctance. Moreover, it was also essential to collect materials from secondary sources to review the literature on the subject which could further be utilized for theoretical discussions.

Data Analysis:

The present study explored the information and communication technology and its utility and adoption by the academic community of tribal region's end users i.e. Govt. P.G. College Dhar M.P. The researchers distributed among the UG (Undergraduate), PG (Post Graduate), Research Scholars, and Faculty Members of the above-mentioned institution. A total of 290 questionnaires were distributed and 270 respondents were given effective responses which were analyzed and interpreted in the various sections.

Table No.01: Respondents Details

Sl. No.	Respondent's Category	Distributed	Returned and Effective Responses	Percent
1	UG Students	80	74	92.50
2	PG Students	80	75	93.75
3	Research Scholar	80	75	93.75
4	Faculty Members	50	46	92.00
Total		290	270	93.10

The above-mentioned table depicted that an average of 93.10 percent of respondents returned and gave effective responses. There is no need to gender-wise discrimination in the study due to ICT adoption and its utility being the same.

Frequency of the Library Visit:

The end users frequently visit the library vindicated about the importance of the library and its resources, facilities, and services. The following table no. 02 depicted the end users who visited the library.

Table No. 02: Frequency of Library Visit

Sl. No.	Frequency	Respondents	Percent
1	Daily	84	31
2	Once in Week	76	28
3	Twice a Week	59	22
4	Fortnightly	30	11
5	Monthly	22	8
Total		270	100

Figure No. 01: Frequency of Library Visit

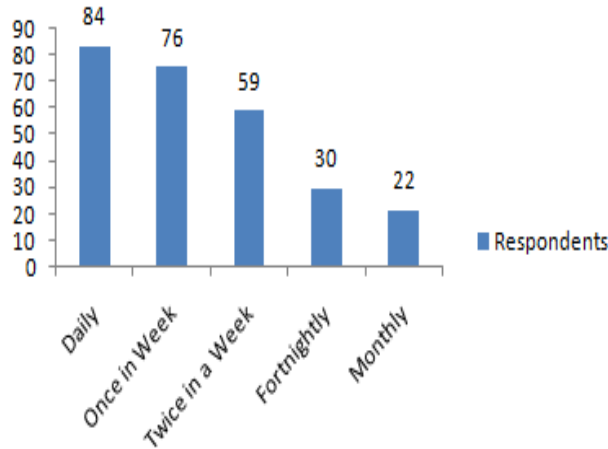


Figure no. depicted that the respondents responded that 84 (31 percent) visited daily, whereas 76 (28 percent) visited once a week and 59 (22 percent) end users visited twice a week. The study depicted that 52 (30 + 22) respondents (11+8) and 19 percent of end users visited the fortnightly and monthly respectively.

Purpose of Visiting the Library:

The frequent visit to the library by the end users doesn't the indication of the library's resources and importance. The purpose of library visit by library users

play a key role, in this view, the study explained the purpose of visiting the library. Table no. 03 explained the purpose of the library visited by the end users.

Table no. 03: Purpose of Library Visit

Sl. No.	Purpose	Respondents	Percent
1	To Access the Reading facilities	84	31
2	To Access the E-resources	76	28
3	To Access the Internet facilities	59	22
4	To Borrow the Books	30	11
5	To access the New-Papers/Reference Resources	22	8
Total		270	100

Figure No.2: Purpose of Library Visit

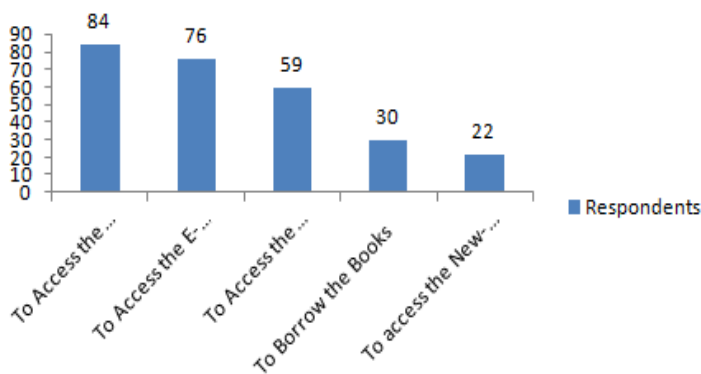


Figure no. 02 represented about the gathered data showing that 84 (31 percent) library users purpose of library visits to access the reading facilities, 76 (28 percent) respondents visited the accessing E-resources, 59 (22 percent) users used the internet facilities, and 30 (11 percent) users visited for the circulation facilities whereas 22 (8 percent) the library user access the News Papers and Reference resources. Hence the data asserted

that the library provided various intellectual resources as well as user-centric library facilities and services to the end users and attracts them to the library.

Problems Faced in Searching for Information:

The study enunciated the problems and challenges in accessing the library resources, services, and facilities by the library end users. Table no. 04 explained the problems faced for optimum harnessing the library resources. The study asked various problems viz. The resource

is not available, Outdated Resource, Lack of ICT Skills, Lack of Knowledge of Resources, and Unwillingness of Library Staff.

Figure no. 04. Adoption Methods by the Respondents

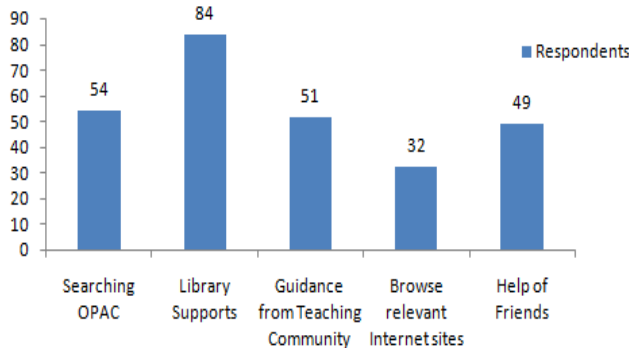


Table No. 04: Problem Faced during the Access

Sl. No.	Particular	Respondents	Percent
1	The resource is not available	68	25
2	Outdated Resource	57	21
3	Lack of ICT Skills	43	16
4	Lack of Knowledge of Resources	38	14
5	Unwillingness to Library Staff	65	24
Total		270	100

Figure No. 03: Problem Faced during the Access

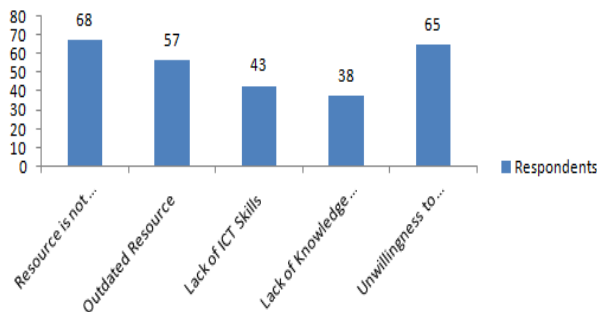


Figure no. 03 explicated the problems encountered by the respondents in the optimum harnessing of the library resources, services, and facilities. The data showed that 68 (25 percent), Resource is not available, 57 (21 percent), Outdated Resources, 43 (16 percent), Lack ICT Skills, 38 (14 percent), Lack of Knowledge of Resources, 65 (24 percent), Unwillingness to Library Staff.

Method Adopted by the end users:

Accessing the library resources and services and facilities is important to acquire knowledge in minimum time and effort. The study explained the adoption methods of harnessing the library resources viz. Searching OPAC, Library Supports, and Guidance from the Teaching Community Browse relevant Internet sites, Help of Friends. Table no. 05 explained the methods by the library users.

Table No. 05: Adoption Methods by the Respondents

Sl. No.	Adoption Methods	Respondents	Percent
1	Searching OPAC	54	20
2	Library Supports	84	31
3	Guidance from Teaching Community	51	19
4	Browse relevant Internet sites	32	12
5	Help of Friends	49	18
Total		270	100

Figure no. 04 explicated the methods used for the maximum utilization of the library resource and facilities by the respondents. The data showed that 54 (20 percent) Searched OPAC, 84 (31 percent) for Library Support, and Guidance from Teaching Community, 32 (12 percent) Browse relevant Internet sites, and 49 (18 percent) for Help from Friends.

Use of the Internet:

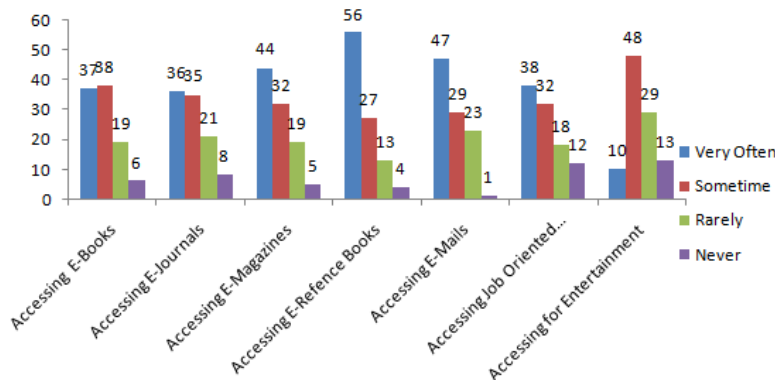
The internet plays a key role in getting knowledge, the present study elaborated on the use of the internet by the end users of the library. Table no. 06 explained the use of the internet viz. accessing e-books, accessing e-journals, accessing e-magazines, accessing e-reference books, accessing e-mails, accessing job-oriented resources, and accessing for entertainment. To understand the above various parameters are used such as very often, sometimes, rarely, and never.

Table no. 06: Accessing the Internet

Sl. No.	Accessing Resources	Very Often	Some time	Rarely	Never	Total
1	Accessing E-Books	100	103	51	16	270
	In percent	37	38	19	6	100
2	Accessing E-Journals	97	95	57	22	270
	In percent	36	35	21	8	100
3	Accessing E-Magazines	119	86	51	14	270
	In percent	44	32	19	5	100
4	Accessing E-Reference Books	151	73	35	11	270
	In percent	56	27	13	4	100
5	Accessing E-Mails	127	78	62	3	270
	In percent	47	29	23	1	100
6	Accessing Job-Oriented Resources	103	86	49	32	270
	In percent	38	32	18	12	100
7	Accessing for Entertainment	27	130	78	35	270
	In percent	10	48	29	13	100

Figure no. 05 explicated about the accessing contents on the internet by the respondents. The data showed that respondents Accessing E-Books, 100 (37 percent) very often, 103 (38 percent) Sometimes, 51 (19 percent) Rarely and 16 (6 percent) Never utilize the Internet for Accessing E-Books.

Figure No. 05: Accessing in the Internet



The data showed that respondents Accessing E-Journals, 97 (36 percent) very often, 95 (35 percent) Sometime, 57 (21 percent) Rarely, and 22 (8 percent) Never utilize the Internet for Accessing E-Journals. The data showed that of respondents Accessing E-Magazines, 119 (44 percent) very often, 86 (32 percent) Sometime, 51 (19

percent) Rarely and 14 (5 percent) Never utilize the Internet for Accessing E-Magazines. The data showed that of respondents Accessing E-Reference Books, 151 (56 percent) very often, 73 (27 percent) Sometime, 35 (13 percent) Rarely and 11 (4 percent) Never utilize the Internet for Accessing E-Reference Books. The data showed that respondents Accessing E-Mails, 127 (47 percent) very often, 78 (23 percent) Sometime, 62 (23 percent) Rarely and 3 (1 percent) Never utilize the Internet for Accessing E-Mails. The data showed that of respondents Accessing Job Oriented Resources, 103 (38 percent) very often, 86 (32 percent) Sometime, 49 (18 percent) Rarely and 32 (12 percent) Never utilize the Internet for Accessing Job Oriented Resources. The data showed that respondents Accessed for Entertainment, 27 (10 percent) very often, 130 (48 percent) Sometime, 78 (29 percent) Rarely, and 35 (13 percent) Never utilize the Internet for the Accessing for Entertainment.

Time Spent on Accessing the Resources:

The study explained the time spent by library users. Following table no. 07 depicted the time duration by the end users.

Table No. 07: Time Spent on Accessing the Resources

Sl. No.	Time Spent	Respondents	Percent
1	More than 6 Hrs	49	18
2	More than 4 Hrs	62	23
3	More than 2 Hrs	89	33
4	More than 1 Hrs	70	26
Total		270	100

The above-mentioned data illustrated that 49 (18 percent) end users spent more than 6 hours, 62 (23 percent) end users spent more than 4 hours, 89 (33 percent) end users spent more than 2 hours, 70 (26 percent) end users spent more than 1 hours. The data explained that end users are keenly interested to access the resources.

Key Findings of the study:

The study is based on the adoption of Information and communication technologies by the tribal region's intellectual community which explained that nowadays learning persons are keenly interested to access and utilize digital resources which help and support quality intellectual resources at a particular time and desired place at the least cost. The following key findings of the study are mentioned below.

1. Library professionals provided quality library services and facilities and try to attract library users into the library and motivate the maximum harnessing of the library resources.
2. Library offered the optimum resources which are helpful for the academic and research need of the end users.
3. The study found that lack of Information and Communication Technology skills and lack of knowledge about the resources are major challenges to optimum accessing the intellectual resources and library services.
4. The study enunciated that the Online Public Access Catalogue, library manual, and other helpful supporting resources inspired the end users for the maximum utilization of the library resources and services.
5. The end users access the internet for various purposes viz. accessing e-books, accessing e-journals, accessing e-magazines, accessing e-reference books, accessing e-mails, accessing job-oriented resources, and accessing entertainment.
6. The intellectual community is keenly interested in harnessing ICT applications and E-resources.

Conclusion:

The pandemic time taught a lesson to the entire global community and intellectual community and make it habitual to learn online and inspired for optimum access the E-resources. The prime notion of the present study was to understand and examine the utilization of Information and Communication Technology and adoption methods by the library users and learning community in the tribal regions. The revolution of the ICTs played a key role in the sustainable and inclusive development of the nation and the entire human society and played a key role in economic and social development.

Today the scenario of the end users and increment of the library resources and services, library professionals need to update themselves and try to provide virtual library resources, facilities, and services among the end users and fulfill the academic and research need of the library users.

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