

## **Impact of Internet on use of Libraries: A Study among academic college libraries of Bardez Taluka (North Goa)**

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### **Abstract**

*The Internet has an important role in the digital revolution in libraries. However there exists a debate on whether it is an asset to libraries or it will replace libraries. This research study is intended to study the impact of the Internet on use of the libraries and to know whether the Internet has reduced the gate count in libraries. This study is also being conducted to know the perception of library professionals on whether the library will lose its ground of existence due to the emergence of the Internet.*

**Keywords: Academic Library, Digital Library, Internet, Electronic resources**

### **Introduction**

A Library is a central responsibility for better functioning of an educational institution. Academic libraries have an important role to play in providing equal access to information. If the purpose of education is learning, then the library is an indispensable source of learning. The Web is no substitute for library as only a small percentage of information contained in print is on the Internet. Academic libraries are facing more challenges as they enter the digital era. Increasing amounts of the material they acquire is being produced in digital formats, and college and university students are especially sophisticated users of the new information technology and are increasingly insistent that coursework and course readings be accessible via the Internet.

Rapid developments of ICT also have increased the demand for distance education or e-learning programs in the universities. E-learning is a new approach to education in which students can remain in their home place and continue their education. Internet is considered as a great information source to the academic and research community and also a great information tool to the library and information centres to supplement their information support to the user community. (Jange)

The increasing use of the Internet for information has created a feeling among some library professionals and members of the public that the library will lose its role in providing information in the near futures there is decline in the usage of traditional library services.

### **Review of Literature**

Numerous studies have been conducted with the similar perspective to know the impact of Internet on libraries. Some of them are reviewed here as a prelude to this research study.

Bhandarkar (2013) this paper focuses on the impact of Internet on various library processes, services and products. It also emphasizes the challenging role of librarians and information professionals in the present Internet era. The paper attempts to understand and evaluate the use of the Internet as an information source by libraries of India and aims to determine the utilization of Internet in library activities and services, search methods employed, problems encountered and associated factors.

D'Elia, G. et.al. (2007) studied the impact of youth's use of the internet on their use of the public library. Having Internet access at home have affected the frequency with which youth visit the library. Use of the Internet also appeared to have diminished youth's need to use the public library as a source of personal information however, use of the Internet appeared not to have affected their use of the public library for school work or for recreation. Among youth, use of both the Internet and the public library appear to be complementary activities.

Elebakhiet (1998 study revealed that the Internet would produce some changes in the areas of formation transfer, services and human resources of the library. There will be less emphasis on print mediabut remote access and exchange of data will be a prominent feature of the library. In addition human resources will be relocated to new areas of work since electronic material need no handling like the print material.

Franscotti, et al. (2007) found that availability of the Internet and electronic resources may have a negative effect on the use of an institution's library by students. According to them it is possible that while some students go to the library to use the available services, others may not go to the library, perhaps due to the availability of alternatives information sources like Internet connection.

According to Herring, Mark Y. (2001 everything is not available on Internet. You need to pay for some information like research papers. Internet is vast un-catalogued library where you should know the best retrieval mechanism to get information of your need. Everything what is there on Internet is not authentic.

According to Jorgensen (2001) relationship between the internet and the library at present appears to be complementary. The differences appearing between the Internet and the library, in terms of preference of use and service, are important. The internet has integrated nearly all aspects of the library activities capturing much of the market for information services and resources.

Mostofa (2013) highlights different types of electronic resources used by students, the purposes and frequency of using electronic resources and the problems faced by the students while accessing and using the electronic resources in the library.

According to Sheikh (2011) Web 2.0 is a wave of rapid development driven by user-centered change that revolutionize and evolves libraries to deliver a new range of functions and services to meet the varying and new demands of its web savvy users.

Vishwakarma (2013) considers future directions for collection development from four standpoints: changes under the virtual library environment; the means of acquisition; related problems; and future directions. This study suggests that with the application of the Internet and related technological products, the trend to the virtual or digital library is inevitable. The library and its organization and operation are also being affected.

## **Objectives**

### **The main objectives of the study are:**

1. To study the frequency of internet usage for seeking information.
2. To know whether the Internet has reduced the number of visitors to the library.
3. To find out what is the perception of the librarian and what changes do they predict in the role of library as a result of the introduction of the Internet.

## **Research Methodology**

This research was designed to investigate the impact of the Internet on the usage of academic libraries of Bardez taluka (north Goa). The study is confined to the six academic college libraries from Bardez taluka of North district of Goa. A survey method was used in this study. This was based on data recorded on students and Librarians from the six colleges under study. The sample selected for this study comprised of 50 students and one Librarian from each college. Questionnaires have been administered to total number of 300 students and six librarians. The sampling used was random sampling. The collected data is classified and tabulated according to the objectives stated. First, the data was recorded on data sheets and then fed into the Excel Package manually to analyse.

**Result**

**1. Information resources available in library**

**Table 1: Various information resources available in library**

Sr. No	Information resources
1	Books
2	E- books
3	Magazines
4	Dictionaries
5	Encyclopaedias
6	Full text databases
7	Print journals
8	Maps
9	Newspapers
10	Project reports/ Dissertation/ Thesis

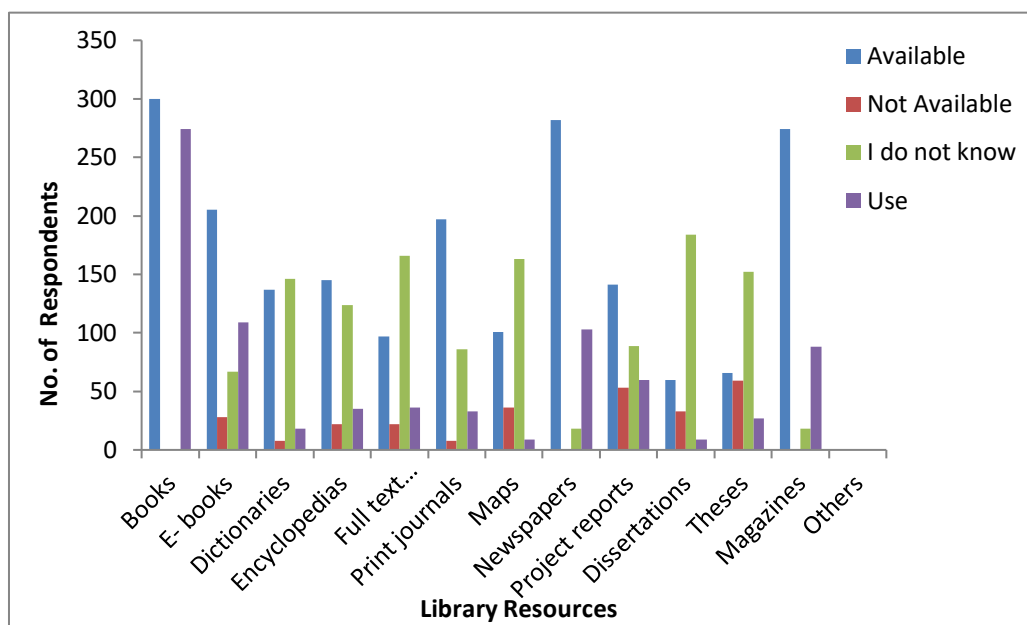
**2. What are the library resources used by students?**

Table No.2 shows the use of the library resources by the students. The most used resources of the libraries are books (91.33%), E-books (36.33%), Newspapers (34.33%) and magazines (29.33%). Dissertations and maps are used by only 3% of the students while thesis and dictionaries by 9% and 6% respectively. Project reports are used by 20% of the students. Around 11-12% of the students use full text databases, print journals and encyclopedias.

**Table 2: Use of library resources by users**

Resources	No. of students	Percentage (%)
Books	274	91.33
E- books	109	36.33
Dictionaries	18	6
Encyclopedias	35	11.6
Full text databases	36	12
Print journals	33	11
Maps	9	3
Newspapers	103	34.33
Project reports	60	20
Dissertations	9	3
Thesis	27	9
Magazines	88	29.33

**Figure 1: Use of library resources by users**



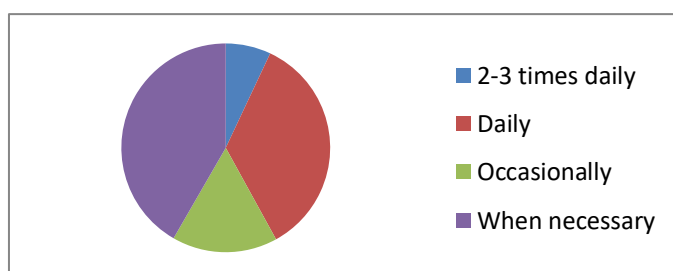
**3. How frequently do the students use library?**

**Table 3: Frequency of using library**

Frequency	No. of students	Percentage (%)
2-3 times daily	21	7
Daily	105	35
Occasionally	49	16.33
When necessary	125	41.66

Table No. 3 show frequency of using the library. Majority of respondents (41.66%) admitted to making use of the library when necessary. 7 % of users indicated that they made use of the library 2 or 3 times a day. 35% of the users use the library regularly and 16.33 % of the user uses the library occasionally.

**Figure 2: Frequency of using library**



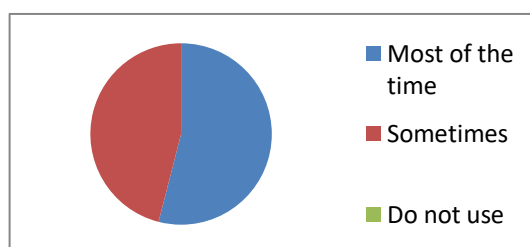
Above pie chart clearly indicates all the respondent use the library. The overall library usage is good with majority of the respondents using the library when necessary.

**4. Frequency of use of the Internet to get information required**

**Table 4: Use of the Internet to get required information**

Frequency	Number of students	Percentage (%)
Most of the time	162	54
Sometimes	138	46
Do not use	0	0

On the usage of the internet all the respondent use the Internet either most of the time or when required. 54 % of the respondents indicated using the internet most of the times to get the information while 46 % of the respondent said they use the Internet sometimes. **Figure 3: Use of the Internet to get required information**



Above pie chart clearly indicates all the respondent use the library. The overall Internet usage is high with majority of the respondents using the Internet most of the times.

This finding is supported by the report of Selwyn (2008) which says that 505 of the respondents used the Internet all the time to look for information and Internet is gaining popularity in the electronic environment.

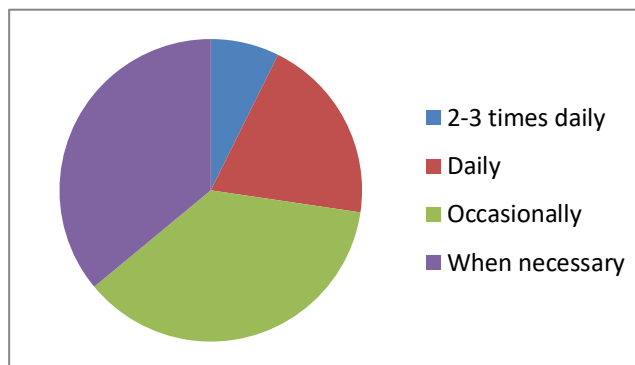
**5. What is the frequency of using the Internet by students?**

**Table 5: Frequency of use of the Internet**

Frequency	Number of respondent	Percentage (%)
2-3 times daily	22	7.33
Daily	60	20
Occasionally	110	36.66
When necessary	108	36

On the frequency of the internet use 36.66% of the respondents indicated using the internet occasionally. 36% indicated using the internet when necessary and 20% of the respondents use the Internet on daily basis. Only 7.33% of the respondent uses the Internet 2 to 3 times daily.

**Figure 4: Frequency of us of the Internet**



Frequency of using the Internet is same as that of library. Most of the students use the Internet occasionally or when necessary to get information. Daily use of Internet to get information is less.

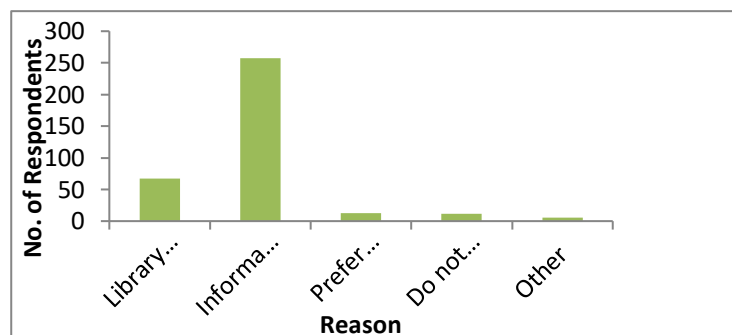
#### 6. What are the reasons to use the Internet over library?

**Table 6: Reasons to use the Internet**

Reason	Frequency	Percentage (%)
Library collection is not enough	67	22.33
Information on the Internet is available 24*7	257	85.66
Prefer Internet over library	13	4.33
Do not understand library resources arrangement	12	4
Other	6	2

According to the responses given, 85.66% said they use the internet because information on the internet is available 24 hours and 7 days of the week. 22.33 % of the respondents said library collection is not enough so they use the Internet to get the information of their need. 4.33 % of the respondents said they prefer Internet over library. Other 4% said they do not understand the library arrangements of the resources so they prefer to search on the Internet while 2% said they use Internet for the reason other than what are mentioned in the questionnaire.

**Figure 5: Reasons to use the Internet**



The above graph show the major reason to use the Internet over library is availability of information 24\*7 on the Internet. Insufficient library collection is also the other reason for not using the library.

### 7. Comparisons between frequency of use of library and the Internet

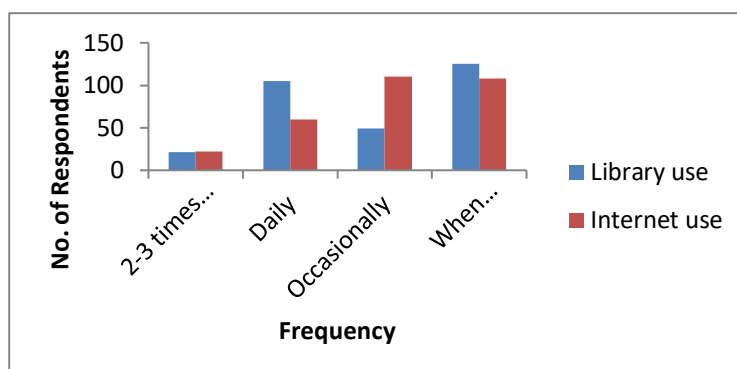
**Table 7: Comparison between frequency of use of library and the Internet**

Frequency	Library use	Percentage (%)	Internet use	Percentage (%)
2-3 times daily	21	7	22	7.33
Daily	105	35	60	20
Occasionally	49	16.33	110	36.66
When necessary	125	41.66	108	36

Table No. 7 show the frequency of using the library as compared to the Internet for getting information. 41.66 % of the respondents admit using library when necessary compared to 36 % of the Internet use. Daily use of library is higher i.e. 35 % compared to 20% daily use of the Internet. 36.66% said they use the Internet occasionally as compared to 16.33 % of library. Use of the Internet 2 to 3 times daily is 7.33% which is almost same as that of library which is 7%



**Figure 6: Frequency of use of library and the Internet**



This indicates that the use of library is more than the Internet. Daily use of library is high as compared to the Internet. Similar study was conducted by Niels (2006) and found that students do not bypass the physical libraries and use of physical libraries and digital resources complement each other

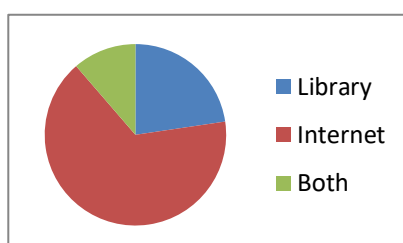
**8. If given a choice what students prefer**

**Table 8: Preference**

	Frequency	Percentage (%)
Library	68	22.66
Internet	198	66
Both	34	11.33

Figure .7show the user preference for using the Internet or library for getting the information. When they were asked to choose one of the two i.e. either Internet or library 66% preferred Internet over library while 22.66 said library. Only 11.33 respondents said they will prefer both Internet and Library.

**Figure 7: Preference**



Above figure show respondents preference of the library and Internet in meeting their information needs. The results show that the Internet was ranked higher than the library with 66%

saying that the Internet very often meets their information needs as compared to library which scored 22.66%. Thus there is need for the library to make changes and improve on its products and services.

Rao and Prasanna (2001) said Internet can be used to improve and enhance the value of library services and also to enhance the effectiveness of the library.

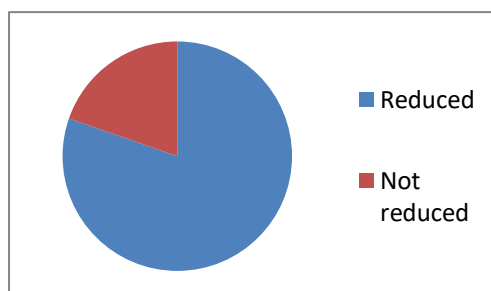
**9. Has the Internet reduced student’s visits to library?**

**Table 9: Effect of the Internet on library visit**

	Number of respondent	Percentage (%)
Reduced	241	80.33
Not reduced	59	19.66

When respondents were asked whether Internet has reduced their visits to the library, 80.33% of the respondents agree that the Internet has reduced their visits to the library while only 19.66% of the respondents said internet has not reduced their visits to the library.

**Figure 8: Effects of the Internet on Library visit**



Result depict that the reasons like insufficient library collection and the lack of knowledge about the resource arrangement and availability of resources in the library has reduced visits to the library. Availability of information 24 hours on the Internet is also considered as other reason for using the Internet over library.

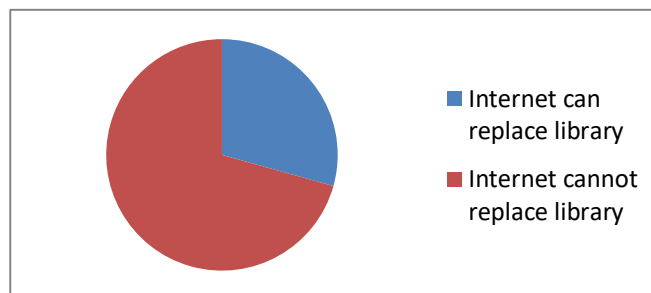
**10. Will the library be replaced by the Internet?**

**Table 10: Can the Internet replace library**

	Number of respondent	Percentage (%)
Internet can replace library	88	29.33
Internet cannot replace library	212	70.66

Table No. 10 show recorded data of student's response when asked whether the Internet can replace traditional library. 70.66% of the respondent said Internet cannot replace the library; rather Internet supplements library activities and services. Herring (2001) enlist 10 reasons why the Internet is no substitute for a library. Only 29.33% said Internet can replace library.

**Figure9: Can the Internet replace library**



Data analysis showed students agree that their visit to the library is reduced because of the Internet. But Internet is not the only reason for not using the library. Insufficient library collection is also stated as reason for not using the library.

Above pie chart show though the visits to the library is reduced, the Internet cannot replace libraries.

### **11. Perception of librarians and changes they predict in the role of library as a result of the introduction of the internet.**

Librarians said library is required. Even though there is advancement in the technology and digitization of resources, the library is very much essential in any academic setup. It is the heart of the academic institution. Library is also said to be the backbone of the academic institution. Information available in the library is supplement to what is taught in the class. Library is very required to self-studies and research.

People say information on the Internet is available 24\*7 but information is authentic or not cannot be said. Here the role of librarian comes were he can guide the users with the websites which are relevant and with authentic information. All the authentic information is not available on the Internet. Others say Internet provide free information. But most of the information available for free may not be authentic. Original research information is available in the research papers and all the research work is not free.

According to the librarians library has combined with the Internet and has become more powerful. Internet may be option but not a replacement Digital library is not the Internet. For students, digital libraries and Internet is same. So they think what services provided by the digital libraries is the Internet. It is very important that students should be made aware the difference between the Internet and the digital libraries.

Libraries are already adapting to the digital era with digitization of resources, web OPAC's. Most of the modern libraries now are fully automated. The libraries have gone virtual and are still always keeping it updated with technology.

### **Conclusions and Discussion**

The most critical issue affecting the future of academic libraries is the potential impact of the internet. The question commonly asked is “do we still need libraries? This study show that all the libraries have both print and electronic documents but students are not aware of all the resources of the library. Use of Internet by students is moderate. Most of the users use Internet occasionally or when necessary. Comparison between the frequency of library use with that of Internet show that the use of library is high as compared to the Internet. Also when information is required, users prefer library than Internet. But when asked to choose any one, Internet was ranked higher than the library. Thus there is need for the library to make changes and improve on its services.

Result depict that the reasons like insufficient library collection and the lack of knowledge about the resource arrangement and availability of resources in the library has reduced visits to the library. On the whole, 80% of respondents agreed that, Internet has reduced their visits to library. However, respondents have stated that Internet is not going to replace traditional libraries rather; Internet supplements library activities and services.

According to the librarians library has combined with the Internet and has become more powerful. Internet may be option but not a replacement for the library. At the same time, they agreed that the amount of academically relevant Internet information is growing and this may further reduce their use of physical libraries.

There is no crystal ball that can predict the future of the library or the impact the Internet has and will continue to have on libraries and librarians. Though the Internet has reduced the use of traditional libraries but it can never replace the libraries. As long as library professionals serve library users in the best possible manner, there will always be a place for librarians and libraries—virtual or not.

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