



IMPACT OF CYBER LIBRARY ON DIGITAL LITERACY AMONG STUDENTS OF BANARAS HINDU UNIVERSITY: A CASE STUDY

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ABSTRACT

In present era, E-resources have become most popular sources of information for the Researchers, Teachers, Professionals and Students. The need of E-resources services to the users are also growing and becoming very essential. The main need of digital literacy is to improve the efficiency of library services and use by students in familiarly and to provide effective information about use of digital devices. This study is on Cyber Library of Banaras Hindu University. The researchers have tried to understand the Role, awareness of students, satisfaction level of students and sources and services provided by cyber library.

KEYWORDS: Cyber Library, Digital, Digital Literacy, Computer Literacy, Internet.

1. INTRODUCTION :

The concept of digital literacy's is attractive both in its definition and its application. The term captures a field of rapidly developing practices, as humans interact with technologies in new ways and for innovative purposes. The shift from print to digital technologies has altered the way students read and seek knowledge largely because the younger generation has grown up in a digital landscape. In university, the practice of reading for information has also seen a visible

change in that students are now looking to the internet rather than the library to gather the knowledge needed to complete assignments and projects.

Banaras Hindu University is a Central University located in Varanasi, Uttar Pradesh, established in 1916 by Pt. Madan Mohan Malviya. It is one of the largest residential universities in Asia, with over 20,000 students. The main campus of university spread over 1,300 acres (5.3 km²). The Rajiv Gandhi South Campus is another campus that spread

over 2,700 acres (11 km²), hosts the Krishi Vigyan Kendra (Agriculture Science Centre) and is located in Barkachha in Mirzapur district of Uttar Pradesh. Several of its colleges, including engineering (IIT-BHU), science, linguistics, journalism & mass communication, performing arts, law, agriculture (IAS-BHU), medicine (IMS-BHU) and Institute of Environment And Sustainable Development (IESD-BHU), are ranked among the best in India.

The Sayaji Rao Gaekwad Library



is listed in the Survey of Manuscripts in India. Presently the University Library System consists of Central Library (also known as SayajiRaoGaekwad Library) at apex and 3 Institute Libraries, 8 Faculty Libraries, 25 Departmental Libraries, with a total collection of over 13 lakh volumes to serve the students, faculty members, researchers, technical staff of 14 faculties consisting of 126 subject departments of the university. It has now Asia’s largest cyber library within a university with nearly 500 workstations and 455 computers. The library will provide access to over 14,000 journals and other materials to the students. My present study is based on the Cyber Library only not main library.

OBJECTIVES

These objectives were formulated before conducting the study:

- + To find out the awareness of students of BHU towards Cyber Library.
- + To study the satisfaction level of students towards Cyber Library.
- + To find out sources and services provided by cyber library.
- + To identify the significance of digital tools in research work among students and scholars.
- + To know the different type of electronic resources available in library.
- + To find out the issue and challenges of Digital Literacy among students of Banaras Hindu University, Varanasi.

HYPOTHESES

The following hypotheses were formulated for the study:

- + Most of the students are aware about Cyber Library and using it.
- + Most of the students of University have IT skills.
- + Most of the students have adequate knowledge of digital literacy.
- + Library is committed to developed digital literacy.

Scope of the Study

The scope of the present study is limited to Cyber Library of Banaras Hindu University. This is a case study on Cyber library and its impact on students of Banaras Hindu University. In this study sample was chosen UG, PG and Research Scholars as respondents and try to find out their digital literacy skills and to find out role of cyber library in their study and research. Total 250 questionnaires has been distributed and 214 questionnaire has been received back.

Research Methodology

Questionnaire method has been used for collecting data. Questionnaires were distributed personally to each respondent. Total 250 questionnaires were distributed and got response 214 from respondents (68 U.G students, 85 P.G students and 61 Research Scholars).

Analysis and Interpretation of Data

The tabulation and interpretation of data has been divided according to the questionnaire. The analysis and interpretations of data are as follows:

Table.1- Total Number of Questionnaire:

| Received | % | Not Received | % | Total |
|----------|----|--------------|----|-------|
| 214 | 86 | 36 | 14 | 250 |

Table no. 1 shows that total 250 questionnaire were distributed and only 214 questionnaire received back.

Table.2. Awareness of Cyber Library

| | UG | PG | Scholar | Total |
|-------------------|---------|---------|---------|----------|
| Aware and use | 44(65%) | 54(64%) | 52(85%) | 150(71%) |
| Aware but not use | 16(24%) | 29(34%) | 09(15%) | 54(25%) |
| Not aware | 03(4%) | 00(0%) | 00(0%) | 03(1%) |
| Not use | 05(7%) | 02(2%) | 00(0%) | 07(3%) |

On the basis of above table most students 150(71%) are aware and using cyber library, 54(25%) students were aware but not using cyber library. Only 7(3%) students were not using cyber library and only 3(1%) students were not aware about cyber library.

Table.3. Purpose of using Cyber Library

| | UG | PG | Scholar | Total |
|--------------------|---------|---------|---------|---------|
| Email/Chat/IM | 06(8%) | 18(12%) | 06(6%) | 30(9%) |
| Assignment Work | 41(51%) | 43(29%) | 06(6%) | 90(28%) |
| Job/career | 12(15%) | 38(26%) | 29(29%) | 79(24%) |
| Searching database | 16(20%) | 33(23%) | 10(10%) | 59(18%) |
| Game/Entertainment | 05(6%) | 02(1%) | 00(0%) | 07(2%) |
| Research work | 00(0%) | 13(9%) | 48(48%) | 61(19%) |

Table no. 3 show the purpose of using cyber library. On the basis of this study we find that there are 90(28%) students using cyber library for their assignment work, 79(24%) were using for job/career, 61(19%) for using for research work, 59(18%) students were using for searching database, 30(9%) students were using for email/chat/IM and only 07(2%) students were using cyber library for game /entertainment. Mostly student were chooses multiple options.

Table.4. Do you agree that the standard of your work suffer without cyber library

| | UG | PG | Scholar | Total |
|--------------|---------|---------|---------|----------|
| Agree | 35(51%) | 50(59%) | 47(77%) | 132(62%) |
| Disagree | 21(31%) | 17(20%) | 09(15%) | 47(22%) |
| Don't know | 08(12%) | 14(16%) | 05(8%) | 27(13%) |
| Don't use it | 04(6%) | 04(5%) | 00(0%) | 08(4%) |

This table 4 shows the impact of cyber library on the standard of student's work. There are 132(62%) students agree with the statement that "the standard of work suffers without cyber library", 47(22%) students disagree with the statement, 27(13%) don't know about this and 08(4%) students are not using the cyber library. This clearly shows that students works were influenced by cyber library.

Table.5. Training provide to use Cyber Library

| | UG | PG | Scholar | Total |
|--------------|---------|---------|---------|----------|
| Yes | 17(25%) | 19(22%) | 15(25%) | 51(24%) |
| No | 42(62%) | 54(64%) | 39(64%) | 134(63%) |
| Occasionally | 09(13%) | 12(14%) | 07(11%) | 27(13%) |

Above 5 table shows opinion on training provided to use cyber library. There are 134(63%) students says that cyber library is not providing any training programm for using cyber library. 51(24%) students saysthat library is providing training programm and 27(13%) students saysthat occasionally training provided by library.

Table.6. Accessibility of E-Resources

| | UG | PG | Scholar | Total |
|--------------------|-----------|-----------|----------------|--------------|
| At home | 11(15%) | 32(34%) | 11(16%) | 54(23%) |
| Outside of library | 09(13%) | 09(9%) | 09(13%) | 27(11%) |
| On cyber library | 35(49%) | 41(43%) | 45(66%) | 121(52%) |
| On café | 11(15%) | 10(11%) | 01(2%) | 22(9%) |
| other | 06(8%) | 03(3%) | 02(3%) | 11(5%) |

This table shows access of e-resources by students. In this 121(52%) users accessing e-resources in cyber library, 54(23%) access at home on their own devices, 27(11%) respondents using out of library, 22(09%) respondents using e-resources in Cyber Café and 11(05%) students are using on other mediums. This evidence show mostly students have access e-resources in cyber library. Mostly student are chosen multiple options.

Table.7. E-Resources have rich collection in library

| | UG | PG | Scholar | Total |
|-------------|-----------|-----------|----------------|--------------|
| E -journals | 20(29%) | 44(41%) | 44(53%) | 108(42%) |
| E - books | 43(61%) | 50(47%) | 30(36%) | 123(47%) |
| E - thesis | 01(1%) | 04(4%) | 07(8%) | 12(5%) |
| Others | 06(9%) | 08(8%) | 02(3%) | 16(6%) |

In this table shows the opinion of respondents on collection of cyber library. 123(47%) respondents were responded that E-books have rich in collection, 108(42%) saysthat E-journals are rich in collection, 16(06%) says other collectionsare rich in number in cyber library and 12(05%) are respondedthat e-thesis have rich collection.

Table.8. Facing problems while using electronic resources

| | UG | PG | Scholar | Total |
|---|-----------|-----------|----------------|--------------|
| I am not sufficiently familiar with e-resources | 15(22%) | 13(17%) | 06(10%) | 34(17%) |
| I am not able to use the e-resources properly | 12(18%) | 08(10%) | 12(20%) | 32(16%) |
| The material I need is not in use or is not available | 09(13%) | 16(21%) | 13(21%) | 38(18%) |
| I have some doubts about the permanence of the material | 10(15%) | 22(29%) | 17(28%) | 49(24%) |
| It is difficult to read from the screen | 10(15%) | 11(14%) | 09(15%) | 30(14%) |
| Technical problem | 12(18%) | 07(9%) | 04(6%) | 23(11%) |

This table shows problem facing byrespondentswhile accessing electronic resources and using them for information retrieval. According to this table 49(24%) students have doubts about the permanence of the material, 38(18%) students says material is not in use or is not available, 34(17%) are not sufficiently familiar with e-resources, 32(16%) are not able to use the e-resources properly, 30(14%) facing difficulties in reading from screen and 23 (11%) have technical problems. Mostly students choose multiple options.

Table.9. Services provided by library

| | UG | PG | Scholar | Total |
|----------------|---------|---------|---------|---------|
| ASK service | 02(3%) | 07(9%) | 04(6%) | 13(6%) |
| E mail service | 20(29%) | 33(41%) | 25(41%) | 78(37%) |
| SMS service | 01(2%) | 02(2%) | 00(0%) | 03(2%) |
| All above | 28(41%) | 29(36%) | 17(28%) | 74(35%) |
| Other | 17(25%) | 10(12%) | 15(25%) | 42(20%) |

This table shows the services providing by Cyber Library to their users. According to this table 78(37%) students saysthat E-mail service is provided by cyber library, 74(35%) students saysthat all of the services listed in the table is provided by cyber library, 42(20%) says other services, 13(06%) says ASK service is also provided by library and only 03(2%) says SMS service is provided by cyber library. Mostly student are choose multiple options.

Table.10. Search Engine often use

| | UG | PG | Scholar | Total |
|--------|---------|---------|---------|----------|
| Google | 61(76%) | 79(77%) | 58(77%) | 198(77%) |
| MSN | 02(2%) | 00(0%) | 06(8%) | 08(3%) |
| Yahoo | 11(14%) | 14(14%) | 08(11%) | 33(13%) |
| Opera | 05(6%) | 09(9%) | 03(4%) | 17(6%) |
| Other | 02(2%) | 00(0%) | 00(0%) | 02(1%) |

This table shows, search engines which often used by students. There are 198(77%) respondents using Google, 33(13%) respondents using Yahoo, 17(06%) were using opera browser, 08(03%) respondents using MSN and 02 (01%) respondents were using other browsers for accessing internet. Mostly students are using more than one search engine.

Table.11. Know about new digital technologies

| | UG | PG | Scholar | Total |
|------------------------|---------|---------|---------|----------|
| Friends/Family | 27(33%) | 52(45%) | 30(35%) | 109(39%) |
| Media(TV, Radio, News) | 40(49%) | 48(42%) | 29(34%) | 117(42%) |
| Librarian | 05(6%) | 03(3%) | 04(5%) | 12(4%) |
| Faculty | 09(11%) | 12(10%) | 22(26%) | 43(15%) |

This table showsways to know about new digital technologies. 117(42%) respondents know from media (TV, Radio, News etc.), 109(39%) respondents know from Friend and Families, 43(15%) respondents know from faculty and 12(04%) know about new digital technologies from librarian. Mostly students have chosen more than one options.

Table.12. Online Sources often use

| | UG | PG | Scholar | Total |
|-------------|---------|---------|---------|----------|
| E –journals | 20(26%) | 39(39%) | 24(36%) | 83(34%) |
| E – books | 31(41%) | 41(41%) | 29(44%) | 101(42%) |
| Databases | 15(20%) | 13(13%) | 07(10%) | 35(14%) |
| Any other | 10(13%) | 07(7%) | 07(10%) | 24(10%) |

This table indicates the online resources used by respondents. 101(42%) were using E-books, 83(34%) were using E-journals, 35(14%) respondents were using databases and 24(10%) respondents were using other form of sources. Most students are choosing more than one options.

Table.13. Information includes in the cyber library

| | UG | PG | Scholar | Total |
|--------------|-----------|-----------|----------------|--------------|
| Text | 26(36%) | 30(34%) | 26(41%) | 82(37%) |
| Image | 06(9%) | 10(11%) | 01(2%) | 17(8%) |
| Audio | 01(1%) | 03(3%) | 02(3%) | 06(3%) |
| Video | 05(7%) | 03(3%) | 01(2%) | 09(4%) |
| All of above | 34(47%) | 43(49%) | 33(52%) | 110(49%) |

This table indicates the form of Information includes in the cyber library. 110(49%) respondents say that library has all forms of information available mention in the table above, 82(37%) were says that text is available, 17(08%) respondents says information is available in image form, 09(04%) respondents says information is available in video form and 06(03%) respondents were find information in audioform. There are mostly students are choose more than one options.

Table.14. Use of Communication tools

| | U G | P G | Scholar | Total |
|-----------------|------------|------------|----------------|--------------|
| Bulletin board | 19(28%) | 25(25%) | 09(15%) | 53(23%) |
| Chat and email | 36(54%) | 54(54%) | 42(68%) | 132(58%) |
| Instant message | 05(8%) | 16(16%) | 09(15%) | 30(13%) |
| Any other | 07(10%) | 05(5%) | 02(3%) | 14(6%) |

This table shows use of communication tools. 132(58%) respondents using Chat and email as communication tool, 53(23%) were using bulletin board, 30(13%) respondents using instant message and 14(06%) were using other medium as a communication tool. Mostly students have chosen more than one options.

Table.15. Issue and challenges in digital literacy

| | U G | P G | Scholar | Total |
|------------------------|------------|------------|----------------|--------------|
| Lack of infrastructure | 11(16%) | 27(29%) | 17(24%) | 55(23%) |
| Lack of computer skill | 37(52%) | 45(47%) | 35(49%) | 117(49%) |
| Inadequate finance | 15(21%) | 21(22%) | 19(26%) | 55(23%) |
| Any other | 08(11%) | 02(2%) | 01(1%) | 11(5%) |

This table shows the issues and challenges facing while making digital literate to the users of cyber library. 117(49%) respondents says that lack of computer skill is the main barrier in digital literacy, 55(23%) respondents says lack of infrastructure while 55(23%) respondents says that inadequate finance is big barrier and 11(05%) respondents says other problems. Mostly students have chosen more than one options.

FINDINGS

The major findings of this study are:

- Most of students (71%) were aware of Cyber library and also using it.
- Most of students (52%) were using Cyber Library for accessing E Resources.
- Most of the respondents accepts that library have rich collection of E-Books and E-Journals (E-Book 47% and E-Journals 42%).
- According to respondents Cyber library also provides Email service to students.
- Most of the respondents (77%) are using Google search engine for accessing information.
- Most of the users think that Media (TV, Radio, News etc.) plays an important role in getting information

regarding new technologies and 39 % of users are getting information from Friends and Families. (Media 42%, Friends 39%).

- Most of respondents (44%) are using Boolean searching technique for searching information.
- Most of respondents (49%) said that Cyber Library has all kinds of information (Text, Image, Audio and Video).
- There are 58% students using Chat and Email for communication.
- For increasing Digital Literacy most students (49%) was facing lack of computer skills.

CONCLUSION

Digital Literacy is being relatively a new trend in the information world. The finding of this study reveals that majority of students are aware about Cyber Library. The trends of effective use of Digital Literacy reveal that they get daily news and information from cyber library via Computer and Internet. It is also seen from the study that students first access source from online journals to get familiar with a subject to which they have very little knowledge and it is also seen from the study that research scholar find out new Digital Technology through traditional media and through friend and family.

Based on the main themes mentioned above, the researchers concluded although students prefer digital contents that present information in a stimulating way with a variety of multimodal forms. They could use hyperlinks, interact with multimodal resources like video, animation, or exploit other web resources like Google translator, search engines, or online dictionaries for additional content that are related to the information they need to understand.

SUGGESTIONS

In this reference there are following suggestions have been given by the PG students and research scholars of Banaras Hindu University.

- Improvement in collection of e-resources and organized workshops, seminars etc.
- Developmentadequate infrastructure for accessibility of online resources.
- Need to improve internet service where it is possible.
- Improve rich collection of e-content in library database.

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