

Satisfaction Level and Awareness of Remote Access Services among the Research Scholars of Dr. B.R. Ambedkar Library of J.N.U.:

A Study

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ABSTRACT

This research endeavors to examine the awareness and levels of satisfaction among 75 research scholars regarding the remote access services offered by Dr. B. R. Ambedkar Central Library of Jawaharlal Nehru University, New Delhi. The results demonstrate that 98.7% of the participants are cognizant of the remote access facility, with 76% utilizing it for a duration exceeding one year. While 61.3% of the users articulated a high level of satisfaction and 36% indicated being satisfied, a notable 90.7% experienced difficulties during access. The predominant challenges identified included insufficient search skills (20.22%), complications in downloading full texts (17.45%), and network-related issues (16.34%). Primarily, users engaged with resources via laptops (100%) and smartphones (97.3%). This investigation underscores the pivotal significance of remote access services in facilitating academic productivity and offers pragmatic recommendations to enhance user experiences.

KEYWORDS: Remote Access, Jawaharlal Nehru University, Research Scholar, Satisfaction, B.R Ambedkar Library.

INTRODUCTION

Computers and associated technologies have significantly influenced the mechanisms of information dissemination in contemporary society. Electronic databases, e-books, e-journals, and their respective indexes represent critical information resources essential for the organization of knowledge. The advent of online journals, bibliographic databases, online catalogs, and the Internet has fundamentally transformed the traditional usage patterns, behaviors, and expectations of contemporary library patrons over recent decades. The practice of online searching has become ubiquitous, with users increasingly anticipating access to library resources akin to the ease provided by platforms such as Google or Wikipedia. Libraries must implement strategies to accommodate these evolving expectations and behaviors to enhance customer service quality and fulfill their mandate to support pedagogical, learning, and

research activities. The primary objective of the library is to develop user-centric resources, facilitate both human and technologically mediated access to knowledge, and streamline the processes by which users locate, analyze, and obtain information. Consequently, numerous academic institutions have established collections of electronic resources to improve the services offered to their patrons. Frequently, online resources are made available via IP-based access, which restricts the utilization of these electronic materials to the confines of institutional premises. This limitation arises from various practical challenges encountered when remote access was facilitated using username-password authentication. Vendors generally favor IP-based access to mitigate the risk of unauthorized usage. Nonetheless, this presents a constraint for users. Patrons consistently express a desire to access e-resources from any location at any time. Therefore, libraries must continuously undertake essential measures to bridge the gap between commercial vendor restrictions and the practices of academic users. Presently, the provision of remote access service capabilities constitutes a primary objective for any modern library and represents the most effective approach to maximizing the utilization of library e-resources. A virtual private network (VPN) serves as a robust security connection established atop a public network or the Internet, facilitating secure communications across public computing infrastructures.

About B.R Ambedkar Library

The Central Library operates as a Knowledge Centre, exhibiting a comprehensive collection of resources primarily within the domains of Social Sciences, Humanities, and Sciences. This facility is distinguished by its nine-storey architectural framework and encompasses a floor area estimated at one hundred thousand square feet. It is strategically situated within the academic confines of the University, functioning as the epicenter for all scholarly endeavors and facilitating thorough access to a multitude of resources, including books, journals, reports, e-journals/online databases, e-books, in addition to electronic theses and dissertations.

Founded in 1969, the library consolidates the collection of the prestigious Indian School of International Studies, which later merged with Jawaharlal Nehru University. The JNU Library functions as a repository for all governmental publications, alongside the publications from various prominent international organizations, including the World Health Organization, the European Union, the United Nations, and its affiliated agencies.

The Central Library represents the intellectual nucleus of Jawaharlal Nehru University, offers extensive access to a diverse array of resources, including books, journals, theses and dissertations, as well as reports and surveys that span a wide spectrum of academic disciplines.

REVIEW OF LITERATURE

Jena (2020) elucidates in his scholarly article that the pandemic has proliferated across the globe, necessitating human society to adhere to social distancing protocols. This phenomenon has markedly disrupted the educational sector, a vital determinant of a nation's economic trajectory. Each nation commenced lockdown measures to isolate infected individuals. The educational domain, encompassing schools, colleges, and universities, was rendered non-operational. Instructional sessions were halted, and all examinations across educational institutions, including entrance assessments, were deferred indefinitely. Consequently, the lockdown obliterated the academic schedules of all students.

Satisfaction Level and Awareness of Remote Access Services among the Research Scholars of Dr. B.R. Ambedkar Library of J.N.U.: A Study

Sarkar (2020) asserts that it is imperative to develop adequate facilities tailored for differently-abled students. There exists a necessity to engage in collaborative efforts with various universities and educational technology companies to foster innovative solutions aimed at rendering digital learning seamless and efficacious.

Mahabaleshwara Rao et al. (2014) provide a thorough exposition on the deployment of off-campus access facilities within the library, articulating its benefits, access stipulations, and technical specifications. Given that the Health Sciences Library has procured a substantial collection of electronic information resources for its clientele, there arose a pressing demand from the user community for off-campus access to these subscribed electronic resources, which consequently instigated the investigation of a suitable solution for remote login accessibility. The research discerned EZproxy remote access software as the most advantageous solution. Furthermore, the manuscript presents an exhaustive analysis of various remote access software alternatives that can be installed to facilitate access to electronic resources, along with their advantages and conditions.

Kiriella (2010) similarly underscored the requests from users for improvements to the facilities available for accessing the electronic resources collection at the University of Moratuwa Library.

Lawrence (2009) in his manuscript accentuated the necessity of providing off-campus access to the subscribed electronic resources of the library for users employing EZproxy, and illustrated how an enhanced library infrastructure can assist remote users in retrieving the electronic content acquired by the library. He further elucidated the methodology employed for the implementation of the software and the reasoning behind the selection of EZproxy as the Proxy Server. Moreover, he addressed troubleshooting techniques pertinent to remote users.

OBJECTIVES

- ✓ To examine the frequency of visiting library by the research scholars of B.R. Ambedkar Central Library.
- ✓ To find out the awareness level of remote access among research scholars of B.R. Ambedkar Central Library.
- ✓ To know the satisfaction level of research scholars while accessing remote access services.
- ✓ To identify the challenges faced by research scholars while accessing the remote access services.

RESEARCH METHODOLOGY

A survey methodology was utilized in the current study to gather data using a structured questionnaire tool, allowing for the collection of primary information from research scholars at Jawaharlal Nehru University in New Delhi. A total of 100 questionnaires were distributed among Ph.D. scholars within the Schools of Humanities (Languages), Social Sciences, International Studies, and Sciences. Out of the 100 questionnaires distributed, 75 completed responses were received from participants. This sample reflects a response rate of 75% based on the 100 questionnaires that were sent out. Random sampling was employed to collect data from the respondents. The data obtained through the questionnaires was analyzed using MS Excel and SPSS software.

DATA ANALYSIS

Gender

	Frequency	Percent
Valid Female	30	40.0
Male	45	60.0
Total	75	100.0

The examination scrutinizes the gender distribution among the participants, revealing that 40% identified as female and 60% as male, culminating in a total of 75 respondents.

Age of the Respondent

	Frequency	Percent
Valid 21-29y	30	40.0
30-39	39	52.0
40-49y	6	8.0
Total	75	100.0

This segment classifies respondents into distinct age categories, with the preponderance (52%) falling within the 30-39 age range, succeeded by those aged 21-29 years (40%) and 40-49 years (8%).

Duration of study at the University

	Frequency	Percent
Valid 0-2 years	25	33.3
3-4 years	40	53.3
5-6 years	10	13.3
Total	75	100.0

This information elucidates the duration of respondents' academic tenure at the university: 33.3% have been enrolled for a period of 0-2 years, 53.3% for 3-4 years, and 13.3% for 5-6 years.

Frequency of visiting the library

	Frequency	Percent
Valid Daily	51	68.0
Fortnightly	5	6.7
Monthly	2	2.7
Weekly	17	22.7
Total	75	100.0

This table reflects that 68% of the research scholars are visiting library on daily basis, 22.70% research scholars are visiting library on weekly basis.

Satisfaction Level and Awareness of Remote Access Services among the Research Scholars of Dr. B.R. Ambedkar Library of J.N.U.: A Study

Awareness About Remote Access

	Frequency	Percent
Valid No	1	1.3
Yes	74	98.7
Total	75	100.0

A remarkable 98.7% of respondents demonstrated awareness regarding the availability of remote access services.

Library Providing Remote Access Facility

	Frequency	Percent
Valid Yes	75	100.0

Every respondent affirmed the presence of remote access services.

Sources of awareness of remote access facility in library

	Frequency	Percent
Valid Fellow scholars	21	28.0
Library orientation	1	1.3
Library staff	5	6.7
Through library website	48	64.0
Total	75	100.0

The library's official website was identified as the primary source of information regarding remote access, cited by 64% of respondents.

Duration of using remote access for research work

	Frequency	Percent
Valid More than a year	57	76.0
One year	18	24.0
Total	75	100.0

A substantial 76% of respondents indicated that they had utilized remote access services for a period exceeding one year.

Library providing orientation program

	Frequency	Percent
Valid No	3	4.0
Yes	72	96.0
Total	75	100.0

An overwhelming 96% of respondents conveyed that the library implements orientation programs.

Satisfaction level with the remote access services provided by the library

		Frequency	Percent
Valid	Highly Satisfied	46	61.3
	Satisfied	27	36.0
	Uncertain	2	2.7
	Total	75	100.0

A significant 61.3% of respondents expressed a high level of satisfaction concerning remote access services.

Problems faced while accessing e-resources through remote access

		Frequency	Percent
Valid	No	7	9.3
	Yes	68	90.7
	Total	75	100.0

A considerable 90.7% of respondents encountered challenges when attempting to access remote electronic resources.

Devices normally used when accessing library e-resources remotely \$Devi Frequencies

		Responses	
		N	Percent
\$Devi ^a	Laptop	73	18.7%
	Desktop	69	17.7%
	Smartphone	71	18.2%
	Palmtop	51	13.1%
	Tablet	66	16.9%
	I-Pad	60	15.4%
	Total	390	100.0%

Laptops were utilized by all respondent18.70%, while smartphones were employed by 18.20% for remote access purposes.

Problems faced by scholars while accessing e-resources via remote access

S.No.	Problem Faced By Research Scholar	Responses	Percentage
1.	Library website not opening	40	11.08%
2.	E-books, e-journals, databases not opening	60	16.60%
3.	Full text not downloading	63	17.45%
4.	Facing network problem	59	16.34%

Satisfaction Level and Awareness of Remote Access Services among the Research Scholars of Dr. B.R. Ambedkar Library of J.N.U.: A Study

5.	Lack of search skills	73	20.22%
6.	Inaccessibility of some website	66	18.28%
	Total	361	100%

The predominant issue faced by users was a deficiency in search skills, reported by 20.22% of respondents.

E-resources are providing by library through remote access

S.No	Resources	Responses	Percentage
1.	E-books	75	14.94%
2.	E-journals	75	14.94%
3.	OPAC	75	14.94%
4.	Online databases	70	13.94%
5.	E- theses and dissertations	72	14.34%
6.	Institution Repository	65	12.94%
7.	Research Assistance	70	13.94%
	total	502	100%

The library presented a varied array of electronic resources, with each category being utilized by approximately 13-15% of respondents.

MAJOR FINDINGS

Gender: The examination scrutinizes the gender distribution among the participants, revealing that 40% identified as female and 60% as male, culminating in a total of 75 respondents.

Age of the Respondent: This segment classifies respondents into distinct age categories, with the preponderance (52%) falling within the 30-39 age range, succeeded by those aged 21-29 years (40%) and 40-49 years (8%).

Duration of Study at the University: This information elucidates the duration of respondents' academic tenure at the university: 33.3% have been enrolled for a period of 0-2 years, 53.3% for 3-4 years, and 13.3% for 5-6 years.

Frequency of Visiting the Library: This analysis investigates the frequency with which respondents engage in library visits. A significant majority (68%) report visiting on a daily basis, trailed by those who visit weekly (22.7%), fortnightly (6.7%), and monthly (2.7%).

Knowledge About Remote Access: Almost the entirety of respondents (98.7%) possess awareness of remote access, signifying a substantial familiarity with the concept.

Availability of Remote Access Facility: Every respondent (100%) affirmed that their library offers a remote access facility.

Sources of Awareness About Remote Access Facility: Respondents identified the library's website (64%) as the primary source of information regarding remote access, followed by peers (28%), library personnel (6.7%), and library orientation programs (1.3%).

Duration of Using Remote Access for Research Work: The analysis indicates that 76% have utilized remote access for a duration exceeding one year, whereas 24% have employed it for one year.

Library Orientation Programs: A vast majority of respondents (96%) reported that their library conducts orientation programs.

Satisfaction with Remote Access Services: A significant proportion of respondents (61.3%) expressed high satisfaction with the remote access services, while 36% indicated satisfaction, and 2.7% remained uncertain.

Problems Faced While Accessing E-Resources Through Remote Access: A considerable majority of respondents (90.7%) have encountered difficulties, with merely 9.3% reporting no issues.

Devices Used for Accessing Library E-Resources Remotely: The predominant devices utilized encompass laptops (100%), smartphones (97.3%), desktops (94.5%), tablets (90.4%), iPads (82.2%), and palmtops (69.9%).

Problems Encountered When Accessing E-Resources: The most prevalent challenges include deficiencies in search skills (20.22%), failures in downloading full-text documents (17.45%), inaccessibility of certain websites (18.28%), non-opening of e-resources (16.60%), and network-related issues (16.34%).

E-Resources Provided by the Library: Respondents indicated that their library avails a diverse array of e-resources via remote access, including e-books, e-journals, OPAC, e-theses, online databases, institutional repositories, and research assistance, with each resource constituting approximately 13-15% of the total responses.

CONCLUSION

This study underscores the crucial importance of remote access services in promoting academic inquiry and the dissemination of knowledge among research scholars at Jawaharlal Nehru University. The provision of remote access has emerged as an essential element of contemporary libraries, enabling users to engage with vital electronic resources at any time and from any location. Although a substantial proportion of users reported contentment with the services rendered, the investigation revealed various challenges that impede the overall user experience.

Prominent issues encompass technical difficulties, a lack of adequate search proficiency, and sporadic unavailability of resources. These obstacles highlight the imperative for libraries to persistently advance their technological frameworks and implement comprehensive training programs for users. An emphasis on refining user interfaces, enhancing network reliability, and delivering tailored support could markedly improve the quality of service provided.

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Satisfaction Level and Awareness of Remote Access Services among the Research Scholars of Dr. B.R. Ambedkar Library of J.N.U.: A Study

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