Research Article

User Perceptions on Digital Transformation of Libraries of Faculty of Music and Fine Arts, University of Delhi: A Case Study

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ABSTRACT

The swift progress of Information and Communication Technology (ICT) has compelled a transformation in academic library services. This study examines user perception of the Faculty of Music and Fine Arts, University of Delhi Library System amid the ongoing digital transition. The focus is on evaluating user satisfaction, awareness of digital services, and the main reasons for library visits of faculty of Music and Fine Arts, University of Delhi. A quantitative study design was utilized, with data gathered through a standardized questionnaire. The study sample consisted of 80 library users of various subjects. Statistical investigation indicated that frequent library usage correlates positively with elevated customer happiness, underscoring the importance of digitalization in improving user experience. The result shows that 53.8% of people go to the library mostly to use electronic resources. Some users, on the other hand, have difficulties using it effectively because of problems including slow internet connections, poor connectivity, and a lack of digital literacy. The study shows that digital transformation has been well received overall, but it also shows that library infrastructure needs to be improved and information literacy programs need to be expanded to better support academic progress.

Keywords: Digital Transformation, Academic Libraries, User Perception, University of Delhi Library System, Information and Communication Technology (ICT), E-Resources, User Satisfaction.

INTRODUCTION

The digital transformation of academic libraries across the world essentially means a sea change in the way information is acquired, processed, preserved, and made available to end-users within the precincts of higher education. In this view, the integration of digital technologies-from OPAC to large databases of e-journals and digital archives-is no longer an extravagance but an essential ingredient in academic excellence that is expected from an institution like the University of Delhi. A hybrid model stresses the importance of information literacy and ubiquitous access. According to Smith (2021), digital transformation of libraries is about reconceptualizing the relationship between the user and the knowledge ecosystem, not merely implementing new hardware. The success of these digital endeavours greatly depends on the perception factor because, while institutional authorities might be bestowing highly sophisticated digital infrastructures on their institutions, the effectiveness of that digital infrastructure lies in the extent to which students and researchers might be able to efficiently utilize those infrastructures. As proposed by Jones & Liu (2022), user satisfaction, in the digital era, often tends to be affected by technical reliability, including high-speed internet connectivity and high advancement characteristics, along with user interface.

In the context of the Delhi Library System, the need to understand the departmental requirements for diverse departments appears to be significant because different departments might demand different needs. However, the journey towards achieving a completely digitalized library environment is typically filled with numerous problems. According to Brown (2023), digital divide, student technical skills, and "information overload" have all been known to limit the full potential of electronic resources within the academic environment. This research, therefore, aims at investigating the views of users regarding the digitalization of the Delhi University Library System. By determining the knowledge, satisfaction, and problems associated with digitalization, this study seeks to make a critical analysis of how well digitalization of the library resonates with the real academic community.

LITERATURE REVIEW

The "digital skills gap" is one of the biggest problems in using e-resources, according to Brown (2023). Despite the presence of technology, users lack the abilities to get information. The conclusion of the research study suggests libraries should focus on information education rather than content provision. Jones and Liu (2022) examined electronic resource user engagement. The study found that user awareness drives and influences user engagement. The study suggests that even the most advanced digital archives will be useless if the user is uninformed. The report stresses the importance of marketing to close the gap. Smith (2021) states, “Digital transformation is not a technological luxury, but the strategic necessity for the academic library.” Thus, a shift from physical locations to a digital ecosystem should involve a culture shift in the academic institution. Digital

transformation increases research productivity by providing 24/7 access to global datasets, according to Patel (2021). Varzaru, et.al (2022) revealed about the acceptance of higher result in decision making in view of digital transformation and also ignores the repetitive task of human involvement activities. Alshawaaf, etl.al. (2025) shows the result significance result in access of digital services via smartphones, security constraint and consistent service providing through the use of digital transformation in Kuwaiti Government Services. Akhtrar, et.al. (2025) shows the results of enhance access of digital technologies and their outcomes utilization among library professionals which they acknowledge for best practices for new learning and research productivity and encourages digital literacy.

OBJECTIVE OF THE STUDY

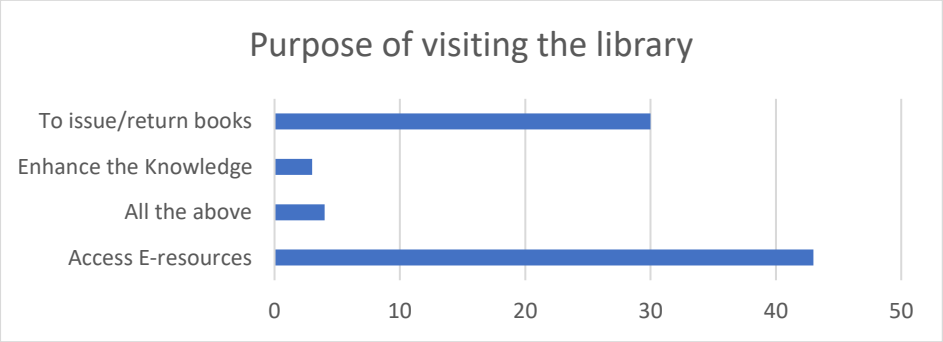
- To assess the main purposes of users visits to the library.
- To evaluate the level of user awareness regarding digital resources and services.
- To identify the barriers affecting effective utilization of digital resources among users.
- To assess user satisfaction with digital infrastructure and library services.

RESEARCH METHODOLOGY

This study involves the user perceptions of digital transformation and services in Delhi University Library System (DULS) user community. The methodology was indicated in view of designed objectivity of the study. This research study follows descriptive research based on a quantitative research approach using the questionnaire method. The researcher uses questionnaire method using google form and distributed among library users of Faculty of Music and Fine Arts of University of Delhi. This allows the researcher to explore the correlation between variables, i.e., the frequency of visiting the library and the levels of user satisfaction. A total of 80 out of 100 active library users has been considered as the sample for this research study. The researcher uses 3-point Likert scale for designed questionnaire to collect and analyze the necessary data.

DATA ANALYSIS AND INTERPRETATION

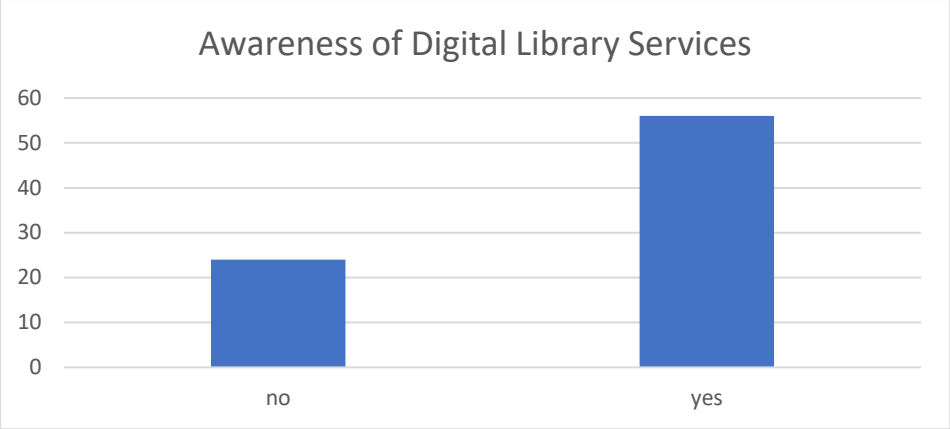
Figure 1: Purpose of Visit the Library



Purpose of visiting the library	Users Response
Access E-resources	43
All the above	4
Enhance the Knowledge	3
To issue/return books	30

Interpretation- From the above figure 1, Most of the library users visit the library for accessing e-resource with 43% as compare to less users visit for enhancing the knowledge with 3%.

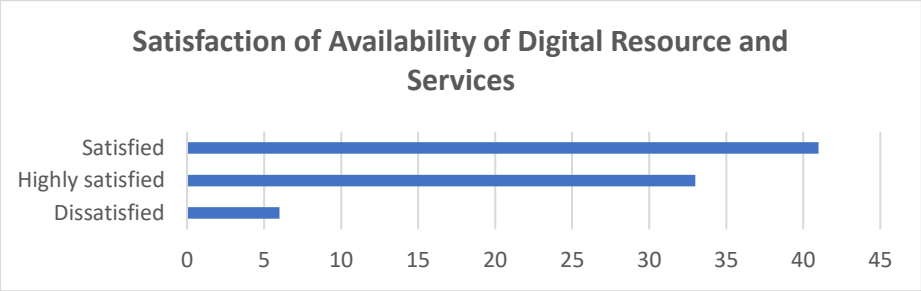
Figure 2: Awareness of Digital Library Resources and Services



Awareness of digital transformation initiatives in your library	
Yes	59
No	21

Interpretation- From the above figure 2 which results most of the users are aware of digital transformation initiatives in library with 59% and less compare to 21%.

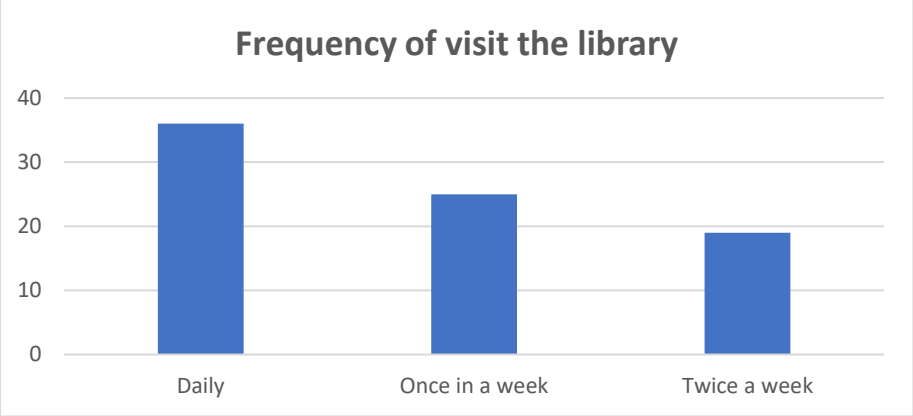
Figure 3: Satisfaction of Availability of Digital Resource and Services



Satisfaction of Availability of Digital Resource and Services	Users Response
Dissatisfied	6
Highly satisfied	43
Satisfied	41

Interpretation- From the above figure 3, Most of the users are satisfied with the availability of digital information resources and services in University Library with 43%, satisfied with 41% and dissatisfied with 6%.

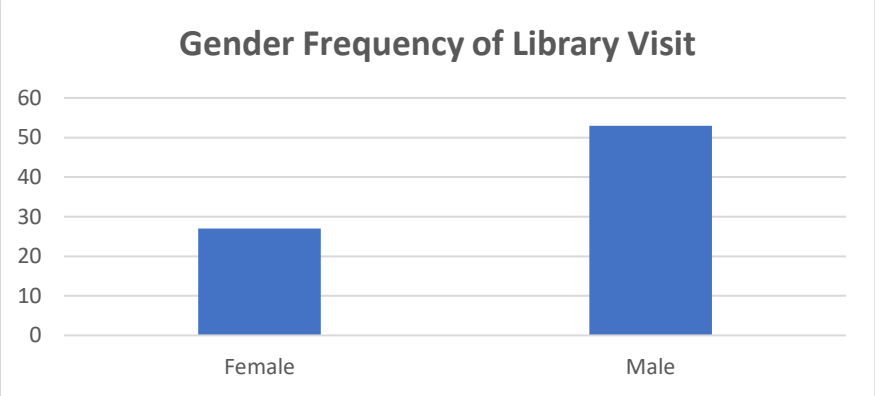
Figure 4: Frequency of visit the library



Frequency of visit the library	Users Response
Daily	36
Once in a week	25
Twice a week	19

Interpretation- From the above figure 4, most of the library users visit the library daily with 36%, continuation once in a week 25% and twice a week with 19%.

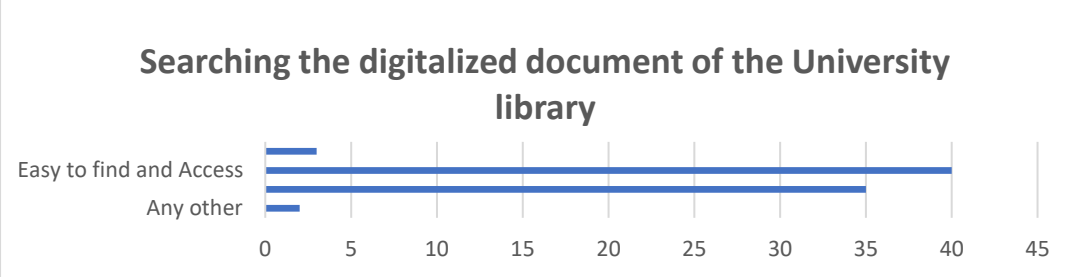
Figure 5: Gender Frequency of Library Visit



Gender	Frequency
Female	27
Male	53

Interpretation- From the above figure 5, most of library users who visit the library are male with 53% in comparison to female 27%.

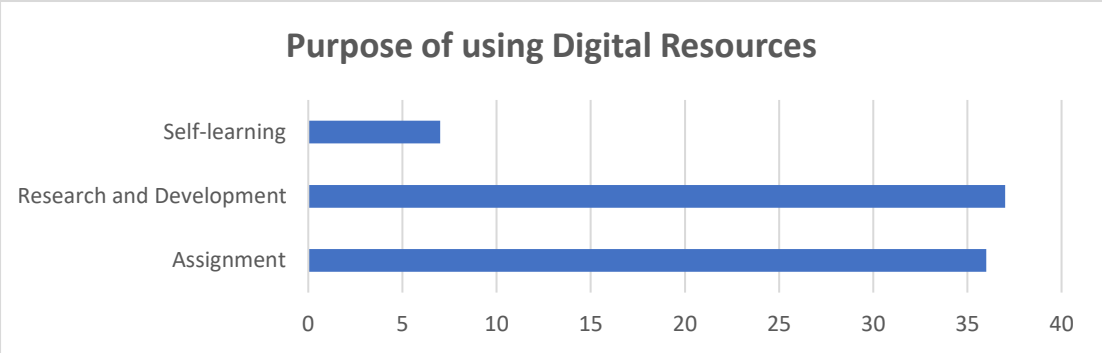
Figure 6: Searching the digitalized document of the University library



Searching the digitalized document of the University library	Users Response
Difficult to access	35
Easy to find and Access	40
Inconvenient	3
Any other	2

Interpretation- From the above figure 6, most of the users find easy to find and access the digitalized document with 40% with 35% of difficult to access and inconvenient with 3%.

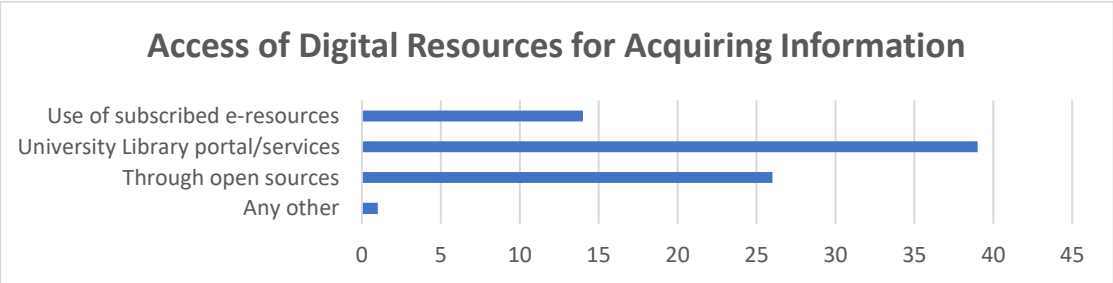
Figure 7: Purpose of using Digital Resources



Purpose of using Digital Resources	Users Response
Assignment	36
Research and Development	37
Self-learning	7

Interpretation- From the above figure 7 which results mostly users use the digital resources for research and development work with 37%, assignment 36% and self- learning with 7%.

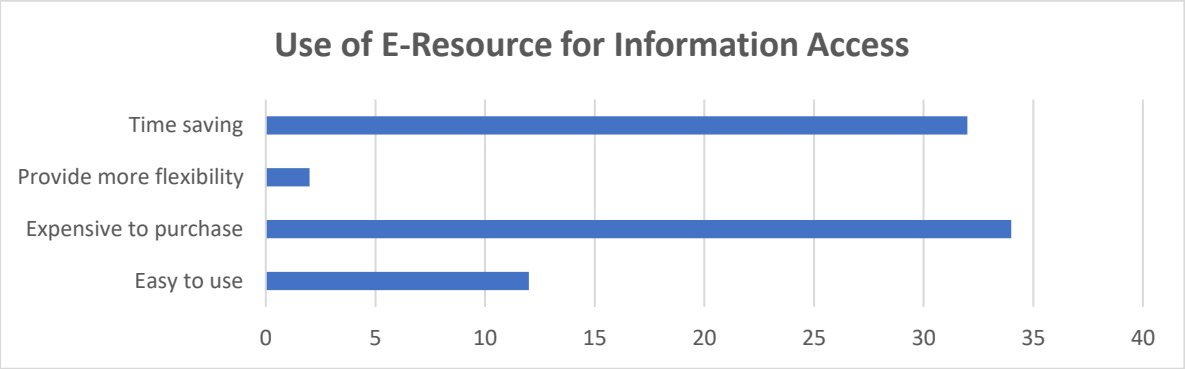
Figure 8: Access of Digital Resources for Acquiring Information



Access of Digital Resources for Acquiring Information	Users Response
Any other	1
Through open sources	26
University Library portal/services	39
Use of subscribed e-resources	14

Interpretation- From the above figure 8, mostly users access the digital resources for required information through university library portal/services with 39%, 26% with uses through open sources and use of subscribed e-resources with 14%.

Figure 9: Use of E-Resource for Information Access



Use of E-Resource for Information Access	Users Response
Easy to use	12
Expensive to purchase	34
Provide more flexibility	2
Time saving	32

Interpretation- From the above figure 9, most of the users access the e-resources for information access which are expensive to purchase (34%), time saving (32%), and easy to use (12%).

CONCLUSION

The data analysis reveals that the digital transformation in the university library is a crucial and well-regarded change, mostly driven by the research and academic requirements of its users. With 59% of customers cognizant of the digital initiatives and 43% visiting the library to utilize digital resources, it is evident that the library has effectively moved from a traditional to a digital format. Furthermore, the elevated satisfaction levels, with 43% expressing strong satisfaction and 41% indicating contentment, further validate the efficacy of the library's digital transformation initiative. The primary motivations for the library's digital transformation are the cost-efficiency of accessing costly digital materials (34%) and the time-saving advantages (32%). This signifies that the library has successfully transitioned to a digital format, since patrons acknowledge its significance in delivering high-quality material that would otherwise be unattainable. While 40% of customers see the digital documents as easily accessible, 35% encounter difficulties in accessing them, highlighting a notable deficiency in the library's digital transformation efforts. Furthermore, the data reveals a substantial association regarding the frequency.

SUGGESTIONS

To solve these problems, the library should work on making the user interface and navigation better overall so that the 35% of users who have trouble finding the materials can get help. A one-window search system would make it easier to find and get digital materials. Also, holding frequent courses on digital literacy would help close this gap so that all users, no matter how good they are with technology, can easily use the university portal and e-resources. The other problem has to do with demography, which also needs to be fixed by starting programs that will help close this gap. The 36% daily utilization rate would be easier to keep up if the technical infrastructure as a whole were better. Lastly, a feedback mechanism might help fix technological problems on a regular basis, making this digital transition a work in progress.

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