

Web-based Information Services of DULS: An Analytical Study of User Awareness and Satisfaction.

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Abstract

In this research, the study focused on evaluating the web-based information services provided by the Delhi University Library System (referred to as DULS, the central library) and the satisfaction of its users. The investigation had a specific scope, solely encompassing DULS. The researchers conducted a comprehensive analysis of the DULS website to identify the array of web-based information services offered by DULS. Additionally, interviews with the librarian were conducted to supplement the collected data. The construction of data collection tools was influenced by a review of relevant literature. For the purpose of statistical analysis, pivot tables and charts, alongside mean and percentage calculations via Google spreadsheets, were employed. The content analysis of the DULS website uncovered the extensive web-based information services provided by DULS. Interestingly, only 62.1% of DULS users were aware of these services, and out of these, 43.8% were active users, leaving a significant portion not utilizing these services. Surprisingly, despite the commendable web 2.0 skills possessed by 90.2% of users, only 43.9% actually engaged with web-based information services. Furthermore, 61% of users found these services effective in accessing relevant information, and an impressive 94.63% expressed satisfaction with the services. In conclusion, DULS offers remarkable web-based information services through its central library, but there is a clear need for improved promotion.

Efforts should be directed toward raising awareness among users regarding library digital resources and various web-based information services. Library professionals should embrace the utilization of diverse web 2.0 tools and technologies to enhance the visibility and accessibility of library resources and services.

Keywords - Delhi University Library System, Web-based information services, Effectiveness, User satisfaction, Feedback, awareness, DULS