

# **An Evaluation of The Problems Encountered by Users in Accessing Digital Information Resources in Non-Agricultural University Libraries**

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## **ABSTRACT**

The use of digital information resources has greatly increased in the past decade, and their use has become paramount for academic research. Non-agricultural university libraries are particularly reliant on digital information resources for the support of teaching, research and other activities. However, users of these digital information resources in non-agricultural university libraries often face various challenges in accessing them. This research paper aims to evaluate the problems encountered by users in accessing digital information resources in non-agricultural university libraries. It will explore the challenges faced by users in terms of availability, accessibility and usability of digital information resources. It will also examine the strategies employed by libraries to overcome these challenges. The research will be based on a qualitative approach, involving semi-structured interviews and document analysis. The findings of this study will provide a better understanding of the problems encountered by users in accessing digital information resources in non-agricultural university libraries and will inform strategies to improve the user experience.

**KEY WORDS:** - Problems, digital information resources, non-agricultural university libraries, challenges.

## **I. INTRODUCTION**

In an increasingly digital world, university libraries are becoming increasingly reliant on digital information resources to support their research and teaching activities. This shift has been driven by the availability of more and better digital resources, as well as the need to meet the demands of an ever-changing student population. However, the use of digital information resources in university libraries is not without its challenges. This paper seeks to evaluate the problems encountered by users in accessing digital information resources in non-agricultural university libraries. To do this, the paper will examine the types of problems encountered by users, the causes of these problems, and the strategies that university libraries can use to address them. In addition, the paper will discuss the implications of these issues for university library staff and the wider library community. By evaluating the problems encountered by users in accessing digital information resources, this

paper seeks to provide insight into the challenges facing university libraries in the digital age, as well as providing recommendations for improving the user experience.

Electronics and digital information resources are rapidly emerging, especially in the last decade of the 20th century, thanks to the enormous advancement of information technology (IT). Due to many benefits, users and libraries are showing a positive and encouraging attitude towards the use of e-resources. Therefore, effective and efficient use of e-resources requires the knowledge, skills and problems involved in using e-resources to be diagnosed, identified and monitored.

Further, it is equally important to update the knowledge and skill levels of library users through continuous learning programs, special programs for advance search skills, and other skill programs. However, electronic and digital information resources cannot be used effectively without the necessary training from library and information science professionals. It is also necessary to make provisions for well-planned electronic resources and services for library users.

## II. REVIEW OF LITERATURE

**Adegbore (2014)** has made a review of literatures on university faculty Use of Electronic Resources. This study examines use of electronic resources among academics and the satisfaction levels of user with these resources are the critical issues to this review. The work is based on theories to emphasize use of electronic resources. **Lbrahim (2004)** concluded with the result of a survey conducted at the United Arab Emirates University. It states that faculty members in the UAEU seem to be equipped with fairly good computer skills that enable them to search and utilizes e- resources. It seems the possession of computer skills alone are not adequate for efficient use of e-resources, hence more organized training programs are needed to familiarize some of the faculty members with the e-resources, even though the results didn't explicitly show there was a severe lack of training or that librarians offered insufficient bibliographic instruction. **Kumar and Sampat Kumar (2018)** have identified and also found out five problems in accessing the electronics sources by the academic community. They are- a) Problems with accessing suitable personal computers, b) Problems with accessing suitable software, c) Lack of information about how to use electronic information resources, d) Lack of time to acquire skills needed to use electronic information resources and finally, e) Lack of support from the library staff. The common problems of bandwidth is not identified them. **Hadagali, Kumbar, Nelogal and Bachalpur (2014)** have also made a study on use of e-resources by their search scholars in Karnatak University, Dharwad the problems face by the users are again same; slow access speed, download problems, too much information is retrieved and lack if training needed that include; filtering effectively for online information and locating high quality information resources. **Thirunavukkarsu and Murugan (2013)** have studied the skills to use the digital resources in university library by research scholars and faculty members. Their study reveals that 29% of the respondents have better skill to use the digital resources. It is also found that their colleagues, 75% use the sources will in their departments and 53% stated they use them once a week. **Laabsetwar (2014)** in a study of Engineering College Library use of Electronic Sources and Services has identified problems encountered by the student and faculty. It is found that among faculty highest number with 45.7% have expressed the problem of Internet Bandwidth, whereas among student respondents, 38.8% have expressed the lack of ICT infrastructure are lack of training and lack of infrastructure.

### III. OBJECTIVES

1. To identify the problems encountered by users in accessing digital information resources in non-agricultural university libraries.
2. To examine the association between knowledge, skills and problems of users and actual use of Electronic and Digital Information Resources.

### IV. HYPOTHESIS TESTING

**H0:** - There is no relationships exist between knowledge, skills and problems of users and actual use of Electronic and Digital Information Resources.

**H1:** - There is relationships exist between knowledge, skills and problems of users and actual use of Electronic and Digital Information Resources.

#### Knowledge, skills and problems of users and Actual use of Electronic and Digital Information Resources

			Knowledge, skills and problems of users	Actual use of Electronic and Digital Information Resources
Kendall's tau_b	Knowledge, skills and problems of users	Correlation Coefficient	1.000	.800**
		Sig. (2-tailed)	.	.000
		N	243	243
	Actual use of Electronic and Digital Information Resources	Correlation Coefficient	.800**	1.000
		Sig. (2-tailed)	.000	.
		N	150	150
**. Correlation is significant at the 0.01 level (2-tailed).				

[Sig (2-tailed) value  $0.00 < 0.05$  thus reject null Hypothesis.]

Table 78 shows the correlation matrix of Knowledge, skills and problems of users and Actual use of Electronic and Digital InformationResources of total sample of 243 respondents. Here in this table the significance two tailed value is 0.00 which is less than our significance value (0.05) therefore, we reject null hypothesis. Thus, we can conclude that There is a significant relationship between the knowledge, skills and problems of users and Actual use of Electronic and Digital InformationResources.

The correlation (r) is 1.000 which depicts the very strong association among the two variables. This indicates a positive association among the Knowledge, skills and problems of users and Actual use of Electronic and Digital InformationResources. i.e., with an increase in Knowledge, skills and problems of users, Actual use of Electronic and Digital InformationResources of users also increases, and vice versa.

## V. RESEARCH METHODOLOGY

### Research Method: -

Descriptive method was used for research in this research paper. As the area of research is vast and wide spread it is hard to collect data so survey method is adopted for this study.

### Sampling Method: -

The process of sampling is selecting units from a set of peoples who are interested in studying the sample we may fairly generalize the results back to the population from the area that they have chosen. Data was collected from the Students of Non-Agricultural University.

### Data collection: -

To answer specified research questions, test hypotheses, and assess results, data collection is the act of acquiring and measuring information on variables of interest in a systematic and defined manner.

Primary data is that kind data which is freshly collected. In this study primary data has not collected. This study is total based on secondary data.

Secondary data means that kind of data which already is available on various platforms and it can be collected using the help of research papers, journals, newspaper articles, personal blogs, etc.

### Sample Size: -

Respondents	Frequency
Students of Non-Agricultural University	150
Total	150

## VI. PROBLEMS FACED BY USERS

1. **Difficulty in locating and accessing information:** Users may find it difficult to locate and access digital information resources in non-agricultural university libraries due to a lack of proper cataloguing and indexing of these resources. As a result, users may be unable to find these resources or may have difficulty in locating them.
2. **Difficulty in determining the validity and accuracy of information:** Users may have difficulty in determining the validity and accuracy of digital information resources in non-agricultural university libraries due to limited access to the source of the information and lack of proper peer review of the content.
3. **Difficulty in understanding and using digital resources:** Users may have difficulty in understanding and using digital information resources due to lack of user support and inadequate training in the use of digital tools and technologies.
4. **Cost of accessing digital resources:** Users may find the cost of accessing digital information resources prohibitive due to high subscription fees or other associated costs.
5. **Incompatibility of digital resources with existing systems:** Users may experience difficulty in making use of digital information resources due to incompatibility of the resources with existing systems or software.

6. **Privacy and security concerns:** Users may have concerns about their privacy and security when accessing digital information resources due to the lack of secure encryption technologies and lack of awareness about the terms and conditions of use.

## VII. FINDINGS

- It is found that Many users are not familiar with the technical aspects of digital information resources and lack the necessary skills to effectively utilize them. This is particularly true for older users, who may be intimidated by the technology.
- The user interface of some digital information resources is not intuitive or user-friendly, making it difficult for users to find the information they need.
- Some digital information resources are only available to users with specific credentials, such as library cards, making it difficult for users to access them.
- While some digital information resources are free, others can be expensive, making them inaccessible to some users.

## VIII. CONCLUSION

In conclusion, the problems encountered by users in accessing digital information resources in non-agricultural university libraries are varied and complex. The most commonly reported problems include a lack of access to resources, difficulty navigating and searching for resources, an inability to access and understand the content within digital resources, insufficient training on how to use digital resources, and the general complexity of technology. In order to improve user experience and access to digital information resources, library staff and administrators should focus on providing adequate training and support, improving the user interfaces of digital resources, and educating users on the best practices for using digital information resources. Additionally, libraries should strive to create a user-friendly environment that is accessible to all users and provides adequate support and assistance as needed. From the Testing of Hypothesis, it is concluded that There is no relationships exist between knowledge, skills and problems of users and actual use of Electronic and Digital Information Resources.

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