

Information Resources Uses and Satisfaction of Library Services on National Law University of India with Special Reference to the Central and the North: An Analytical Study

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Abstract – The higher education system in India has constantly strived hard to build colleges and universities as places of culture and learning, keeping them open to everyone and, above all, strengthening the theme of lifelong learning. There are two main research methods, viz. an approach which is quantitative and qualitative. In order to collect data relevant to the research issue and to survey and evaluate the use of e-resources, the level of satisfaction and the requirements experienced by users of university libraries in the north and central regions. The study focuses on legal information resources uses and satisfaction of library services on university of India with special reference to the central and the north.

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INTRODUCTION

Lifelong learning was a new concept and has become a part of human life. The first step was the labourers' movement, called the labor movement. It was originally routed in technical institutes and many organisations during the British period in the United Kingdom. It was observed that more attention is not provided to informal learning, online learning by institutions and companies, particularly by persons and experts from academic fields to academic community product generation, and also to knowledge management to improve the computer in learning process and activities. Law libraries can be categorized as a form of special library due to their focus on providing law-related specialized services and their broad and restricted user base.

The emergence of online legal research sources such as SCC Online, Westlaw, LexisNexis, Indian Kanoon, and Manupatra in recent years has eliminated the need for other types of printed volumes such as reporters, and legislative compilations. Consequently, a number of law libraries have limited the supply of printed works that can be readily found on the Internet, and have expanded their own internet access. Then again, many college law libraries keep large historical assortments dating down to the earliest records in English. Several law libraries also participate in the Government Library Program, which offers the public

free access to government information and archives. This is especially true for law school libraries, since the library is automatically entitled to become a depository library under the Program at any approved law school.

The changing nature of the library setting ICT applications has brought about various ICT equipment such as networks, digital library, etc. The collections of digital libraries are either stored locally in digital format, or can be accessed remotely at various locations through computer networks. The information contained in such a digital source of information may by nature be full-text or bibliographic (Aina, 2004; Akpoghome and Idiegbeyan-Ose, 2010).

Nwabueze and Urhiwuhu (2015) drove a survey on the availability and utilization of digital information assets by University Undergraduates in Delta and Edo States, Nigeria. The exam found that the dominant part of digital information resources is accessible in Delta and Edo states university libraries. Furthermore, the examination found that issues such as epileptic power supply, deficient number of computers, insufficient bandwidth, organizing issues, lack of ability to access digital information resources and lack of formal internet preparation use digital information resources in all university libraries.

METHODOLOGY:

Population

The study's population is constituted by the university libraries of north and central region in the use of such e-resources and services.

Data collection

Primary data for the Research Study was collected in this research through structured questionnaires which will be circulated through the universities. Such a questionnaire is favorable as it is more economical and, at the same time, it is much easier for a large number of respondents to gather the detailed information. Secondary data for the research study was collected in our research through Journals, Magazines, Newspapers, and Reports etc.

Sampling

Sampling means that from a population, a sample is chosen. Five stages that characterize the population, decide the sampling frame, select sampling methods, decide the sample measure and play out the sampling cycle are remembered for the sampling plan. It assists with characterizing the respondents who are qualified to participate in the overview through these means.

Samples Selection

Including all undergraduate law students comes the population of the 21 universities. The investigator chose to gather information from individuals from 21 colleges and their libraries in the North and Central Region. The researcher has employed stratified method of random sampling.

Study area

The area of study is India's national law college, with special reference to the central and northern locales. National law colleges (NLU) or national law schools in India are law schools established pursuant to the second-generation legal education changes looked for by the Bar Council of India to be executed. These colleges are government-created public foundations and are regulated by the Indian Bar Council and the Ministry of Law and Justice (India).

Tool for data collection

Questionnaire is the tool chosen by the research to gather data from the sample chosen. It included open and close ended questions.

Method of data collection

Random sampling method to distribute questionnaires was followed by the researcher, and user data was obtained. The data gathered were

consolidated using MS-Excel, a package of spreadsheets. The data was then exposed to additional statistical treatment utilizing SPSS for Windows (variant 20.0).

Data analysis

The collected data from the questionnaire were analyzed using multiple tools. To analyze the gathered data, the investigation utilized diverse statistical techniques.

Method of Analysis

After collecting all the data from the survey questionnaire, we will start analyzing and interpreting the data using SPSS ver. 17 system

Random sampling method to distribute questionnaires was followed by the researcher, and user data was obtained. The data gathered were consolidated using MS-Excel, a package of spreadsheets. In the present study, the data were then subjected to further statistical treatment using SPSS for Windows (version 17), following statistical techniques. The investigation utilized Descriptive Statistics and Inferential Statistics.

RESULT AND DISCUSSION

A pilot study was conducted to test the feeling of respondent in answering the questionnaires, which were distributed personally to the students of Universities and their libraries in North and the Central Region.

- Use of information resources
- Overall satisfaction of library services

SPSS Statistical package free and open source statistical software –was used for entering the data. SPSS Ver.17 is used for generating tables and analyzing data. To test the tenability of the hypotheses, various statistical tools like chi-square Main-Whitney Test and one-way ANOVA were used.

AWARENESS AND USE OF OPEN ACCESS LEGAL INFORMATION RESOURCES

Table 18: Awareness and use of open access legal information resources

E-Resource	Regions					
	North Region			Central Region		
	AU	ADU	NA	AU	ADU	NA
JUDIS (Judgement Information System)	59 (89.39%)	05 (7.58%)	02 (3.03%)	57 (81.43%)	10 (14.29%)	03 (4.29%)
SUPLIS (Supreme Court Judges Library)	28 (42.42%)	37 (56.06%)	01 (1.52%)	19 (27.14%)	47 (67.14%)	04 (5.71%)
OPEN JUDIS (Free Full texts of 23000 Indian Supreme cases)	14 (21.21%)	22 (33.33%)	30 (45.45%)	10 (14.29%)	31 (44.29%)	29 (41.43%)
INDIA Gov (National Portal of India)	12 (18.18%)	42 (63.64%)	12 (18.18%)	13 (18.57%)	39 (55.71%)	18 (25.71%)
High court websites	16 (24.24%)	21 (31.82%)	29 (43.94%)	10 (14.29%)	27 (38.57%)	33 (47.14%)
Indian Kanoon (Search engine for Indian Law)	08 (12.12%)	22 (33.33%)	36 (54.55%)	04 (5.71%)	37 (52.86%)	29 (41.43%)
Legal Information Institute of India (LII)	10 (15.15%)	17 (25.76%)	39 (59.09%)	06 (8.57%)	32 (45.71%)	32 (45.71%)

(Source: Primary Data)

Table 18 discloses the awareness and use of open access legal information resources in terms of regions of the respondents.

Aware and Use

59 (89.39%) North region and 57 (81.43%) central region students (57, 81.43%) are aware of JUDIS and use them. 28 (42.42%) North Region students and 19 (27.14%) Central Region students know and use SUPLIS.

Aware but don't use

A majority of 42 (63.64%) North Region students and 39 (55.71%) Central Region students know about INDIA Gov but they don't use it. 37 (56.06%) North Region students and 47 (67.14%) Central Region students don't use SUPLIS though they are aware of it.

Not Aware

39 (59.9%) North Region students, 32 (50%) Central Region students are not at all aware of LII database while 36 (54.55%) North Region students, 25 (39.06%) and 29 (41.43%) central region students are not aware of the search engine – Indian Kanoon.

WAM ANALYSIS: AWARENESS AND USE OF OPEN ACCESS LEGAL INFORMATION RESOURCES

Table 1: WAM Analysis: Awareness and use of open access legal information resources

Open access legal information resources	North	Central
JUDIS (Judgements Information system)	1.14	1.23
SUPLIS (Supreme court judges library)	1.59	1.79
OPEN JUDIS (Free Full texts of 23000 Indian supreme cases)	2.24	2.27
INDIA Gov (National Portal of India)	2.00	2.07
High Court websites	2.20	2.33
Indian Kanoon (Search engine for Indian law)	2.42	2.36
Legal Information Institute of India (LII)	2.44	2.37

Table 1 shows that all the students of North and central have high level of awareness and use of JUDIS followed by SUPLIS. These two open sources legal information sources which are most used by the law students with the highest WAM. The least used open source legal information sources include Legal Information Institute of India (LII) and Indian Kanoon for all the students irrespective of their regions, with the least WAM values.

RATING OF ACCESSIBILITY OF LEGAL INFORMATION

Table 2: Rating of Accessibility of legal information

Rating of Accessibility of legal information	Regions	
	North Region	Central Region
Highly Accessible	27 (40.91%)	12 (17.14%)
Moderately Accessible	34 (51.52%)	50 (71.43%)
Slightly Accessible	05 (7.58%)	08 (11.43%)

(Source: Primary Data)

Table 2 shows that a majority of North Region students (34, 51.52%) and Central Region students (50, 71.43%) opined that the legal information is moderately accessible in the library. While 27 (40.91%) North Region students and 12 (17.14%) central region students expressed that the legal information is highly accessible in the library. Only a least number of students of central and north region students felt that the legal information is slightly accessible.

LEVEL OF SATISFACTION ON INFORMATION OBTAINED FROM LIBRARY RESOURCES

Table 3: Level of satisfaction on information obtained from library resources

Level of satisfaction	Gender		Total	Chi-Square
	Male	Female		
Highly Satisfied	48 (48.98%)	38 (37.25%)	86 (43%)	Chi-Square value = 4.385 df=2 Sig. = .112
Moderately Satisfied	43 (43.88%)	49 (48.04%)	92 (46%)	
Less Satisfied	07 (7.14%)	15 (14.71%)	22 (11%)	

(Source: Primary Data)

Table 3 shows that a majority of 92 (46%) students opined that they are moderately satisfied with the information obtained from library resources followed by 86 (43%) students who are highly satisfied and 22 (11%) students who are less satisfied. A majority of male students (48, 48.98%) are highly satisfied but a majority of 49 (48.04%) female students are moderately satisfied with the information they obtain from library resources. A less number of male (7, 7.14%) and female (15, 14.71%) students are less satisfied with the information obtained from library resources.

OVERALL SATISFACTION OF LIBRARY RESOURCES

Table 4: Overall satisfaction of Library resources

Overall satisfaction of Library resources	Gender	
	Male	Female
Fully satisfied	47(47.96%)	37(36.27%)
Moderately Satisfied	49(50.00%)	57(55.88%)
Less satisfied	02(2.04%)	08(7.84%)

(Source: Primary Data)

Table 4 reveals that a majority of 49 (50%) male students and a majority of 57 (55.88%) female respondents are moderately satisfied with the library resources taken together. It is followed by 47 (47.96%) male students and 37 (36.27%) female respondents who are fully satisfied with the library resources – print and electronic. Only 2 % of male students and 8% of female students are less satisfied with library resources.

WAM ANALYSIS: LEVEL OF USAGE OF LIBRARY SERVICES

Table 5: WAM Analysis: Level of usage of Library services

Library Services	North Region	Central Region
Borrowing facility	1.50	1.63
Reference Service	1.84	1.97
New Arrivals Display Service	2.24	2.37
Inter-Library Loan	2.25	2.26
Textbook loan facility	2.39	2.26
CD-ROM facility	2.32	2.34
OPAC facility	2.22	2.47
Bibliographic services	2.22	2.37
Current Awareness Service (CAS)	2.37	2.37
Selective Dissemination of Information Service (SDI)	2.30	2.24
Photocopying Service	2.32	2.24
Referral Service	2.26	2.16
Alert Service	2.17	2.26
Notice Board Service	2.04	1.87
Internet Service	1.88	1.97
Table of contents service	1.87	1.71

(Source: Computed Data)

Table 5 makes it clear that the library service which is in maximum use among the students is borrowing facility. The next set of services which are in maximum use include reference service (1.84), table of content service (1.87) and internet service (1.88) among north region students, internet service (1.71), reference service (1.83) and notice board service (1.87) and internet and reference services (1.97) among central region students.

The services which are occasionally used include textbook OPAC facility (2.47), new arrivals display service (2.37), CAS (2.37) and bibliographic service (2.37) among the central region students.

CONCLUSION:

The new generation of law students made use of texts in print but there was the expectation from them that digital sources would make their study easier. The study revealed that apart from the formal legal sources, law students are aware about use of electronic resources.

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