Application of Library Intranet Services at Kurukshetra University, Kurukshetra

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Abstract – **This study explored the application of intranet services at Kurukshetra University with the help of quantitative method. It found that maximum users were using intranet on regular basis. Mostly users searched their information through title approach. Users faced slow speed problem during library intranet access. In addition, the study found a negative response from users regarding information access through intranet.**

Keywords: **Information Access, Kurukshetra University, Library Intranet, Library Services**

I. INTRODUCTION

Intranets are widely considered to be simply an internal version of the internet, a sort of miniature version of the web running on a company or institutional network. In libraries, intranet can facilitate so many services. It helps in dissemination of stored information as well as allows to access to remote information. Most libraries today probably have some form of computer network. An intranet can be viewed as simply a logical extension of the trend in libraries towards greater connectivity. Part of its charm is that it relies mainly on existing technology and infrastructure. For a library or organisation that already has internet access, an intranet is a clever application that more fully exploits features of the internet. With its relatively low cost and ease of set up, the many advantages of an intranet to a library makes it difficult for it to be ignored. Libraries are widely known as institutions that access, organize, and preserve collections of information. Libraries are also dynamic administrative entities that generate and exchange internal business information.

The Kurukshetra University was established in 1956 as a unitary residential University. Starting with only the Department of Sanskrit, it has grown into a multi-faculty University as one of the premier centres for advanced study and research in the region. The University Library is centrally located and is an air conditioned three storey building. It has seating capacity of 470 users at a time and remains open on 360 days from 9.00 a.m. to 12.00 midnight. The University Library has a rich collection of 339817 volumes in the stream of Sciences, Management, Social Science, Commerce and Humanities too. The Library ERNET Centre with 150 computers for the faculty members, students and Research Scholars has an internet connectivity of 10 mbps leased line. Library has also provided internet connectivity to almost all the teaching and non-teaching Departments, Hostels and the entire Campus through WI FI internet connection. In addition to this, under UGC-INFONET E-Journals consortium library provides an access to 8453 scholarly journals. The Library has automated its in house activities such as library membership, circulation of documents, holdings of periodicals, catalogue as Online Public Access Catalogue (OPAC) [1].

II. REVIEW OF LITERATURE

(Bhojaraju G, 2004) [2] discussed in his study brief introduction about the intranet, controversies of an intranet, and its library applications. He discusses information about accessing management information, improving internal communications, e-mail, intra mail, collaborative working, communities of interests, discussion groups, electronic forms, internal newsletters, search facilities, training materials, and library applications/access. The use of intranet in providing library services like SDI, CAS and other information management is explained with a schematic diagram. Bottazzo, (2005) [3] made a study on the development of an organization and setting up of a training portal as a tool for Intranet training, submission and flow of information. The study reports on the extent to which three South African academic libraries, selected by means of the purposive sampling method, utilize the intranet as a knowledge management tool. Based on the literature, knowledge management and an intranet are briefly defined. The advantages of the intranet as a knowledge management tool as well as the content of an intranet are discussed. The opinions about knowledge management and the use of the intranet as a knowledge management tool in the three academic libraries are weighed up against the findings in the literature. Alodiedat, (2008) [4] discussed the extent and effects of intranet use on Ajman University students' achievement and self-confidence. This study used

the quantitative method. Fiftyeight male and female students taking the Modern Education Technology course at Ajman University participated; 29 of them were put into the control group, and the other half in the experiment group. The study found that experiment group used the intranet and internet more often than the traditional group. Students in the control group and the experimental group had a positive, high level of confidence in all items. Also, the study found that there was no significant difference in achievement based on the number of hours spent using the intranet and internet; also, there is no significant difference in self-confidence or achievement between male and female students in the control group. In addition, the study found a weak correlation between self-confidence and achievement.

III. Objectives

The objectives of the study is are:

1. To find the frequency of library intranet usage;

2. To identify the purpose of using the intranet by users;

3. To know the search behavior of users;

4. To evaluate the problems faced by users while using intranet;

5. To assess the satisfaction level of users.

IV. Research Methodology

Keeping in view the objectives of the study, method of survey has been chosen using questionnaire as tool to collect the required data. A Random sample of 200 users of Kurukshetra University was selected for the study. Out of these 150 (75%) users fully responded and 50 (25%) users were not responded properly. Besides questionnaires the researcher applied observation and informal interview to collect the data from the respondents. Data collected were analyzed and calculated with percentage method.

V. Data Analysis

Table I Frequency of Intranet Usage

Periodicity	Frequency	Percentage
> 1 Hour	70	46.6
Between 1-2 Hour	50	33.33
< 2 Hour	30	20

Table I shows that 46.6% users used the library intranet facility less than one hour whereas 33.33% users spent their time on intranet about one to two hour. Only 20% users accessed information through library intranet more than two

hour. It is observed from table I that maximum users were using intranet on regular basis.

Table II Purpose of Using Intranet

Purpose	Frequency	Percentage
For Research	64	42.66
To Update Knowledge	36	24
For Communication	30	20
Other	20	13.33

It is clear from table II that 42.66% users used the intranet for research works whereas 24% users responded that they wanted to keep update their knowledge. 20% users opined that for communication purpose they were using intranet facility. It is analyzed that most of the users were giving their main preference to research work.

Table III Search Behavior of Users

Searching Approach	Frequency	Percentage
By Author	40	26.66
By Title	80	53.33
By Subject	25	16.66
Other	5	3.33

Table III shows that maximum information was searching by title approach with 53.33% users followed by 26.66% users with author approach. Only 16.66% users searching the information by subject approach. 3.33% users responded other searching category.

Table IV Opinion About Information Access Through Intranet

Information Access	Frequency	Percentage
More Helpful	82	54.66
Less Helpful	38	25.33
Not Helpful	30	20

54.66% users responded that they think information access through intranet is more helpful for them followed by 25.33% users responded that information access through intranet is up to average level. 20% users answered negatively for the same.

Table V Rating The Speed of Intranet

Speed	Frequency	Percentage
Fast	73	48.66
Average	42	28
Slow	35	23.33

48.66% users responded that intranet speed was fast whereas 28% users rank the same average. Only 23.33% users responded it slow. It was found that most of the user wanted to quick access for their query.

TABLE VI PROBLEM WHILE USING INTRANET

Types of Problems	Frequency	Percentage
Lack of knowledge	42	28
Limited access for terminals	40	26.66
Slow Speed	35	23.33
Other	33	22

It is analyzed form table VI that 28% users faced problems due to lack of knowledge regarding intranet usage whereas 26.66% users responded that limited access to terminals. 23.33% users responded that intranet speed was very slow. 22% users opined other problems. 68% users were satisfied form the existing intranet facilities whereas 32% users responded they were not satisfied with the same.

VI. CONCLUSION

The library should develop a new web and intranet development planning process. There should be a special training to the users of the library to teach them how to use intranet in university. Web usability tests should be conducted on the website and intranet. It would be better if the library provided personalized service for special category users through the intranet. End users should be taught about the Boolean search and use of new terminology to make intranet browsing user friendly.

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