

## AN ANALYTICAL STUDY OF IMPLEMENTATION OF CONTENT MANAGEMENT SYSTEM TO KEEP USER UPDATED, BY KNOWLEDGE RESOURCE CENTERS OF STATE UNIVERSITIES OF MAHARASHTRA

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### **Abstract :**

*The Problem of the research: Inquisitiveness to know about CMS and its use to provide library services to keep updated users in their knowledge and to fulfill the gap that no study conducted on this topic with scope which covers such services provided by KRCs of state universities of Maharashtra. This research deals with the current awareness services provided with the content management systems for alerting users to different services by state universities of Maharashtra.*

*Research Method: The survey research was conducted to determine status of current awareness services provided with CMS by KRCs of state universities of Maharashtra. Data from 13 KRCs of universities collected through questionnaire as a data collection tool. and analyzed with SPSS on the basis of frequency and percentage. Office 365 (Excel) also used for graphical presentation.*

***Findings :** The findings of the research showed that some KRCs satisfactorily providing some services, while some services are ignored by them. It is found that the majority of KRCs are using Google site CMS and renowned CMC like Drupal, Joomla, Plone were totally ignored.*

***Conclusions :** After the finding, research came to conclusion that renowned CMS can be ignored by KRCs of university and some CAS services are provided by the majority of KRCs, but significant numbers of KRCs are not yet providing some CAS services.*

***Recommendation :** Recommendations conveyed by researchers to cover the gaps in the services which are found in this research. All the CAS services are important for the users to keep them updated in their knowledge as they are learning for higher education. This paper is useful to*

*readers to know the status of what CMS is used and what content is projected on website or institutional repository implementing CMS to keep users updated.*

**Key words :** Alert services, Content management System, Current Awareness Service, Library CAS services provided with CMS. Preference to CMS.

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### Abbreviations :

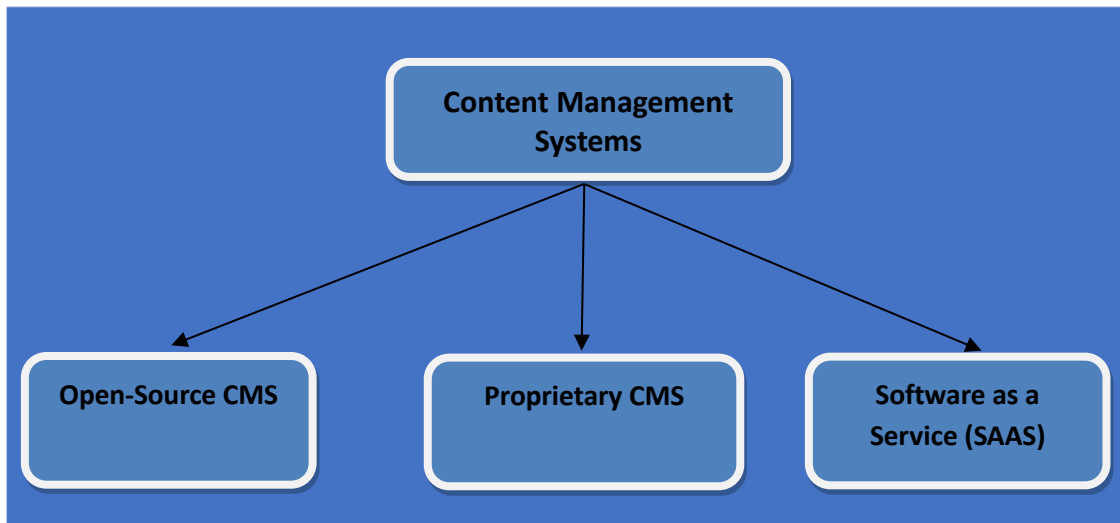
CMS – Content Management System, KRC – Knowledge Resource Centers. ICT – Information and communication technology, CAS – Current Awareness Service.

### Introduction :

Today's libraries are adopting novel technologies to provide their library services to the users. Keeping users updated is one of the major tasks of knowledge resource centers. Information and communication technology (ICT) implemented by higher education libraries to make easy users access of information they need and keep them up to date in their specialization (Oyovwe-Tinuoye, 2017). Providing current information to the users and keeping them updated is a challenging task for library professionals. In every organization library is an indispensable institution and its major function is to provide access of its various collections (Chioma Euriel Uzohue, 2016). Emphasis is given on the access because it is important to provide access as well as making it available in the library. Use of web technology is applied properly by the library professionals to provide access of information to their users. The expectancy of users is increased timely as web technology develops.

Current awareness services play vital role in keeping users updated in their knowledge in an easy way. Content management tools are capable to help libraries to provide such services punctually to users. These tools are available on the basis of open source (free or with very few expenses, proprietary (paid) and software as a service (SAAS) rented systems. CMS can be used for library websites, digital libraries, or institutional repository.

Figure 1 Types of Content Management System:



### Definitional Analysis :

#### 1. Content Management System (CMS) :

CMS are the systems which are used to organize information and projects on web to provide to the users. According to Encyclopedia Britanica, the content management system is collaborative software for creating, modifying and managing digital content'

#### 2. Current Awareness Service (CAS) :

CAS is the service provided to users as alert service to keep them updated. According to Online Dictionary for Library and Information Science (ODLIS), Current Awareness Service is '*A service or publication designed to readers, scholars, researchers, customers or employee to literature published recently in their field of specialization, which can be available in special libraries serving companies, institutions and organizations in which access of CAS is essential*'.

Table 1. What content can be projected as CAS on web using CMS

Sr.	CAS Service Name	Sr.	CAS Service Name
1	New Books Arrival information	8	News by RSS Feeds
2	New Journals and Magazines	9	Library Newsletters
3	New Circulars	10	Document Delivery Services
4	Notifications	11	Newspaper clipping service
5	Newspaper access	12	Alerts about conferences, workshops
6	Research progress announcement	13	Job Alerts
7	Email Alerts		

**Literature review :**

**Verma, R. K.** in his book chapter focused on the alerting service concept, need and technics. In this book he studied the factors influencing CAS, steps in current awareness service, characteristics of CAS, types of CAS, computer based alerting services, RSS feed and e-mails and software package for CMS.

**David A Cabonero and others** (2019) studied effectiveness, reasons and problems in CAS. They found that the level of effectiveness was CAS was high. The problems encountered in the implementation of the CAS.

**The research by Akor Solomon Obotu** (2021), deals with the availability of CAS services in public libraries in Katsina State, Nigeria. As the data of the study observed it was found that all the public libraries have need of information which is fulfilled by other agents.

**Importance of the topic and research gap :**

As a effective tool of web technology content management systems (CMS) is used widely in the world, to fulfil this need of users. To keep the users updated into their knowledge is possible by providing current awareness online with CMS. It is necessary to conduct a research study on the services provided by university knowledge resource centers to know the status of online CAS provided by university KRC. After search and study some research works it was found that no study was conducted on CAS services provided by KRCs of Universities of Maharashtra.

**Objectives of study :**

- To find out what CMS are preferred by State university KRC's.
- To determine the status of services provided to keep update to users by KRCs of state universities of Maharashtra.
- To find out what services are preferred to provide & what are ignored by these KRCs

**Research Method :**

This research was conducted as survey research where questionnaires were used as data collection tool and sent to the all-KRCs of state universities in Maharashtra by mail. Only 13 responses were received and analyzed for further study. Data was analyzed with the SPSS tool on the basis of frequency and percentage. Content analysis has been done to check the e-presence of content to keep users updated in their knowledge (CAS Services). Descriptive method was used for analysis of data.

**Analysis of Data :**

CMS Used by KRCs of State Universities of Maharashtra The renowned CMS like WordPress, Drupal, Joomla, Plone and Google site were fixed for options in questionnaire and following responses were found.

Table 2 Use of CMS by State universities in Maharashtra

Sr. No.	CMS Name	Frequency	Percent
1	WordPress	1	7.7
2	Google Site	4	30.8
3	Any Other	7	53.8
4	More than Two	1	7.7
5	Total	13	100.0

After observing above data, it was found that, significant number of KRCs are using Google Site CMS for their websites. WordPress found to be used by only one KRC. Other than given renowned CMS used by 7 KRCs. Only one university found using more than one CMS. Frequency and percentage presented for more

Figure 2 :

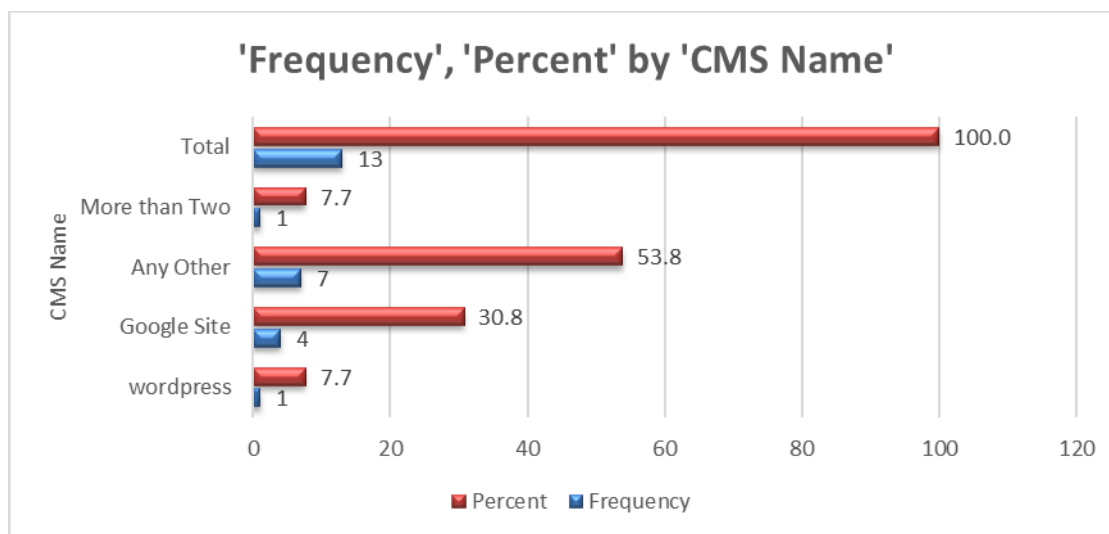


Table 3. CAS Services provided by KRCs of Universities of Maharashtra

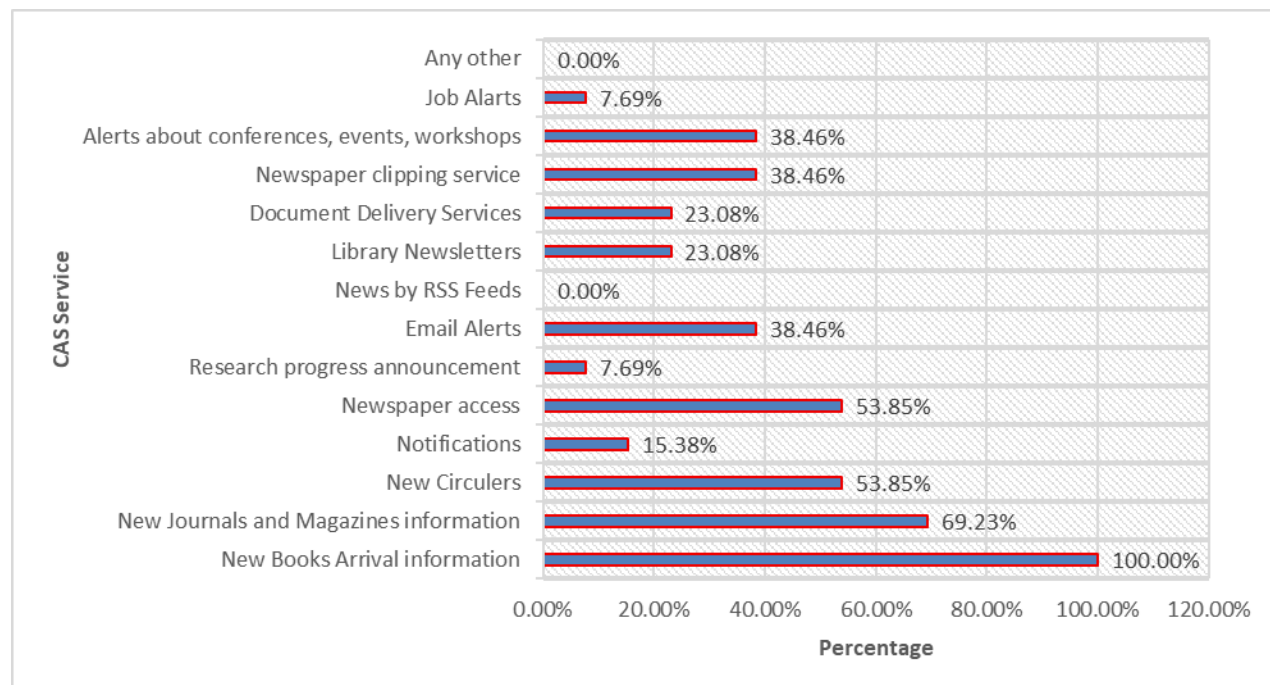
CAS Service	Total	Percentage	Frequency
New Books Arrival information	13	100.00%	13
New Journals and Magazines information	13	69.23%	9
New Circulars	13	53.85%	7
Notifications	13	15.38%	2
Newspaper access	13	53.85%	7
Research progress announcement	13	7.69%	1
Email Alerts	13	38.46%	5
News by RSS Feeds	13	0.00%	0
Library Newsletters	13	23.08%	3
Document Delivery Services	13	23.08%	3
Newspaper clipping service	13	38.46%	5
Alerts about conferences, events, workshops	13	38.46%	5
Job Alerts	13	7.69%	1
Any other	13	0.00%	0

After observing this data, it was found that almost all KRCs of state universities of Maharashtra were providing new book arrival information. Majority of KRCs (69.23%) were providing new journals and magazine information, 53.85% KRCs provided both new circular and newspaper access services. Average KRCs provided E-mail alerts (38.46%), newspaper clipping (38.46%) and alerts about conferences, events, and workshops (38.46%) and very few KRCs provided Services like Notifications (15.38%), Research progress announcement (7.69%), Library Newsletters (23.08%), Document Delivery Services (23.08%) and Job alerts (7.69) and not any university found using 'News by RSS Feeds' service.

Additional option was provided in questionnaire to mention any other CAS service, but no respondent reported any other CAS service except above given options.

The graphical presentation given below for more interpretation of data.

Figure 3



### Major Findings :

It was found that the majority of KRCs are using Google Site CMS for their web services. Very few KRCs found using renowned CMS. It was also found that Majority of KRCs are inclined towards use of local made or private CMS.

It is found that the majority of KRCs are using only one CMS and only one KRC found using more than one CMS.

All state university KRCs of Maharashtra gives first preference to provide new book arrival information service to their users.

Majority of State universities KRCs of Maharashtra feel that providing journals and magazines information is very important and they give preference to provide it. But yet 30.77% of universities are not providing this service.

Moderate numbers of the State universities KRCs of Maharashtra given preference to, Newspaper access and new circulars, however it is not good that 46.15% KRCs are yet not providing these services.



Average KRCs preferred to provide 'Alerts about conferences, events, and workshops and Email Alerts, It means more than half KRCs are not given importance to these services

The majority of KRCs are forgotten or ignored to provide services like Notifications, Research progress announcements, Library Newsletters, Document Delivery Services and Job alerts

'News by RSS Feeds' service was found to be ignored by all the KRCs of Universities of Maharashtra.

### **Recommendations :**

- It is good that all the KRCs found to be providing 'new book arrival information' service but they should keep constant this task and take feedback from users to improve the service.
- It is found that, yet 30.77% of universities are not providing new journals and magazines information services. Then how can these KRCs keep updated to their users in subject knowledge.
- Newspaper access and new circulars are very important and KRCs should provide timely these services to their users.
- Alerts about conferences, events, and workshops and Email Alerts are not provided by more than half of KRCs. These KRCs should start to provide these services to keep their users updated.
- Libraries can start services like Notifications, Research progress announcements, Library Newsletters, Document Delivery Services and Job alerts to keep more informative to their users.
- News by RSS feed is an active platform to reach information to users so it also should be used by all the universities.

### **Conclusion :**

The research tried to find out the status of online current awareness services provided by KRCs of universities of Maharashtra. It can be concluded that some CAS services are provided preferably, and some services are ignored to provide by some KRCs. Readers of this research paper will be able to understand the status of current awareness services provided with content management systems.

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