

USER PERCEPTIONS OF COLLEGE LIBRARY WEB PORTAL: A SURVEY

Mr. Harshal Bhimsen Pawar

(M.A. (Economics), M.Lib. & I.Sc., M. Phil., SET)

Librarian, Prof. Sambhajirao Kadam College, Deur

Tal. Koregaon, Dist. Satara: 415524, Maharashtra (India)

Cell: 9552503760, ORCID ID: 0000-0001-7013-976X

E-mail: harshalpawar24@gmail.com Web: <https://sites.google.com/view/harshalpawar>

Abstract

This research paper delves into the utilization of the Library web portal/ website of Prof. Sambhajirao Kadam College, Deur (PSKCD) specifically by the college students and their perceptions of library portal. To conduct the survey, a well-framed questionnaire was formulated and randomly circulated to 300 students, resulting in the receipt of 260 responses. The findings indicate that most of the students (90 %) are acquainted with the library portal. Most of the students (92 %) are accessing portal with their smartphone only. A significant portion of the students expressed their agreement regarding design and accessibility of Library Portal that Portal is well designed (81.53 %), its interface is user-friendly (73.07 %), it is mobile responsive (70.38 %), and it is easy to browse (68.46 %) and 'Library Android App' is most convenient way to access the portal (75 %). It was notably found that 'Accessing study material and other learning resources' is a main purpose of most of the students (60.76 %) for visiting the Library Portal. Overall, the perception of the college students towards the library portal seems to be good.

Keywords: Library Portal, Web Portal, Library Website, College Library, PSK College

1. Introduction

Dissemination of academic information and knowledge is an important function of educational institutions and college libraries play a vital role in this endeavour. Knowledge is disseminated through knowledge resources and these resources are managed through libraries. College libraries have always strived to provide innovative and useful services to their users along with knowledge resources. In today's digital age, college libraries are using modern information technology to provide better services to users. library portals/ websites are recognized one of the effective medium and now become important tool that enable access to various types of information collections through online platforms as well as provide efficient services to its users. The portal/ website of any college library serves as an important platform for knowledge dissemination and plays an important role in meeting the growing needs of users. Similarly, the 'Library and Knowledge Resource Centre' of Prof. Sambhajirao Kadam College, Deur has developed its own

dynamic web portal providing useful resources and services for the convenience of its users, especially for the students. The current survey will explore the usefulness of the portal to students and their perceptions of it, so that the portal can be developed in a better way further.

2. About Library and Knowledge Resource Centre, PSK College, Deur

Along with the establishment of a Prof. Sambhajirao Kadam (PSK) College, Deur in the year 1999, the library was established. As a knowledge hub of PSK College, Deur, the college library is committed to delivering qualitative library and information services to the students, faculty, staff, and other visitors. The library is using modern technology in an efficient manner and offers valuable services and resources in numerous formats that meet the user's academic learning, teaching and research needs. Library services have been based on a qualitative rather than a quantitative approach.

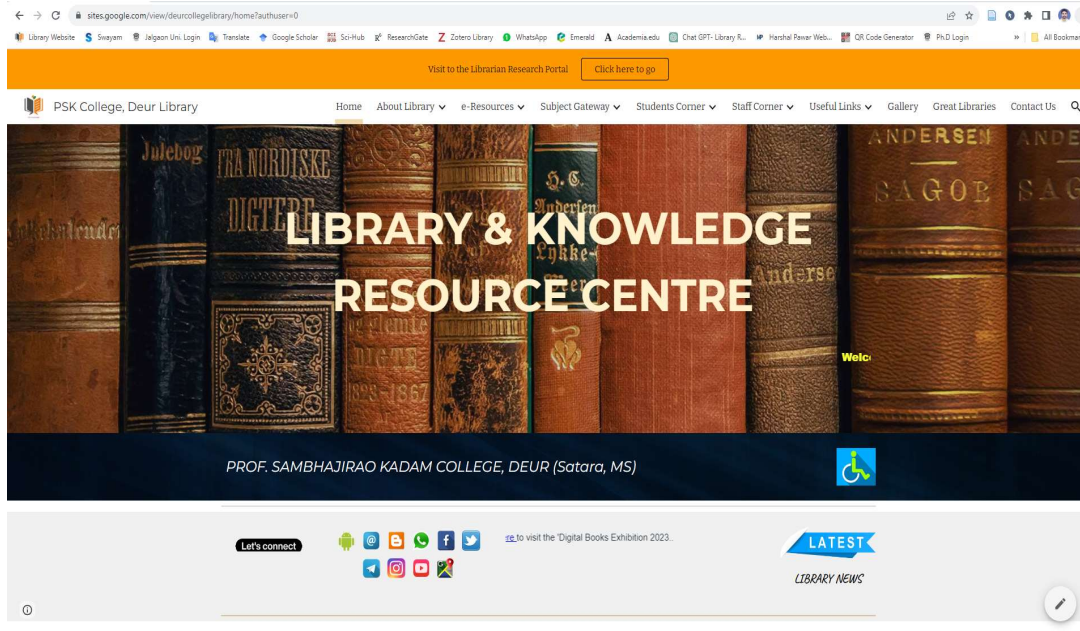
2.1 About Library Web Portal/ Website

The first static website of library of PSK College, Deur was created in the 2011 on webs.com- a free website builder platform. In the beginning of 2020, the new library portal was started to design on Google Site platform by the librarian keeping in view of changing needs of the users and still the web portal is being improved continuously. The present web portal is dynamic and interactive in nature that consists 84 number of web pages with 13000+ links and other documents that are very much useful to fulfil the academic, teaching, learning, research, administrative and other routine information needs of the users. The users of portal consists students, teachers and visitors at local to global level. The portal can be accessed through a computer, tablet and smartphone as well. Most of the users access the portal through smartphones as the portal is very much responsive on smartphones. Due to user-friendly web interface, the usage of the library portal is increasing day by day.

The brief details of library web portal are as follows:

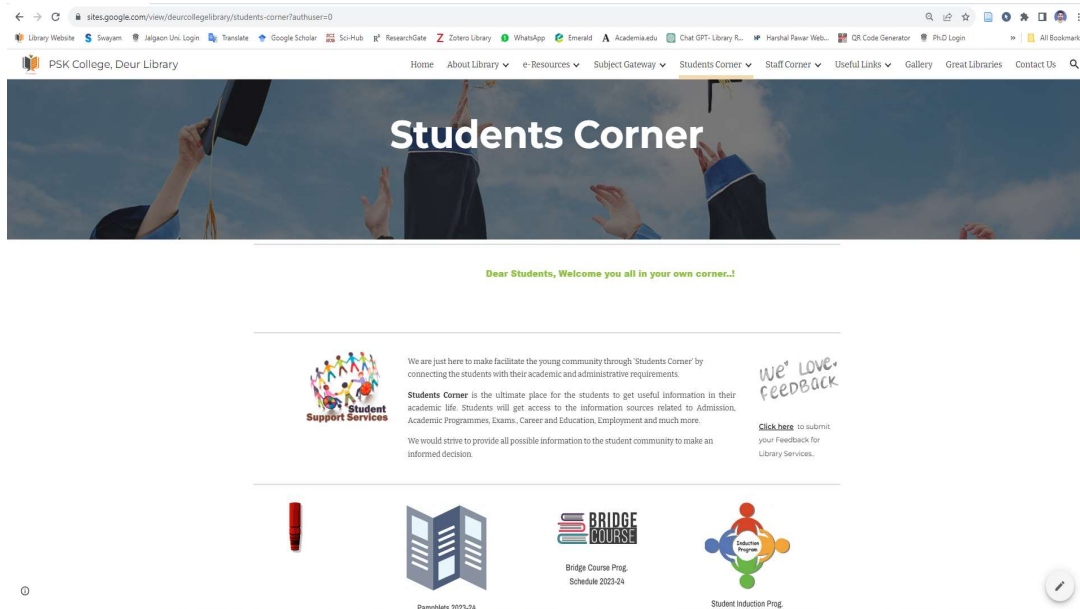
- Web Address: <https://sites.google.com/view/deurcollegelibrary>
- Site Building Platform: Google Site
- Number of Webpages: 84
- Number of Links & Documents associated: 13000+
- Number of Total Users: 8477 (51 users from foreign countries (Ref: Google Analytics))

USER PERCEPTIONS OF COLLEGE LIBRARY WEB PORTAL: A SURVEY



<https://sites.google.com/view/deurcollegelibrary>

Fig. 1: Home Page of PSK College Library



<https://sites.google.com/view/deurcollegelibrary/students-corner>

Fig. 2: Students Corner- Dedicated webpage for facilitating College Students

3. Statement of Problem

The present survey has been undertaken to find out the utility of PSK College library web portal among the users (students) and what their perception about the portal is. Hence, the problem for the present study has been entitled as *'User Perceptions of College Library Web Portal: A*

Survey'.

4. Review of Related Literature

The selected studies done related to the research topic in previous are summarized as follows:

Prasetya and Rahmi (2023) conducted research on the user experience analysis of library website of Universitas Indonesia. The results revealed that website search system, navigation, user interface significantly affect the user perceptions towards university library website. The findings of the study were useful for the further development of library website

Pilot&Study&on&User&Experience&Analysis&of&Universitas&Indonesia&Library&Website&

Pilot&Study&on&User&Experience&Analysis&of&Universitas&Indonesia&Library&Website&

Valenti (2018), in his study conducted usability tests for getting recommendations from the students, faculty members, administrators and public for designing of Community College library website and for its home page as well. The researcher used Likert-scale questionnaire to identify the user's perceptions of present library website and recommendations further to develop the website. The study identified a requirement to enhance and incorporate distinct navigational, visual, and user-friendly elements to effectively address user needs in current library website.

Sheikh (2017) conducted a survey based case study in which he reported the findings of a usability study of COMSATS Institute of Information Technology library website from the user's perspective. Findings indicated that users express significant satisfaction with the CIIT library website, its utility, convenience, design, and availability of useful resources and research literature. Furthermore, majority of the respondents were used library website for exploring free online open access journals, search for e-books, and examine the library collection via the online public access catalog (OPAC).

Devi and Verma (2016) analyzed the usage of library website of Indian Institute of Technology, Guwahati (IITG). The study was based on the survey of 200 students pertaining to their perceptions to the library website. It was found that, majority of the respondents were used the library website for accessing academic resources and expected training for using website.

Yoon et al. (2016) investigated usability and accessibility for selected library websites, involving six individuals with visual impairments who rely on screen readers. The findings revealed that the library websites tested were not accessible for users relying on screen readers. The predominant barriers to accessibility were related to information architecture and user-friendly web design.

Maceli et al. (2011) done exploratory case study on public perceptions to the Internet Public Library (IPL) and suggested necessary improvements in IPL web site design.

Emde et al. (2009) conducted a study to observe faculty members and graduate students response to the library website of University of Kansas (US). Total ten respondents from faculty members and students had to visit the library website in order to respond to a set of questions related to the latest enhancements and updates on the site. The results provided the evidence regarding the

usability of a library website with recent trend toward minimizing of website content and useful links on websites.

5. Objectives

The major objectives framed for the present survey are as follows:

- a) To identify the awareness of Library Web Portal of PSK College, Deur among the college students.
- b) To find out the usage of Library Web Portal by the students.
- c) To explore the salient features/ services of Library Web portal.
- d) To identify overall impression about Library Web Portal among the students.

6. Scope and Limitations

The present survey is about to find out the user's (students) perception of library portal of PSK College, Deur and is to know the awareness of library portal among them. The responses collected from the students enrolled from the year 2020 to 2021 in PSK College, Deur. The students, teachers and visitors are the major user categories that are being benefited with PSK College library portal. However, considering the majority of population of 'students' among these user categories, only the 'students' are selected as a respondent in this study to obtain a specific findings. The teachers and outsiders have eliminated from this survey.

7. Research Methodology

In this study, the researcher used the 'Survey method' in conjunction with a 'Random sampling' technique. The well-framed printed 'Questionnaire' and 'Google Form' was used to collect the research data. The questionnaire circulated among the randomly chosen sample of 300 students of PSK College, Deur. In order to get maximum response to the questionnaire, 'Informal interview' was held with the selected students and encouraged them to fill the questionnaires. Out of the chosen samples, 260 students were promptly completed the survey and returned. Subsequent to collecting the responses, a detailed analysis was conducted, and the findings are comprehensively presented.

8. Data Analysis and Interpretation

8.1 Respondent Information

Respondent Type	Nos.	Percentage (%)
Male Respondent	120	46.15
Female Respondent	140	53.84
Total	260	100

Table 1: Respondents Information

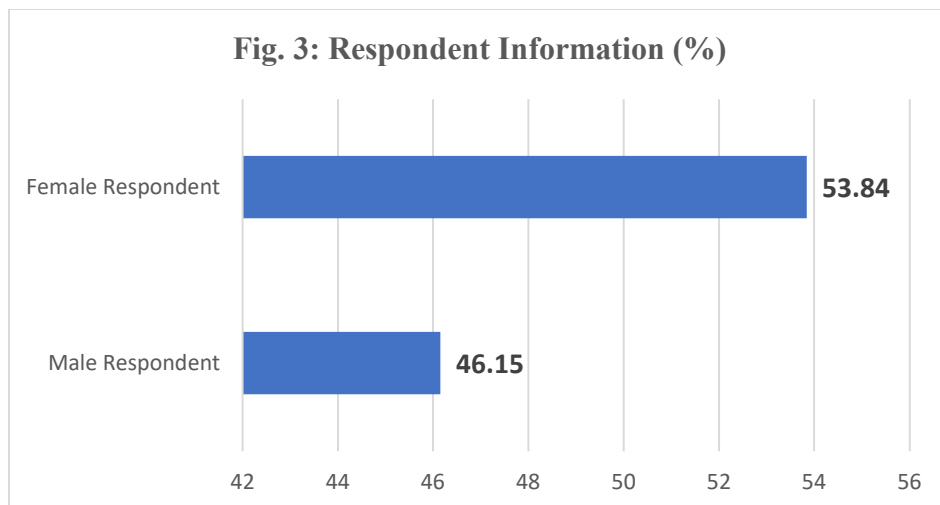
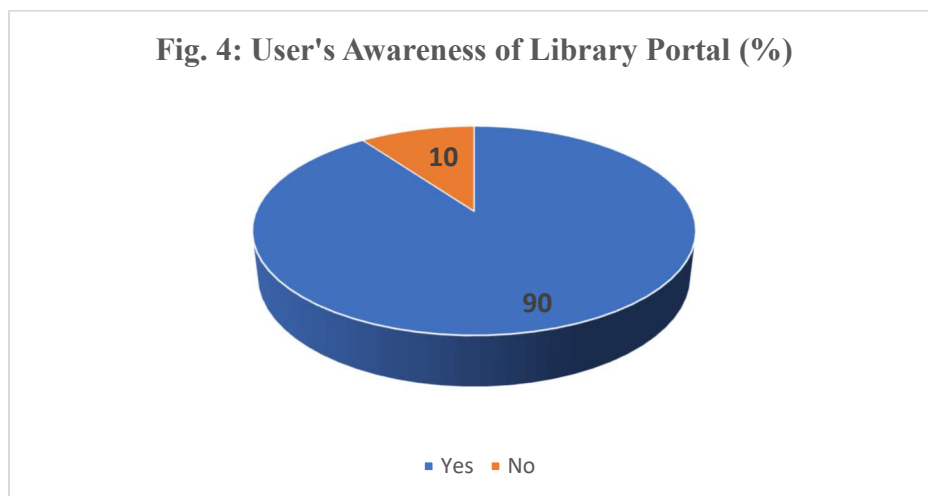


Table 1 and Figure 3 provides an overview of the survey respondent’s information. The data indicates that a predominant majority of participants (140) are female students (53.84 %)

8.2 Awareness of Library Portal

Awareness of Portal	Nos.	Percentage (%)
Yes	234	90
No	26	10
Total	260	100

Table 2: Awareness of Library Portal



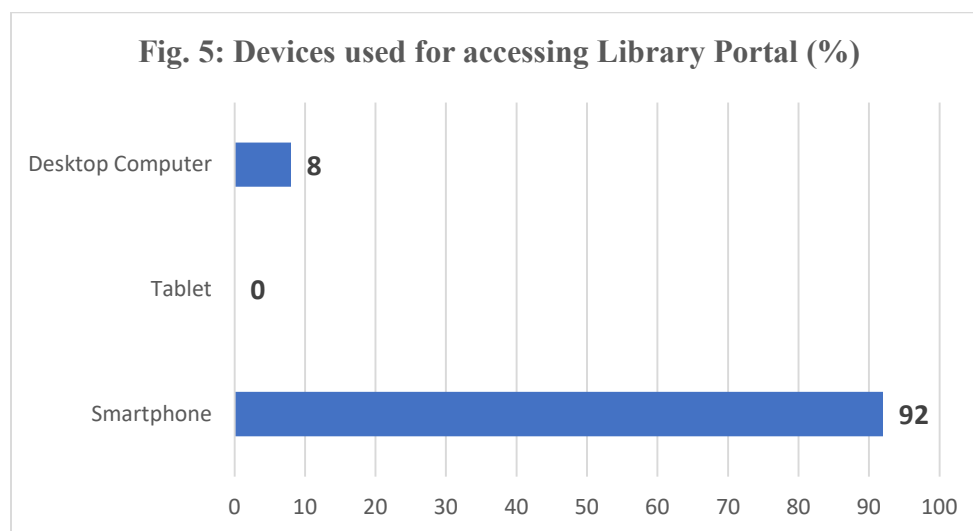
At the beginning of the academic year, the college students are given complete information about the library portal in the library orientation programme; so that the students can benefit from it. Table 2 and Figure 4 provides information on the awareness levels regarding library portal. The

data reveals that most of the students (90 %) are aware of college library portal.

8.3 Devices used for accessing Library Portal

Device	Nos.	Percentage (%)
Smartphone	239	92
Tablet	0	0
Desktop Computer	21	8
Total	260	100

Table 3: Devices used for accessing Library Portal



The rate of mobile usage among college students is increasing day by day. While creating the portal of the library, special efforts have been made by the librarian to design the portal very easy to view with the help of smartphones. The responses in Table 3 and Figure 5 shows that majority of the students (92 %) uses their smartphones while accessing the library portal.

8.4 Design and Accessibility of Library Portal

User Expectancy	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Portal is well designed	212 (81.53)	48 (18.46)	0	0	0
Portal interface is user-friendly	190 (73.07)	70 (26.92)	0	0	0
Portal is mobile responsive	61 (23.46)	183 (70.38)	5 (1.92 %)	11 (4.23 %)	0

Portal is easy to browse	59 (22.69)	178 (68.46)	15 (5.76 %)	8 (3.07 %)	0
Library Android app is most convenient to access the portal	38 (14.61)	195 (75 %)	21 (8.07 %)	6 (2.30 %)	0

Table 4: Design and Accessibility of Library Portal

Table 4 presents insights into student’s perceptions regarding their expectancy about design and accessibility of the library portal. The data reveals that a significant majority of students (81.53 %) feel that portal is well designed. The 73.07 % students perceive the library website interface as user-friendly, 70.38 % students agreed with mobile responsiveness of portal, 68.46 % of students appeal the ease browsing of the portal and 75 % students feel that ‘Library Android App’ is very convenient to access the portal.

8.5 Period of Usage of Library Portal

Usage Period	Nos.	Percentage (%)
More than 1 Month	14	5.38
More than 6 Months	36	13.84
More than 1 Year	122	46.92
More than 2 Years	88	33.84
Total	260	100

Table 5: Period of Usage of Library Portal

Responses in the Table 5 shows that most of the students (46.92 % and 33.84 %) uses library portal from last 1-2 years. This means that students revisits portal and using it continuously.

8.6 Frequency of Visit to Library Portal

Frequency of Visit to Portal	Nos.	Percentage (%)
Daily	34	13.07
Weekly	175	67.30
Monthly	18	6.92
Occasionally	33	12.69
Total	260	100

Table 6: Frequency of visit to Library Portal

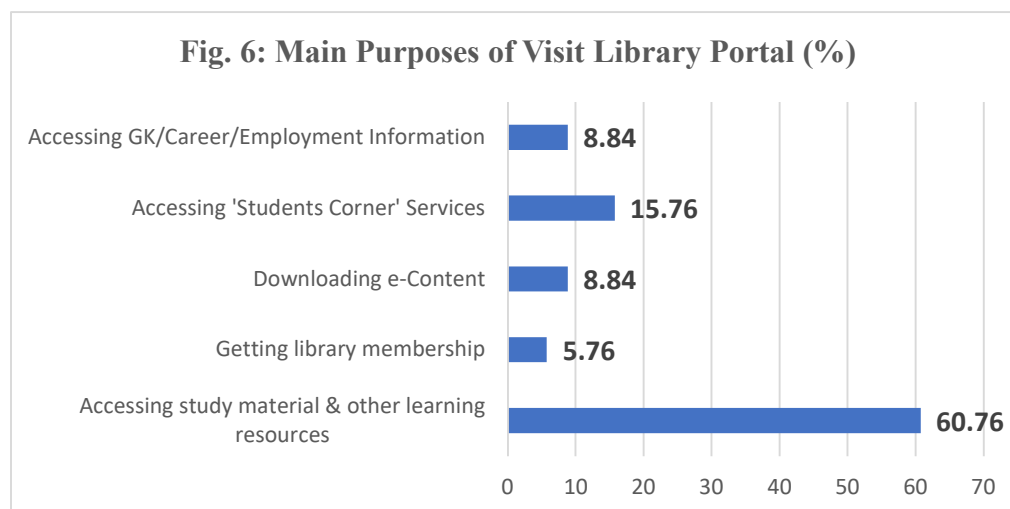
According to the data in Table 6, it appears that the library portal is frequently visited by students.

Most of the students (67.30 %) visit the library by weekly followed by 13.07 % on daily basis. It means that the portal fulfills the academic needs of students very well.

8.7 Main Purposes of Visit to Library Portal

Main Purpose of Visit to Portal	Nos.	Percentage (%)
Accessing study material & other learning resources	158	60.76
Getting library membership	15	5.76
Downloading e-Content	23	8.84
Accessing 'Students Corner' Services	41	15.76
Accessing GK/Career/Employment Information	23	8.84
Total	260	100

Table 7: Main Purpose of Visit to Library Portal



The responses in Table 7 and Figure 6 reflects that most of the students (60.76 %) visited the library portal for ‘Accessing study material & other learning resources‘ and for ‘Accessing Students Corner services‘ (15.76 %). As the useful study material such as subject notes, syllabus, question papers etc. and other learning resources are made available on the library portal, it seems that the students want to visit the portal to access the said resources and services.

8.8 User Perceptions behind using Library Portal

User Perceptions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
------------------	----------------	-------	---------	----------	-------------------

Portal makes learning more interesting	42 (16.15 %)	178 (68.46 %)	35 (13.46 %)	5 (1.92 %)	0
Portal is very much useful for the overall development of the students	45 (17.30 %)	171 (65.76 %)	31 (11.92 %)	13 (5 %)	0
Content made available on portal is very useful and updated	27 (10.38 %)	181 (69.61 %)	29 (11.15 %)	23 (8.84 %)	0
Learning resources are easily accessible & can be downloaded easily	16 (6.15 %)	223 (85.76 %)	21 (8.07 %)	0	0

Table 8: Perceptions behind using Library Portal

The library portal is enriched with variety of learning resources that can be accessed through user-friendly interface. The portal has always played a supportive role in academic growth of the college students. Table 8 presents data revealing a diversity of student’s perceptions of library portal. The research responses indicates that 178 students, constituting 68.46%, believe that the use of the library portal enhances the appeal of the learning experience, 65.76 % of students found that portal is very much beneficial for development of the students, 69.61 % of students found the content made available on portal is very useful and 85.76 % of students agreed that learning resources are easily accessible and can be downloaded easily from the portal. This clearly shows the usefulness and positive perceptions of portal among the college students.

8.9 Salient Features/ Services of Library Portal

Portal Feature/ Service	Frequently used	Sometimes used	Rarely used	Never used
Resources				
e-Books/e-Journals/e-Reports	42 (16.15 %)	140 (53.84 %)	44 (16.92 %)	34 (13.07 %)
e-Question Papers/ e-Syllabus	173 (66.53 %)	75 (28.84 %)	12 (4.61 %)	0
e-Content Gateway	122 (46.92 %)	70 (26.92 %)	41 (15.76 %)	27 (10.38 %)
e-Newspapers/ College e-News	65 (25 %)	135 (51.92 %)	60 (23.07 %)	0
e-Resource Databases	21 (8.07 %)	121 (46.53 %)	75 (28.84 %)	43 (16.53 %)

USER PERCEPTIONS OF COLLEGE LIBRARY WEB PORTAL: A SURVEY

e-Prospectus/ College Magazine	59 (22.69 %)	162 (62.30 %)	31 (11.92 %)	8 (3.07 %)
Competitive Exam. Online Resources	47 (18.07 %)	132 (50.76 %)	52 (20 %)	29 (11.15 %)
Digital Online Books Fair	39 (15 %)	162 (62.30 %)	48 (18.46 %)	11 (4.23 %)
Digital Library Resources	16 (6.15 %)	99 (38.07 %)	81 (31.15 %)	64 (24.61 %)
Services				
Students Corner	179 (68.84 %)	49 (18.84 %)	12 (4.61 %)	20 (7.69 %)
Android App	87 (33.46 %)	139 (53.46 %)	11 (4.23 %)	23 (8.84 %)
QR Codes	119 (45.76 %)	99 (38.07 %)	23 (8.84 %)	19 (7.30 %)
Library Membership Online Apply	58 (22.30 %)	174 (66.92 %)	28 (10.76 %)	0
Web OPAC	110 (42.30 %)	66 (25.38 %)	53 (20.38 %)	31 (11.92 %)
Books Requisition Online Apply	2 (0.76 %)	43 (16.53 %)	161 (61.92 %)	54 (20.76 %)
User's Online Feedback	147 (56.53 %)	75 (28.84 %)	29 (11.15 %)	9 (3.46 %)
Women's Corner	88 (33.84 %)	74 (28.46 %)	71 (27.30 %)	27 (10.38 %)
Ask a Librarian	34 (13.07 %)	119 (45.76 %)	64 (24.61 %)	43 (16.53 %)
Software Gateway	77 (29.61 %)	89 (34.23 %)	60 (23.07 %)	34 (13.07 %)
Daily Life Utilities	66 (25.38 %)	108 (41.53 %)	33 (12.69 %)	53 (20.38 %)
Portal Feature/ Service	Frequently used	Sometimes used	Rarely used	Never used
Value added Info. Services				
IT Corner	83 (31.92 %)	138 (53.07 %)	32 (12.30 %)	7 (2.69 %)
Career Corner	59 (22.69 %)	188 (72.30 %)	13 (5 %)	0
Employment Outlook	112 (43.07 %)	127 (48.84 %)	21 (8.07 %)	0
Prabodhan Series	72 (27.69 %)	123 (47.30 %)	42 (16.15 %)	23 (8.84 %)
Success Stories	65 (25 %)	131 (50.38 %)	51 (19.61 %)	13 (5 %)

Health Plus	24 (9.23 %)	176 (67.79 %)	26 (10 %)	34 (13.07 %)
-------------	----------------	------------------	--------------	-----------------

Table 9: Salient Features/ Services of Library Portal

The library portal of PSK College, Deur has full of resources and featured services available for its users, especially for the students. Table 9 provides details regarding the features and services of library portal preferred by students. The research responses reveals that majority of students (66.53 %) use library portal for accessing e-Question Papers/ e-Syllabus frequently than any other resources. Similarly e-Books, e-Journals, e-Newspapers, Competitive Exam. Resources and Digital Books Fair also has been used by the students. The ‘Students Corner’ is most frequently service/ webpage used by most of the students (68.84 %) at library portal. Students also sometimes accesses other useful services such as Android App, QR Codes, Online apply for Library Membership, Web OPAC, Online Feedback, Ask Librarian and Daily Life Utilities etc. This means, most of the services/ features of the library portal are important to the students.

8.10 Overall Impression about Library Portal

Impression about Portal	Nos.	Percentage (%)
Excellent	29	11.15
Very Good	174	66.92
Good	46	17.69
Satisfactory	11	4.23
Not Good	0	0
Total	260	100

Table 10: Overall Impression about Library Portal

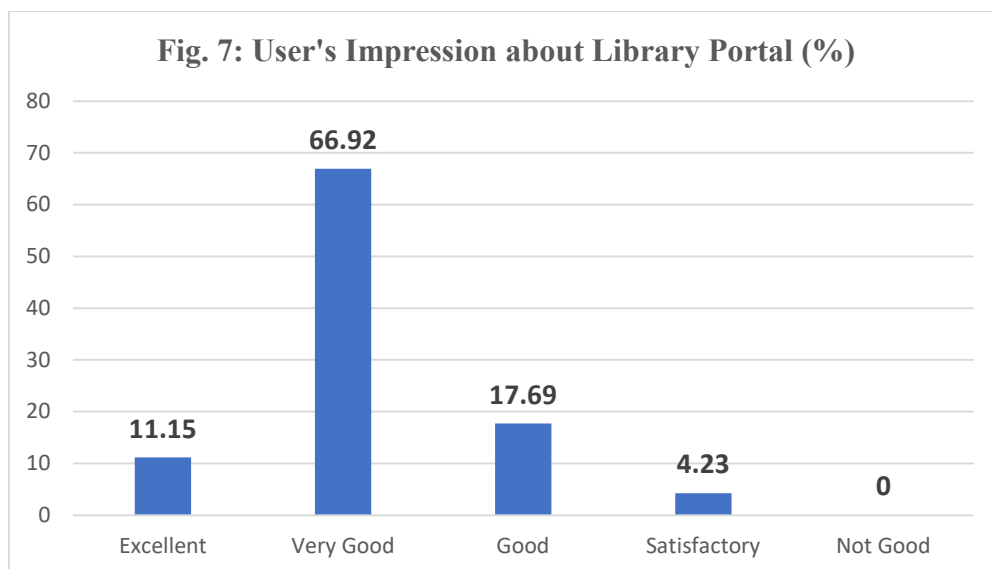


Table 10 and Figure 7 illustrates the satisfaction levels of PSK College, Deur students with the library portal. According to the responses, the majority of students, specifically 174 (66.92%) rated the library portal ‘Very Good’ followed by 46 students (17.69 %) rated ‘Good’. Additionally, 29 students (11.15 %) rated portal as ‘Excellent’ and only 11 (4.23 %) gave it ‘Satisfactory’. Notably, no user has responded ‘Not Good’ impression about the portal. Above responses certainly prove the usefulness and popularity of the library portal among the college students

9. Findings

The study has yielded major findings, which can be summarized as follows:

- a) The 90 % (234) of responded students are acquainted with library portal.
- b) Majority of the students (92 %) are accessing library portal through their smartphones; no one is using tablet.
- c) The significant portion of the students expressed their agreement regarding design and accessibility of library portal that it is well designed (81.53 %), its interface is user-friendly (73.07 %), it is mobile responsive (70.38 %), it is easy to browse (68.46 %), and Library Android app is most convenient way to access the portal (75 %)
- d) A significant percentage of students (46.92 % and 33.84 %) uses library portal from last 1-2 years and most of them visit the library portal on weekly basis (67.30 %)
- e) ‘Accessing study material and other learning resources’ is a main purpose of most of the students (60.76 %) for visiting the library portal.
- f) Majority of students agreed that library portal makes their learning more interesting (68.46 %), it is very much useful for the overall development of the students (65.76 %), the content made available on portal is very useful and updated (69.61 %) and learning resources on portal are easily accessible and can be downloaded easily (85.76 %).
- g) Most of the students (66.53 %) frequently used the library portal for accessing e-Question Papers and e-Syllabus.

- h) The 'Students Corner' is most frequently service/ webpage used by most of the students (68.84 %) visiting library portal.
- i) The library portal is perceived as 'Very Good' by the majority of students (66.92%), followed by 'Good' (17.69%) and 'Excellent' (11.15%) impressions.

10. Conclusion

A well-designed and user-friendly library portal is essential for providing college students with seamless access to resources, support services, and important information. It enhances the overall learning experience by adapting to the evolving needs and preferences of modern learners, including those who may not always be able to visit the physical library in person. The main intention of conducting this survey was to investigate the utilization of the library portal by the students of PSK College, Deur and identify their perception to the existing library portal. This portal serves as a gateway to the universe of knowledge and effective source for providing academic resources to its users in most convenient way. It is seen from present survey that the students are satisfied with library portal and its services. However, the academic and information needs of the students are also changing with the times and therefore the library portal is expected to be modified accordingly. Before making such changes, it is necessary to survey the students about the perception of the existing library portal and their usage of the portal after a certain period of time. And, of course the library of PSK College, Deur is striving for this continuously.

● References

(As per APA 7th Edition)

- Devi, K., & Verma, M. K. (2016). User's Perception of Library Website of Indian Institut of Technology, Guwahati (IITG): A Survey. *The Journal of Indian Library Association (JILA)*, 52 (3), 73–78.
- Emde, J., Morris, S. E., & Claassen, M. (2009). Testing an Academic Library Website for Usability with Faculty and Graduate Students. *Evidence Based Library and Information Practice*, 4 (4), 24–36.
- Maceli, M., Wiedenbeck, S., & Abels, E. (2011). The Internet Public Library (IPL): An Exploratory Case Study on User Perceptions. *Information Technology and Libraries*, 30 (1), Article 1. <https://doi.org/10.6017/ital.v30i1.3041>
- Prasetya, Y., & Rahmi, R. (2023). Pilot Study on User Experience Analysis of Universitas Indonesia Library Website. *Jurnal Ilmu Perpustakaan Dan Informasi*, 7 (1), 2580–3662. <https://doi.org/10.29240/tik.v7i1.6453>
- Sheikh, A. (2017). Evaluating the Usability of COMSATS Institute of Information Technology Library Website: A Case Study. *The Electronic Library*, 35 (1), 121–136. <https://doi.org/10.1108/EL-08-2015-0149>
- Valenti, A. M. (2018). Usability Testing for a Community College Library Website. *Library Hi Tech News*, 36 (1), 1–8. <https://doi.org/10.1108/LHTN-06-2018-0039>

Yoon, K., Dols, R., Hulscher, L., & Newberry, T. (2016). An Exploratory Study of Library Website Accessibility for Visually Impaired Users. *Library & Information Science Research*, 38 (3), 250–258. <https://doi.org/10.1016/j.lisr.2016.08.006>