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**UNIVERSITY LIBRARY PORTAL AN EFFECTIVE KNOWLEDGE MANAGEMENT TOOL:
A CASE STUDY OF SAVITRIBAI PHULE PUNE UNIVERSITY**

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ABSTRACT

This paper aims to investigate students' perceptions of using University Library Portal as a Knowledge Management tool. A self administered questionnaire was distributed among randomly selected 100 students of Savitribai Phule Pune University, Pune. Moreover, a scheduled interview was conducted with the research scholars of various departments. This research paper introduces the relationships between University Library portal and knowledge management practices. The study reveals that all the respondents are very much interested to use University library portal and quite good number of respondents are regular user of the University library portal. Therefore, Library professional working in university libraries should create awareness among the users by conducting programmes, such as orientation programmes, demonstrations, workshops, seminars and through notices regarding the complete potential of the university library portal and their use. Respondents responded that they need personalization in the present available portal to convert it into knowledge management tool. Majority of the respondents are eager to create, share, store and utilize knowledge on the University library portal.

Keywords: Academic library portal, Knowledge Management portal, University library Portals.

1. Introduction

The Internet offers a host of ideas, a broad array of information and engaging,

interactive opportunities to educators and students. The www has made a huge amount of information electronically

available. Portals present information from diverse sources in a unified way. Portal technology provides a central online tool to access and exchange internal information, vendors and resources according to needs, mission and priorities of the library. It is also called as a knowledge management tool. Knowledge management is the most powerful means for development of any organization. Besides business organizations, academic Universities are also trying to adopt these kinds of techniques to cope up with the modern society and to cater the ever changing needs of the modern users in the .com era. Library portals have played a vital role in the advancement of the present education system. The principle benefit of the Library portal is to supplement the formal education system by making knowledge available to all users. It has become increasingly important to understand the need of knowledge management techniques in university library portal. During the evaluating the needs of the use of available library portal it was found that majority students are eager to use this portal. In the age of social networking modern users not only want e-access to the libraries but also need to create their own

contents, share it with the same interest groups and exchange their knowledge with other interest groups. In order to understand the quest of modern user survey was conducted in University campus. This study was done to determine the usage of the library portal by the students and the library to improve the contents, knowledge management tools in the portal. The introduction of the portal concept in the university libraries has opened new possibilities to address some of the issues concerning the management of academic information and knowledge.

1.1 Academic Portals

An academic library portal provides essay access to from anywhere using internet, quick and easy availability of information; improvise the communication system between knowledge creators and knowledge users.

According to(Pienaar, 2003), To support academics' personal knowledge management in an integrated way, the academic portal must have the following characteristics:

- The university library portal must be a combination of a vertical portal and a corporate or enterprise information portal

- University library portal must include advance personalization and customization qualities
- The portal must support both the role of teaching and research role of academics
- The portal should give access to the following information sources: e-journals, e-articles, e-reserves, e-archives, databases, e-books e-dissertations, library catalogues and the university's research database. Personal information sources should also be available for example Experts and Information Specialists etc.
- The portal should provide web search engines; global search function lists server's chat room, email adding of Urls, and interface with document delivery and inter library loan system.
- Academics should be able to evaluate and add information sources to the portal. It is a most popular form of knowledge management which provides a secure personal space to its users to access, create and guide others through sharing the knowledge with each others. It provides easy to use discovery and management tool to academicians, research scholars, and other users.

(Refer Table 1 Here)

Table no. 1: Knowledge Management & University Library Portals

1.2 Need of Knowledge management tools to add in University library portal

University libraries act as good platform which makes academicians best knowledge creators. University library portal personalization tools help users to create their own contents, save the available content to their personal space; Portal also helps them to share their views with the similar interest communities by using various sharing knowledge tools. University library portal storage facility can be called as asset management as it stores the valuable content at one place. Knowledge is worthless until and unless it is utilized. University library portal should analyze the utilization of the portals. Thus, the introduction of the portal concept to the academic universities has opened new possibilities to proceed towards knowledge management. It can also provide a number of e-learning tools, course contents, a course calendars', an online discussion boards, Information announcements, reviews, auto marked quizzes, navigation tools, online assignments, email, chat room etc. Such platform which provides facility

of creation, storage and share knowledge will enhance the research productivity among university students. The study motivated with the questions i.e. Are the students aware about Jayakar Library portal? What are the features of Jayakar Library portal? To what extent they use it? Do the students find portal content useful to their academic purposes? Is the portal user-friendly? Are the students self efficient to use the portal? Do the students need special training to use the portal? Do the portal support knowledge management processes? It is essential to understand the user's views and opinions about the efficiency and effectiveness of university portal.

2. Literature review

Many investigations have been carried out on concepts of the library portal and its implementation and use studies. (Lakos, 2001) highlighted the importance of library portal also discussed how the portals are useful at College and University level. (Bhatnagar, 2005) explores various the web-based services, and pointed out its necessity along with the advantages and disadvantages of web-based resources, (Augustine & Greene, 2002) studied the way users

searched information and discover how students search library portal. (Letha, 2006) explained the role of a library portal for various user web-based services. (Large, Beheshti, & Rahman, 2002) relates the role of campus portal of the University of Madras in enhancing quality of research; (Jange, Sami, Angdi, & Subramaniam, 2006) analyzed the library web portals of academic institutions in Karnataka in order to enhance the effective use of library websites by providing more user-friendly information access to their users. (Kanamadi & Kumbar, 2006) discussed the library portals and the web-based library services expected at management institutes in Mumbai city, Maharashtra State, India along with the suggestions for creation of effective and informative library portal. (McGillis & Toms, 2001) assessed usability of the academic library portal. The main aim of their study was to access usability of an academic library website and to understand how faculty and students complete typical task using library portal. The authors found that library websites failed to take into account how people approach the information problem. Authors also presented few recommendations to increase the portal usability by overcoming the lacunas in

design and development of library portal. (Das & Jeevan, 2006)in their study evaluated e-portal providing access to e-book such as Elsevier, Science Direct, Project Gutenberg, Digital library of India, University of Virginia Library (E-Text century), and Batlleby.com, using twenty selected parameters;(Olsen, 2002), (Fatima, Ahmad, & Ahmad, 2011)found that the majority of the respondents gave average value to their library with regard to portal provision of course material and useful links and also majority of the respondents expressed that they needed instructions and help for the effective utilization of resources on the library portal. (Pearson, Green and Pearson 2007) investigated the relative importance of five key criteria for assessing Web usability. These criteria are navigation, download speed, personalization, ease of use, and accessibility. This study utilized a scenario-based, multi-criterion decision making approach. The research indicated that, as expected, ease of use was the criteria that the respondents considered most important in assessing Web usability. The findings from this study have practical implications for website designers and the results indicated that less effort/resources should be devoted to personalization and

customization, and more in making sure that websites are easy. (Geetha, 2013)discussed the use of library portal by research scholars and faculty members of Kuvempu University. She found that ‘Research’ is the major reason for use the library portal.

3. Objective of the study

The main aim of the present study is to investigate the student’s perceptions of using university library portal as a knowledge management tools at Savitribai Phule Pune University.

- To find the awareness of Jayakar library portal
- To know the features of the university library portal
- To investigate the use of portal
- To know the purpose and frequency of use of Jayakar library portal
- To understand the needs of modern users of Jayakar portal as knowledge management tool

4. Scope and Limitations

The study is intended to understand student’s perceptions about Jayakar library portal as a knowledge management tool of Savitribai Phule Pune University. The study has certain limitations, the

geographical area restricted to SPPU campus and the Responses from students who is pursuing Master degree, M.Phil..and Ph.D. Degree from Savitribai Phule Pune University in the academic year 2014-2015.

5. Methodology

For the survey of the University library portal a self-administered questionnaire was distributed among the randomly selected 100 students staying in university campus. Moreover, a scheduled interview was conducted with the PhD. Research students of Savitribai Phule Pune University.

6. Overview of Savitribai Phule Pune University

Savitribai Phule Pune University is one of the finest and most popular educational centers in the India. Savitribai Phule Pune University, one of the premier universities in India, is positioned in the North-western part of Pune city. It occupies an area of about 411 acres. It was established on 10th February, 1949 under the Poona University Act. The university houses 46 academic departments. It is popularly known as the 'Oxford of the East'. It has about 307

recognized research institutes and 612 affiliated colleges offering graduate and under-graduate courses.

The university attracts many foreign students due to its excellent facilities. It offers good accommodation facility. There is a provision of hostel for the students. There is a well-stocked library containing plenty of books regarding various subjects.

6.1 About Jayakar Library

Jayakarlibray is a library of Savitribai Phule Pune University, which was established in the year January 1950, named in honor of the first Vice-chancellor Dr. M. R. Jayakar. The Jayakar library has established to serve its users like Students, researchers, staff etc. with the best services and to fulfill the requirements of the users as well as the organization. The library has good collection of books, periodicals and other resources. The library subscribes to Indian and foreign research journals and also receives periodicals on gratis and exchange basis. It has holding of more than 4, 78,774 books and subscribes to journals on varied subjects. Since, last eight years Jayakar Library is now developing its own Digital library of rare material, library has a variety of collection of rare documents in

the for a of books, manuscripts, maps, photographs, letters of eminent persons, etc.

6.2 Overview of Jayakar library Portal

The Jayakar Library Portal is a gateway to e-electronic resources; it is lie one-stop shop to for all information needs of the students of Savitribai Phule Pune University. The main objective behind the development of library portal was to provide one window access to library resources as well as free resources to all in-house and outside users. To achieve this objective, library has developed E-resources portal that contains information regarding online union catalogues of books, these and serial publication. Web-links are provided to various National Libraries, open access resources of variety of subjects and databases. The said portal is accessible through Internet and it is very useful to students, staff, researchers and general public and libraries of the affiliated colleges of the university. The library portal is accessible through web address <http://lib.unipue.ac.in/portal/portal.html>.

Jayakar library provides access to e-resources through its own online library portal. E-resources on portal divided into

three parts. There are three main headings are provided on portal. Under which sub-links are provided to access e-resources.

These are as follows,

1. Library Subscribed Databases.
2. Free Resources.
3. Subject wise resources.

Figure 1 displays the Jayakar library portal: subscribed resources

(Refer Figure 1 Here) Jayakar library portal provides 44 access points (links) about subscribed databases which are only accessible with the help of User-ID and Password to their library members.

Represented in Figure 2 is the Jayakar library portal: open access and subject wise classified e-resources

(Refer Figure 2 Here)

Figure 2 shows that Jayakar library portal divided into two parts Open access E-resources and Subjectwise E-resources. The first part Open access Resources contains almost 17 links act as an access points to free resources. In the second section, subject-wise e-resources provides direct link to various kinds of resources on a specific subject. Subject wise

categorization of E-resources is divided into 21 subjects.

Students can get access to the resources by clicking on desired subject; it saves time of user and provides quick access to the users.

7. Data Analysis

The primary data collected from the randomly selected 100 students of SPPU, Pune were tabulated for analysis in accordance to the objective of the study. Some respondents furnished valuable comments in the space provided for future requirements from Jayakar Library portal; those comments were incorporated at the appropriate places.

7.1 Basic Information of the Respondents

The Table 2 gives brief information about the respondents of the study. It was seen that out of 100 respondents, 21 are male and 79 are female. Similarly out of 100 respondents, 82 comes under 20 to 25 age group, 17 come under 26 to 30 age group and the remaining one is of above 30 years. Moreover, all the respondents are having email account.

(Refer Table 2 Here)

7.1.1 General Understanding and Usage of Portal

In this section, a descriptive statistical analysis is given in order to provide a richer understanding of the students' general understanding and usage of Jayakar portal. From Table 3 it is can be seen that all the respondents use computers, emails and other web technologies for their study.

(Refer Table 3 Here)

Similarly, Majority of the respondents claimed to be familiar with Jayakar Library portal. Moreover, many respondents are aware about the academic portal of their institute. Of course, no respondent has received training on the use of the portal. But majority of the respondents replied that the portal supports both the teaching and learning and the portal enables users to access all the collection from one place and to search across. Moreover, all the respondents admitted that the portal supports electronic scholarly communication.

7.2. Students Perception in using University Library Portal

7.2.1 Performances Expectancy

Users perception regarding the performance is analyzed in the below table no. 4. To understand the value of the content available on portal following questions were asked to users regarding the usefulness of the portal in their studies, helps to increase their knowledge and the effect on their academic excellence after using portal as a reference tool.

(Refer Table 4 Here)

Majority of the respondents were strongly agree and agree about usefulness of library portal in their studies and to admit that portal enable them to accomplish tasks more quickly, and helps in increasing their knowledge too. Majority of the respondents tend to be a bit more neutral in terms of their perception regarding getting a better grade by using the portal.

7.2.2 Efficiency Expectation

Table no.5 provides a descriptive analysis of the student's perceptions regarding efficiency expectation of Jayakar library portal. It appears majority of the students finds portal is structure understandable, easy to use. Most of them are agreed that the resources available at the portal are useful and relevant to their expected needs.

(Refer Table 5 Here)

A few students responded that they are not satisfied with the layout and design of the portal. After the analyzing the table no.5 it can reveal that overall majority of the users are happy with the portal content and feels satisfied about Jayakar Library portal.

7.2.3 Training Need Expectation

University students were asked whether they need training and guidance for browsing of library portal or they have necessary knowledge to use the Jayakar library portal. It is discernible from the table no 6 that majority students strongly agreed with the opinion that the training and guidance can improve the efficiency of use of library portal.

(Refer Table 6 Here)

Training Workshops and Orientation programmes can be organized frequently by university library to promote use of Jayakar Library portal.

7.2.4 Portal advancement or Future Portal Expectation

In order to identify the weakness of Jayakar Library portal researcher tried to

know the student's perceptions regarding future portal expectations. Majority of the respondent responded that they need personalization feature in present portal. They are not only interested in accessing e-resources at single stop but also eager to create their personal contents. Thus most of the students strongly recommended personalization service to be added to Jayakar library portal.

(Refer Table 7 Here)

Table no 7 reveals majority of the respondents strongly agree to suggest web 2.0 tools to be incorporated in university library portal. During informal interviews many of them suggested the need to add some more features to the present university library portal like Personalization, RSS feeds, meta-searching tools, browsable interface, and online reference help to strengthen the present university library portal. Some of the respondents recommended that along with the user personalization university library portal should contain User engagement tools for content creation and exchange. It can also add Online Communities for connecting individuals for online publishing and sharing tools

such as blogs, wikis, podcasting, and tagging.

8. Findings of the study

After due analysis of the data, the following major findings were drawn

1. All the respondents usually use computer as well as web technology for their study.
2. Majority the respondents are aware about Jayakar Library Portal
3. Majority of the respondents have not received training on the use of the Jayakar Library Portal.
4. Majority of the respondents have mentioned that they cannot add information to the student portal and are eager to add content in the library portal by recommending portal personalization feature.
5. Majority of the respondents tend to agree that the library portal is understandable, easy to use and easy to access.
6. According to majority of respondents, the Jayakar portal is easy to use, but seems to be easier if students can get online help by someone whenever they get stuck.

7. Majority of the respondents have asked to organize special training on the use of the academic portal.
8. Many of the respondents have suggested adding new features like Personalization, RSS feeds, meta-searching tools, sharing with online communities etc.

9. Conclusion

University Library portal has become one of the most commonly used web discovery tool for effective and efficient delivery of information. It not only conveniently delivers electronic resources such as electronic books, electronic journals, online databases, online dictionary, encyclopedia, bibliography, electronic directory, biography directly to the users on their computer screens but also provides a web environment which: enriches learning and research activities by providing timely, convenient access to relevant and appropriate resources and enables users and the library to focus on fruitful use of collections available on portal. In this paper, researcher studied the use of Jayakar Library portal. In order to know the students perceptions regarding portal and to transform Browsable Jayakar

Library portal into knowledge management portal researcher collected views and opinions from the users. The study found that majority of the student's shows interest in knowledge creation and sharing of content with similar interest groups. They need to get advance features like personalization, web 2.0 tools etc to the present portal. Majority of the students want training to search portal. Therefore, it is the need of hour that more and more information literacy programmes should be conducted by university libraries to enable the effective use of library portal. Majority of the students demands educational resources based on curricula along with the video lectures on portal. University libraries need to create and upload relevant e-contents as per their need with simple structure and user-friendly design of the portal.

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Figure 1: Jayakar library portal: subscribed resources

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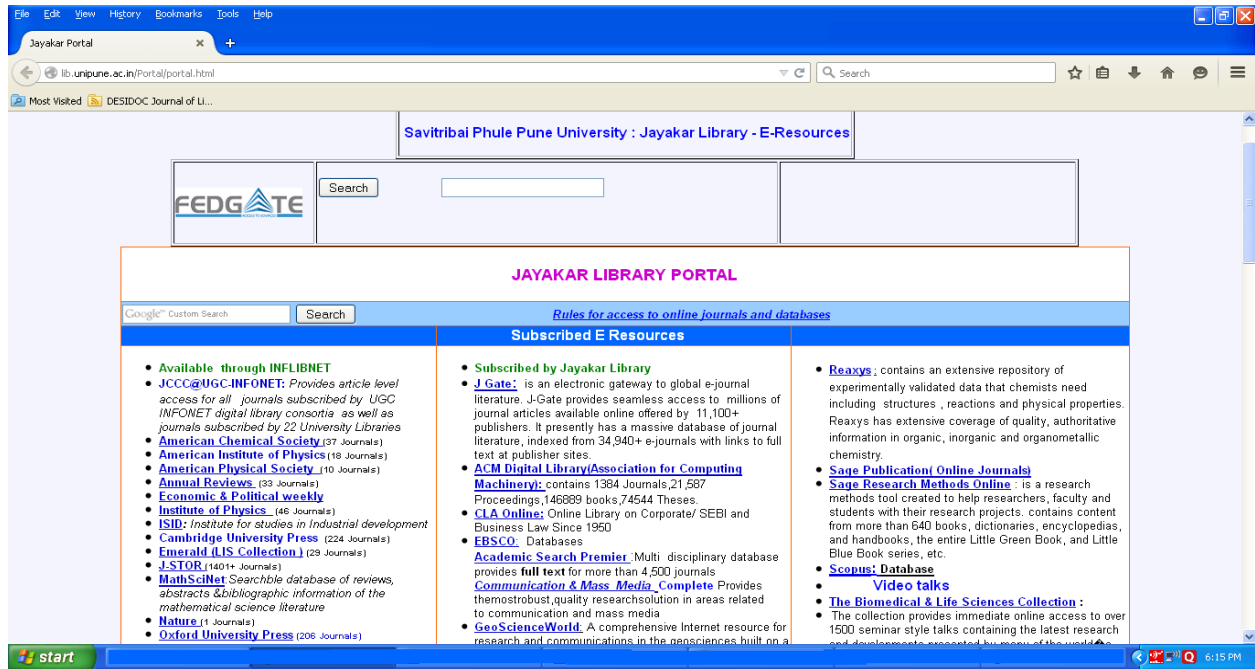
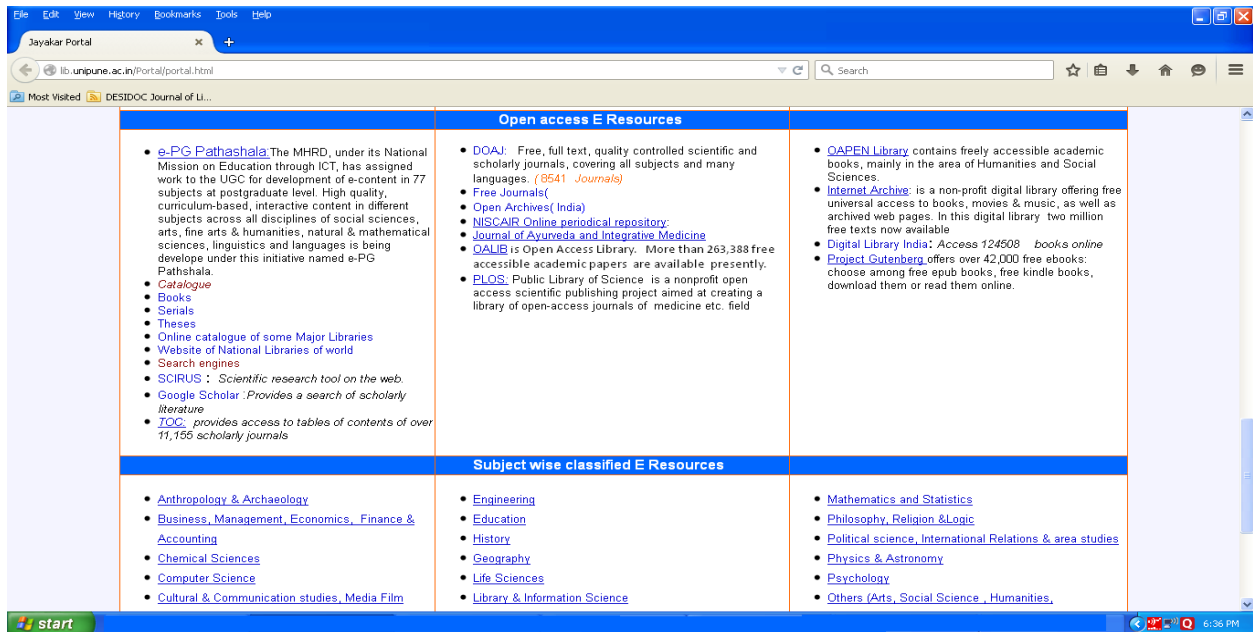


Figure 2: Jayakar library portal: open access and subject wise classified e-resources



List of Tables:

Table 1: Knowledge Management & University Library Portals

Knowledge Management	University Library Portals
Creation of Knowledge	<ul style="list-style-type: none">• Discussion Forum• Idea Generation• Share views• Add Knowledge, Ideas• Brain Storming sessions• Workplace for research• Student Account
Sharing of Knowledge	<ul style="list-style-type: none">• Chat rooms• Email• Online help• Bulletin Boards• RSS• Video Conferencing• Virtual Class rooms• Video lectures and tutorials• Research communities, groups
Storage of Knowledge	<ul style="list-style-type: none">• Institutional Repositories• Digital Libraries• Databases• Thesis and Dissertations'• E-Books, E-Journals• Wikis• Blogs
Utilization of Knowledge	<ul style="list-style-type: none">• Sophisticated Web Search Engines• Link to subject experts• Link to Reverence Librarian

Table 2: Basic Information of the Respondents

Gender	Male (21)	Female (79)
Age Group	20-25 years (79)	26-30 years (17) 30+ (4)
Email Account	Yes (100%)	

Table 3: General understanding and Usage of academic Library portal

General Understanding and usage of academic Library portal	Yes	No	No response
1. Do you usually use any computer applications for your study?	100%	0%	0%
2. Do you use web in your academic activities?	80%	2%	18%
3. Are you aware about university library portal?	91%	1%	8%
4. Have you ever received training on the use of library portal?	0%	93%	7%
5. Does portal support teaching and learning?	73%	22%	5%
6. Does the portal enable users to access all the collection at one place?	91%	6%	3%
7. Can you add information to the portal?	0%	92%	8%
8. Are the members of Jayakar library portal informed through their mobile phones or email regarding the current news in the areas of the interest?	0%	94%	6%
9. Does the portal connect people with common interest who work in different departments?	0%	96%	4%

Table 4: Jayakar Library Portal: Performance Expectancy

Performance Expectancy	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I find the University portal useful in my studies.	3%	2%	1%	31%	63%
2. Using the University portal enables me to accomplish tasks more quickly.	0%	0%	8%	21%	71%
3. Using University library portal increases my knowledge in other field.	2%	2%	5%	41%	50%
4. If I use university library portal I will get a better grade.	0%	0%	72%	18%	10%

Table 5: Jayakar Library Portal: Efficiency Expectation

Efficiency Expectation	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I find portal understandable	0%	2%	7%	13%	78%
2. I get relevant resources on library portal	4%	6%	3%	67%	20%
3. I am satisfied with the layout and design of the portal	0%	5%	2%	18%	75%
4. I find portal totally user-friendly	2%	3%	5%	23%	67%

Table 6: Jayakar Library Portal: Need of Training Expectation

Need of Training Expectation	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I have necessary knowledge to use Jayakar library portal	10%	6%	76%	4%	4%
2. I need training and guidance for using of library portal	0%	0%	2%	6%	92%

Table 7: Jayakar Library Portal: Advancement and Future portal Expectation

Portal Advancement/ future portal Expectation	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I recommend Personalization feature in to Library portal.	2%	3%	5%	15%	75%
2. I need to create my content and share it with others using portal features.	1%	4%	2%	25%	68%
3. I suggest to incorporate web 2.0 tools in it.	0%	2%	1%	19%	78%