



Use Of Web-Based Library Services: A Study Of Prin. K. S. Kale Library, Sangli

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Abstract:

This study examines the users' satisfaction, perspectives and use of library web-based services provided by Prin. K. S. Kale Library in Sangli, Maharashtra. A survey method was used for data collection. A Google Form was prepared and shared via WhatsApp with 100 first- and second-year student teachers from Smt. Putalaben Shah College of Education, from which 64 responses were received. The objective of the study is to find out the frequency of users visiting the library, the primary reason for using the library website, the use of the library website and the perceptions of the users regarding digital resources. The finding shows that the overall majority of users of Prin. K. S. Kale Library are satisfied with the resources available through the website and has a positive experience accessing it.

Keywords: *Information Technology, Educational College, Web-Based Services, Website, Online Services.*

Introduction:

Information Technology has made a tremendous impact on all fields in the world. This impact has made a drastic change in the library work. Traditional services are changing into electronic services. Most of the library collections are stored digitally and published online, enabling users to retrieve them globally at any time and from any location. Thus, web technology is used in various elements of library management, such as information collection, processing, organisation, storage, retrieval, preservation, and reuse the data, which helps to save the time of users and the library staff. Web catalogue, web OPAC, search engine, IR, and website etc. are web-based services.

Educational college libraries play a vital role in achieving the parent institution's goal. To meet the information needs of teachers and student teachers, Prin. K. S. Kale Library has developed its own web portal through which it provides its web-based library services to users. To find out the satisfaction, usability, users' opinions, and expectations of web-based library services, researchers conducted this user study.

Definition of Web-Based Services:

According to Gartner research (June 15, 2001), "Web services are loosely coupled software components delivered over Internet standard technologies."

Web-Based Library and Information Services:

Web-based library services help users access the information they need without the limitations of time and place. This digital format supports flexible learning and accommodates diverse schedules, providing instant access to a vast array of e-books, journals, and databases for in-depth research. These services not only enhance access but also promote collaboration and knowledge sharing by integrating with learning management systems and offering tools for citation management and document sharing. To support education in the digital age, the implementation of web-based library services has become a necessity

Web Portal:

A web portal is a dedicated website that functions as a central access point to multiple resources and services, providing a unified platform for a library's digital content. It simplifies the user experience by combining the library catalogue, electronic databases, online journals, and useful educational links into one cohesive interface. Key features include a single search box for multiple databases and direct links to essential resources. This transforms the library website into a dynamic "front door," enhancing accessibility and encouraging greater use of electronic resources.

Review of Literature:

Web-based library services can be seen either as adaptations of existing services supported by technology (Arora, 2001) or as transformations of traditional library functions that integrate features unique to the online environment (Moyo, 2004). Such developments highlight their importance in reshaping the paradigms of library information

systems (Cordeiro & Carvalho, 2002). Additionally, web-based interfaces for OPACs are more widely accepted since users are already familiar with their graphical design and easy navigation. Interactive web-based reference services are primarily designed to provide concise and reliable information, guide users in carrying out library research, and respond to questions related to library resources and services (Xue-Ming & Bao, 2003). To achieve their objectives, libraries are encouraged to maximize the use of both conventional tools, such as bibliographies and modern web-based services like online forms, chat systems, and video conferencing (Zarei & Abazari, 2011). Libraries have consistently adapted to change, but the current rate of transformation appears to be more rapid than in the past (Casey & Savastinuk, 2007).

The current research aims to examine the kinds of web-based library services provided by the educational colleges and to find out the users' satisfaction, usability, and their opinions and expectations regarding web-based library services.

Research Objectives:

1. To study the frequency of users visiting the library website.
2. To study the primary reason for using the library's website.
3. To study the use of web-based library and information services.
4. To study the student perceptions of the variety of digital resources.

Scope and Limitation of The Study:

The study focuses on the use and user perceptions of the web-based library and information services provided by the Prin. K. S. Kale Library.

This study has limitations listed below:

1. This present study is geographically limited to the student teachers of the educational institution Smt. Putalaben Shah College of Education, Sangli.
2. The present study is limited to web-based library services provided by the Prin. K. S. Kale Library.

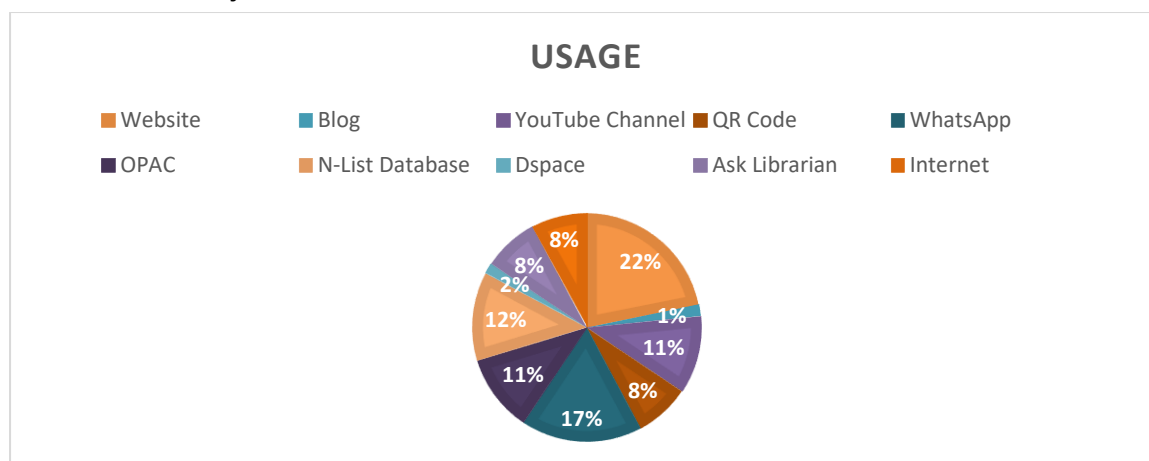
Research Methodology:

The research methodology used for the present research is the 'descriptive research method'. The population of the study consisted of 100 student teachers of the first

and second year of the educational institution Smt. Putalaben Shah College of Education, Sangli, in the academic year 2025. The researcher has adopted the survey method for data collection. For data collection e-questionnaire was prepared using Google Form, and it was shared among the teacher educators. In all, 100 questionnaires were distributed via WhatsApp. 64 responses were received. The responses received are analysed, and the findings are based on the analysis. For data analysis, the collected data is analysed by calculating the percentage.

Data Analysis and Interpretation:

1. Services used by Student Teachers:



Interpretation:

The above pie chart shows that the library's website is the most used web service among student teachers, accounting for 23.3% of usage. Other services, such as WhatsApp (18.3%), N-List Database (13.3%), and the YouTube Channel (11.7%), also see moderate usage. Services such as the blog, Dspace, OPAC, and 'Ask Librarian' had much lower usage rates.

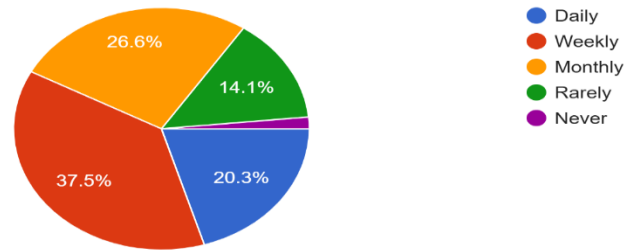
Findings:

Based on the above interpretation, the following findings are drawn.

1. The library's website is the most widely used web service.

2. WhatsApp and the N-List Database are the next most popular services.
3. There is a significant usage of various other digital tools, such as a YouTube channel, QR codes, and the Ask a Librarian feature.
4. Services like the Blog and Dspace may require a re-evaluation of their purpose, promotion, or content to increase user engagement. The low usage of the OPAC is also a notable finding that might require further investigation.

2. Use of Library Website:



Interpretation:

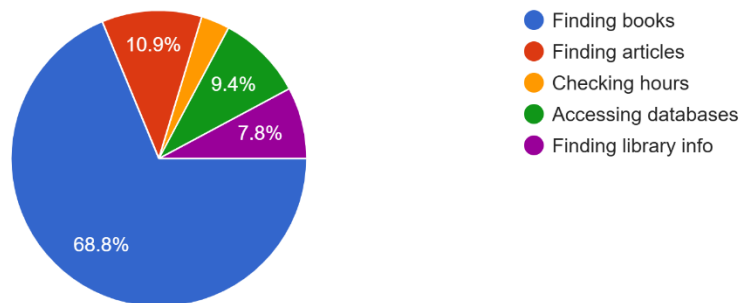
The above chart shows that over half of the respondents, 57.8%, use the library website either daily or weekly. 26.6% of users access the website monthly. Only a small

percentage of users, 15.6% use the website rarely or never

Findings:

Based on the above interpretation, it is found that a large number of users access the site at least once a week.

3. The primary reason for using the library's website:



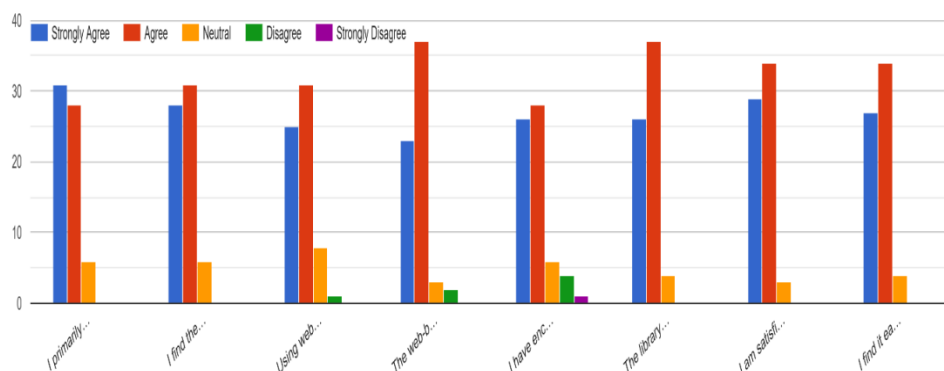
Interpretation:

The above chart shows that A significant majority, 68.8% of users, primarily use the website to find books. The remaining uses are much less, such as accessing databases, at 9.4%, finding articles, 10.9%, finding Library information, 7.8%, and checking hours, 3.1%

Findings:

Based on the above interpretation, it is found that the website is most commonly used for finding books. However, a large number of users also depend on it to access databases and search for articles.

4. Use of Web-based Library and Information Services:



Interpretation:

The above chart shows that

1. The majority of respondents either strongly agree 48.43% or agree 42.18% with the statement I primarily use the library's website to access academic resources like journals and databases. Only 9.37% people were neutral, and no one disagreed.
2. Similarly, an overwhelming majority of users find the web-based services useful and valuable. 43.75% respondents strongly agree, and 48.43% agree. Only 7.81% people responded neutral, suggesting strong positive sentiment towards the usefulness of the services.
3. Most users feel that the web-based services have saved their time. 39.06% people strongly agree and 48.43% agree, while 10.93% were neutral. A single person disagreed, suggesting that for the vast majority, the online services are an efficient tool.
4. The highest number of agree responses for any statement, 57.81% was recorded here, along with 35.93% strongly agree responses. Only 3.12% people were neutral, and 3.12% disagreed. This demonstrates a high level of satisfaction with the quantity and relevance of the information provided by the services.
5. The majority of respondents agree. A combined 53 people either strongly agree 40.62% or agree 42.18% Only 6.25% disagreed, and 1.56% strongly disagreed with the statement, while 9.37% were neutral. This suggests that a significant number of users have not experienced technical issues with the web-based library services.
6. Users are highly satisfied with the search function. 40.62% people strongly agree,

and 54.68% agree. Only 4.68% people were neutral, with no disagreements. This indicates the search feature is effective and user-friendly for most.

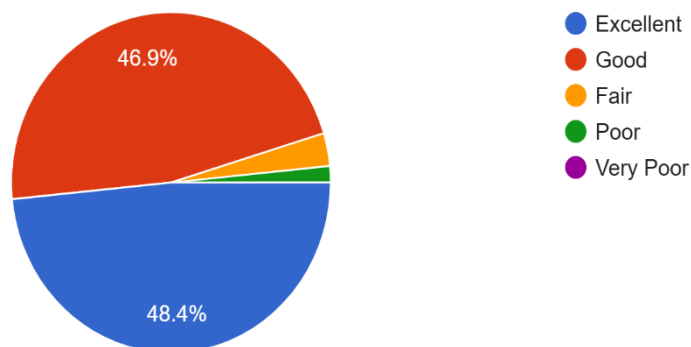
7. Satisfaction with the variety of online resources is very high. 45.31% people strongly agree, and 51.56% agree. Only 3.12% people were neutral, and none disagreed. This suggests the library offers a comprehensive collection that meets user needs.
8. Similar to the previous statement, users find the interface easy to use. 42.18% people strongly agree, and 53.12% agree. Only 4.68% people were neutral, and no one disagreed. This points to a well-designed user interface.

Findings:

From the above interpretation, the following findings are drawn.

1. It is found that the library's website is the main platform for accessing academic resources for most users.
2. 92.18% of respondents strongly agreed or agreed that web-based library services are a useful and valuable tool.
3. These services are considered time-saving, with 87.49% of respondents responding that they strongly agree or agree with the statement that they have saved time in their research.
4. 93.74% respondents either strongly agree or agree that the web-based library services adequately provide the information they require for their work.
5. The website's search function is considered easy to use and effective by 95.3% respondents. A similar number of respondents also find it easy to locate and access the resources they need.

5. Evaluation of the variety and relevance of digital resources



Interpretation:

The above pie chart shows that a combined 92.6% of respondents rated the library's website services as either excellent or good. Only a small minority of users rated the services as fair, i.e., 2.9%, and Poor, i.e. 1.5%. No one rated the services as Very Poor.

Findings:

From the above interpretation, it is found that the majority of users have a positive experience.

User recommendations regarding online library services: The recommendations collected, for value-added services that assist users in their academic and personal pursuits. The suggestions are:

1. Provide lesson plans for reference for every subject.
2. Book Recommendations
3. General knowledge books

Interpretation:

1. Provide lesson plans for reference for every subject: This recommendation suggests a need for educational support materials that can assist student educators or lifelong learners.

2. Book Recommendations: This highlights a desire for personalised content. Users want guidance in discovering relevant books based on their interests or borrowing history.

3. General knowledge books: The library already offers general knowledge books; the

digital format request indicates that users find the current online general knowledge books collection insufficient or difficult to access.

Findings:

From the above interpretation, it is found that there is a need for a variety of digital resources.

Conclusion:

Based on analysis and interpretation, the following conclusions were drawn.:

1. Library website, WhatsApp and N-List database are the most popular web services.
2. To increase user participation in the use of blogs, Dspaces and OPAC services, the library needs to re-evaluate these services.
3. Users visit the library at least once a week, primarily to find books and articles.
4. The majority of users are satisfied with the web-based resources, the website's search function is considered easy to use and effective, and they have saved time in their research and retrieved the necessary information for their work.
5. According to suggestions received from users, the library will have to update its web services, which will help to increase the usage of its web services.

The overall majority of users of Prin. K. S. Kale Library are satisfied with the resources available through the website and has a positive experience accessing the site.

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