



## **Perception towards e-services among the school students and teachers of B.K Birla Centre for Education: A study of awareness, use and effectiveness**

Sagender Singh Parmar

Librarian

B.K Birla Centre for Education, Pune, Maharashtra

E-mail: [sagederparmar@gmail.com](mailto:sagederparmar@gmail.com)

### Abstract

School Library, the biggest classroom of any school is considered as part of the academic set-up. They play an important role in providing information, inculcating reading habits, and developing knowledge in students to locate and use information for both personal and educational purposes. This is ultimately essential for functioning successfully in today's information and knowledge based society. This article explores the perceptions of students and teachers of B.K Birla Centre for Education, Pune towards awareness, use and effectiveness of e-services provided by their library.

*Keywords:* e-Services, B K Birla Library, user perception, library service awareness

### **1 Introduction**

School libraries are the first place where a child meets with his best friend (books) and learn lessons of growing society through the morals of the stories. The libraries basically are divided into three groups-academic, research and special libraries. The school further has its division as a day school, residential school or a day cum boarding school. A school can have either separate library for junior and senior section or a single one for the entire school. The primary objective of school libraries are to inculcate the reading habits among the students to make them future readers. As far as collection is concerned they may not hold a huge chunk of print and online databases and may not be offering various services like mall structured libraries (College/university). But they too maintain collection in vast disciplines and making them accessible by offering services to meet the demand of students and teachers. With the passage of time they too have moved towards providing its user community with the e-services. The e-services could be like OPAC, webpage, e-reading materials, EduCom (smart Classes), CD's and DVD's etc. The boarding school libraries have an extended time advantage over the day schools. Hence the user's gets new sources like hostel, IT Lab, Knowledge Centre to access the library services.

The article make an attempt to study the awareness and use of e-services provided by the B.K Birla Centre for Education, Library- a boarding school. It tries to get the perception of the boarding school students towards its library and its services. Usually at school level the need



to analyse the library services is not felt much by the libraries. Reasons could be lack of manpower, busy schedule of library classes etc. The article sets a fine example for the small school libraries to find the ways to improve its services.

## **2 B K Birla Centre for Education**

Established in 1998 by Mr BK Birla and Mrs Sarala Birla, B.K Birla Centre for Education (BKBCE) is a reputed CBSE school in Pune that facilitates all-round development of its students. The educational institute began with 75 students and 10 teachers for Class IV to VII. Gradually, the school grew and the first batch of Class X took the public examination in 2000-01. Since its inception, the school has believed that education must promote and nourish as wide a range of capabilities in children as possible. As a step towards this, the school offers a range of laboratories, latest teaching aids, sports infrastructure, and other residential facilities. Its student body of about 600, is enrolled from Class IV to XII, under the CBSE Board. The vast campus houses an academic block and five hostel blocks, all nestled in well-planned lawns and outdoor sports areas.

### **2.1 B K Birla Centre for Education Library**

B.K Birla Centre has an extensive library that is situated at the heart of the school's academic block, with a seating capacity for 100 students. It contains over 13,000+ books and subscribes to a wide range of magazines and newspapers. In their first term at the school, students are shown how to use the library and its facilities. They are encouraged to use it for recreational reading as well as for research and private study. There is a large collection of reference books in diverse disciplines ranging from dictionaries, almanacs, yearbooks, world books, encyclopaedias and more. From pure sciences to forestry, environmental studies, astronomy, classics, comparative literature, drama, mythology, law, linguistics, medicine, and statistics students have a wide variety of academic reading to choose from. The leisure reading section covers everything from the epics to bestsellers. The Dewey Decimal Classification Scheme is followed and the library is linked with the Quick School Database, enabling the students to search the entire library collection.

## **3 Objectives**

- 3.1 To study the awareness of the e-services among the students and teachers.
- 3.2 To find out the sources in accessing the library e-services.
- 3.3 To know the usage frequency of e-services.
- 3.4 To find out the competency in using the e-services.
- 3.5 To study the user satisfaction on the e-services.

## **4 Limitations of the study**



The followings are the limitations of the study:

- 4.1 The study takes into account only the e-services of BKBCE Library and does not include electronic services of the school.
- 4.2 It does not take into consideration the sub junior section (4th to 7th) of BKBCE.
- 4.3 The sample comprises of the respondents attending their library classes (for Students).
- 4.4 The senior school, 11th commerce two sections has been treated as one class.

### 5 Data collection and Methodology

The total population of school (only classes' 8<sup>th</sup> to 12<sup>th</sup> grader and teachers excluding 4 senior authorities {Principal, Dean Academics, and School Coordinator, Cultural in-charge}) consisted of 366 students and 43 teachers of BKBCE. But at the time of survey the available population present at the school was 328 students and 41 teachers. Being a residential school total population were supposed to be available but 27 students and 2 teachers were on school NASA trip to USA and 11 students were on leave out. The study was conducted during the period from November 02<sup>nd</sup> to 08<sup>th</sup>, 2016.

The selection of respondent has been done on the below mentioned ground:

Class 8 <sup>th</sup> : 3 (three sections) X 15 (students of odd admission no. for eg. 12001) = 45	= 45
Class 9 <sup>th</sup> : 3 (three sections) X 15 (students of odd admission no.)	= 45
Class 10 <sup>th</sup> : 4 (four sections) X 15 (students of odd admission no.)	= 60
Class 11 <sup>th</sup> : 3 (Sci & Comm section) X 15 (students of odd admission no.)	= 30
Class 12 <sup>th</sup> : 3 (Sci & Comm section) X 15 (students of odd admission no.)	= 30
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Total student sample taken in to account for questionnaire      **210**

The questions were mentioned in a common register to be filled by both students and teachers. One column for each sample was self-administered to the participants. To collect data from students their library period was used and based on random sampling students bearing the odd admission numbers (total of 15 students per class) were asked to fill the column of the register. To collect the data from teachers samples, convenience sampling method was used. The teachers who visited the library during the sample collection week were counted for the sample. The tick mark method was used for answering the questions. The percentage of response was 62.87%. Finally, a sample of 232 respondents, including 210 (90.51%) students and 22 (09.49%) teachers' participated in the survey.

### 6 Data analysis

#### 6.1 Respondents awareness about e-services



The Study observed that most of the respondents are aware of e-services in the library. The least number of respondents (15.52%) indicated awareness about e-reference multimedia (includes Subject CD's like e-dictionary, atlas). Though the 100% awareness is recorded for the OPAC, circulation, but the students were able to answer only after explaining them the terminology i.e. the term circulation was not familiar by the students but they were found aware of the service with issue and return name. Similarly the term OPAC was found unfamiliar to them but they were found aware of the usage of the OPAC with the name of their own terminology for e.g. the system to find books. The library web page, internet access (for educational purpose), circulation, OPAC are the services which were found 100% known to the respondent. The lack of awareness (10.78% respondents reported to the option No.) about the Library folder in EduCom may be because of its recent addition into the umbrella of library services. Slight unawareness was observed for multimedia services that may be because the services is not available for circulation and neither there is any dedicated corner to make use of these services.

Table 1  
Respondent's awareness about different e-services

S.No	e-Services	Yes	No
1.	Library Web Page	232 (100%)	0
2.	Multimedia (Subjective)	89 (38.36%)	143 (61.64%)
3.	Multimedia (e-Reference)	36 (15.52%)	196 (84.48%)
4.	Library Folder in digital Learning System (EduCom)	207 (89.22%)	25 (10.78%)
5.	Library Catalogue (OPAC)	232 (100%)	0
6.	Circulation using Quick School Software	232 (100%)	0
7.	Internet Access	232 (100%)	0

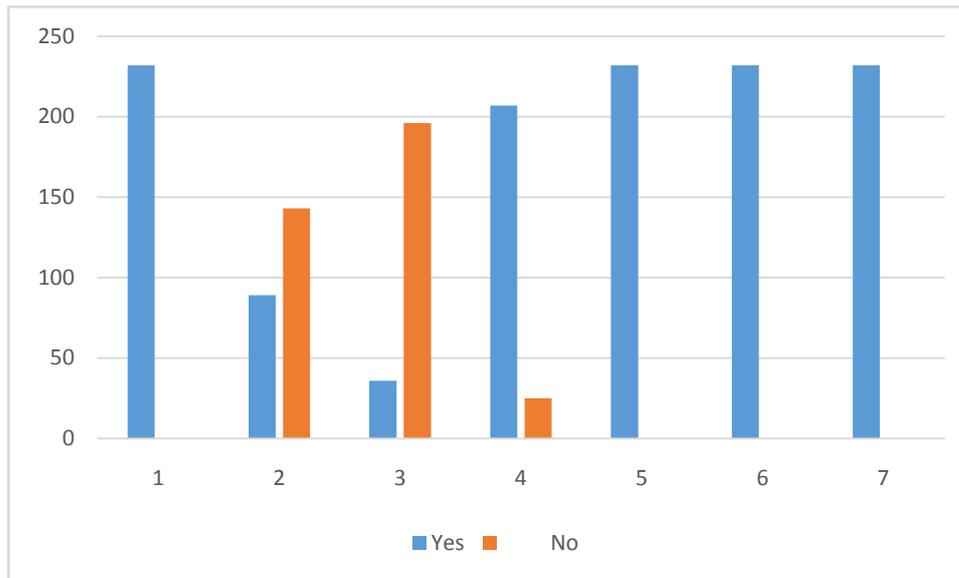


Fig.1: Respondents' awareness about different e-services

### 6.2 Place of accessing the e-services of the library

The 100% of the respondents are using library computers to access the library e-services. Even the user respondent 100% for Information Technology Lab is reported because of their access to the internet through the lab. The teacher respondents are having their departmental computers to access internet access. But their usage cannot be termed as a service of the library. The services like OPAC, circulation cannot be used without visiting the library.

Table 2

Respondents rate: location of access

Location	Number of respondents	Percentage (%)
Hostel	0	0
Information Technology Lab	232	100
Library	232	100
Classroom/ Departmental Terminal	0	0

### 6.3 Frequency of Use of library e-services

The Majority of the users responded in the survey are using internet service on a daily basis. The major percentage i.e. 95.69%, 88.79% and 91.38 respectively of web page, multimedia for subjective and reference are used rarely. The case could be because



library page contain only the introductory information of the library and users feel no reason to visit it. For multimedia service users are accessing the subjective CD's through EduCom and for reference CD's every class has been acquainted with the Dictionary and Thesaurus.

Table 3

Frequency of utilization of e-services  
(Read Given Serial No. in Table 1 for the e-service name)

S. No	Daily	Weekly twice	Once in two week	Monthly	Rarely
1.		0	0	10 4.31%	222 95.69%
2.		2 0.86%	15 6.47%	9 3.88%	206 88.79%
3.		2 0.86%	0	18 7.76%	212 91.38%
4.	3 1.29%	32 13.79%	116 50.00%	75 32.33%	6 2.59%
5.	28 12.07 %	98 42.24%	89 38.36%	05 2.16%	12 5.17%
6.	72 31.03 %	64 27.58%	39 16.82%	38 16.38%	19 8.19%
7.	186 80.17 %	46 19.83%	0	0	0

#### 6.4 Competency in the use of the resources

The competency level in the survey says that majority 228 (98.27%) out of 232 sample of the respondents are experts in the use of the e-services. This is because the services provided by the library does not require any special skills to be performed in order to access them. The service of automated circulation is totally taken care by the librarian, users just have to use the service for the faster access to the books. The internet access, library folder in the Educom, and library page on school website also can be easily accessed just by clicking the required options. The beginner column is selected by mostly 8<sup>th</sup> grader. It has the percentage of 1.73%.

Table 4

Competence in using the e-services

Competence	Number of respondents	Percentage (%)
Expert	228	98.27
Beginner	04	01.73



Unable to use	0	0
Not responded	0	0
Total	232	100

### 6.5 Rating of User Satisfaction about the e-services

In the survey, it is found that most of the participants (81.47%) are satisfied with the e-services of the library. It is also found that some respondents (16.38%) are highly satisfied. Hence it can be agreed that the services offered by the library are going well with the users.

Table 5  
User Satisfaction about e-services

User Satisfaction	Number of respondents	Percentage (%)
Highly Satisfied	38	16.38
Satisfied	189	81.47
Uncertain	05	02.15
Dissatisfied	0	0
Highly Dissatisfied	0	0
Not Responded	0	0
Total	232	100.0

### 6.6 e-Services usefulness

100% of respondents felt that the e-services of OPAC, circulation and internet access are very useful, whereas 65.65% and 89.24% were of the opinion that the library collection of multimedia are not such a productive service. The reason may be because to use this service computers. And again for the computers they have to approach either IT department, hostel or library. The shocking point was observed in finding out that the respondents (81.9%) are not finding library webpage a useful service. This could be because of library webpage contains only the introduction information of library and the respond not finding any reason to visit that page.

Table 6  
e-Services usefulness

Resources	Yes	No
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Library Web Page	42 (18.10%)	190 (81.90%)
Multimedia (Subjective)	82 (35.35%)	150 (65.65%)
Multimedia (e-Reference)	25 (10.76%)	207 (89.24)
Library Folder in digital Learning System (Educom)	207 (89.22%)	25 (10.78%)
Library Catalogue (OPAC)	232 (100%)	0
Circulation using Quick School Software	100 (100%)	0
Internet Access	100 (100%)	0

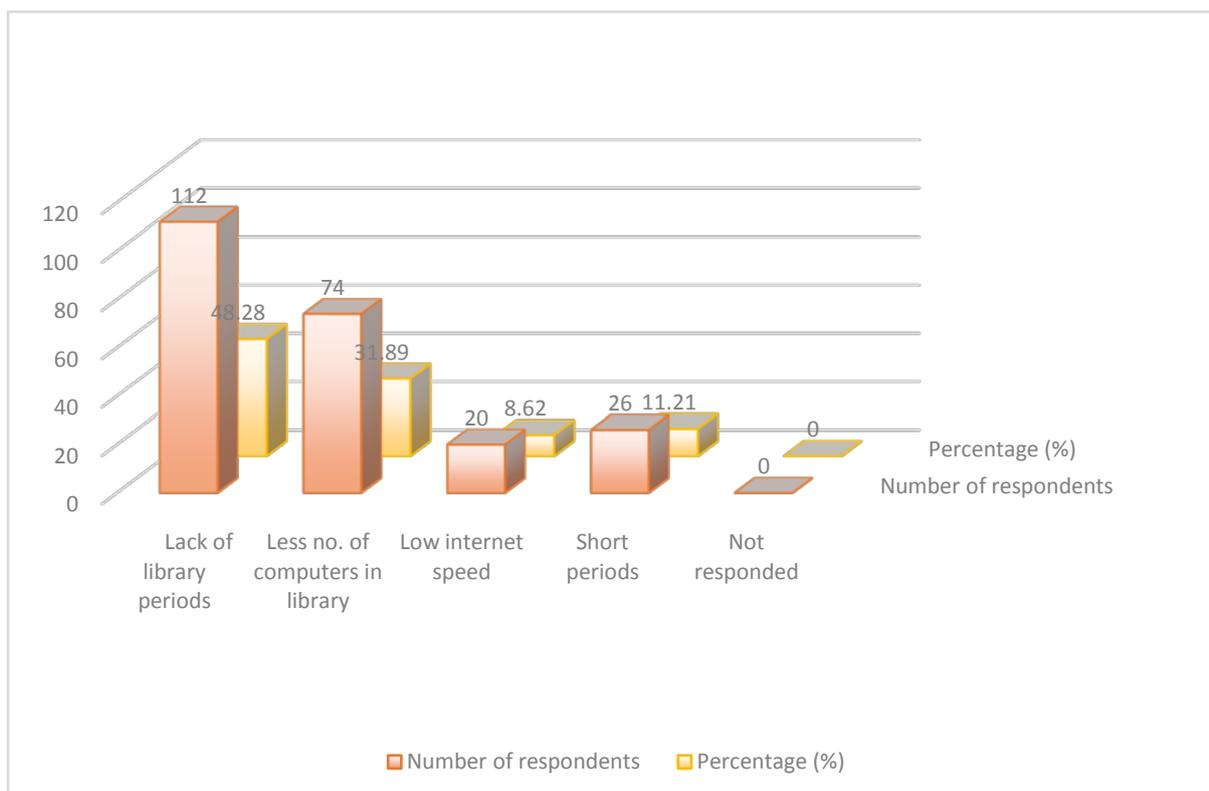


Fig 3: e-Services usefulness

## 7 Suggestions

Based on the findings, the following recommendations are made to improve the use of e-services among the users.



- Library can create an open knowledge gateway consisting open information like e-books, e-magazines, important links etc. This page than can be linked through library webpage, which will give the school students and teachers a reason to land to library webpage.
- To increase the utilization of the library webpage. The best user of the week, current circulation status, and new arrival status should be updated on the web page of library. This will provide them a reason to click the library page when they open school website.
- To attract the students towards the usage of multimedia services (subjective and reference CD's) library can dedicate a computer only to utilize this service. And to make the user aware about the service by keeping notice placed in the library mentioning some of the famous titles of available CD's.
- The barriers like increase in library periods and period's length may not be possible for the librarian to overcome. As being a school the length of the periods are pre-decided. More over to compensate for the library periods, library is already providing extended circulation services for the students in the afternoon.

## 8 Conclusion

The survey reflects the high utilization and awareness of the library e-services. BKBCE students and teachers are using these services on a regular basis may not be daily for their study and research purpose. In terms of competency level of the students and teachers to access information survey found that they are doing well and satisfied with the services. The perception of the student and teachers has been found satisfactory and true. In this competitive age BKBCE is known for its quality school education, which is supported by the quality service given by its library. It is also felt that if the suggested steps in this paper are taken, there is a possibility of further improvements in the e-services.

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