Chapter - 7

Conclusions and Recommendations

7.1. INTRODUCTION

The Internet has been viewed as a valuable source of information that can assist students, teachers and other academic community in the pursuance of knowledge, learning and research. Internet delivered education can cover entire globe and around the clock with knowledge. Internet service is now-a-days one of the most essential services that is made available in the university libraries for the user community. It is true that libraries largely support learning, teaching and research processes in universities and availability of Internet service has made all these easier. As Internet has become integral part and parcel of Library and Information service, it becomes obligatory on the part of Library and Information Science professionals to carryout extensive research on services of Internet and study on the Internet users’ for promoting better use of Internet and derives level of satisfaction to access their desired information needs. The attempt to study the use of Internet services in the University Libraries of Assam has been made and arrived at some suggestions and conclusions. The libraries viz., KKHL, LNBL, BMPL, RL and TUCL have been providing Internet service to the users in different capacities. The study has been carried out to understand the quality and standard of Internet service in university
libraries in Assam and uses responses towards it. Summary of the findings on the basis of the analysis and interpretations discussed in the earlier chapters have been presented below:

7.2. SUMMARY OF THE MAJOR FINDINGS

While taking up the subject to carry out the study, some objectives have been defined and attempt has been made to fulfil the same. The finding and recommendations presented here are useful in realising the objectives of the study. Objective wise major findings of the study have been discussed below:

7.2.1. Internet Facility in University Libraries

The first objective of the study is to assess internet facilities provided by the university libraries in Assam. The study shows that the university libraries have introduced computer for various library activities in different point of times. TUCL is the first to introduce computer in the library activities in 1995 among all the libraries. BMPL introduced computer in 2000 which is last in the position. As the library automation is more cost-effective and the benefit derived by the library users is also higher that is why the libraries have opted to make use of library management software to automate the library operations. CDS/ISIS has been best suited as it involved very nominal investment. In all the university libraries CDS/ISIS was selected as the only software and installed initially. TUCL in the year 1996 first used CDS/ISIS for cataloguing purposes followed by LNBL in the year 1997 and BMPL started using it at last in the year 2000. Later on all the university libraries have switched over from CDS/ISIS software to either SOUL software or LibSys software in different years. TUCL is the only library using LibSys software and it is the first
university library which decided to switch over to an integrated library management software in 1998. In 2006, KKHL has decided to switch over from CDS/ISIS to SOUL.

In regard to introduction of Internet service, it has been observed that all the libraries have been providing Internet service to the users for last few years. Their responses are discussed below:

Figure 7.1: Introduction of Computer (i) and Internet Service (ii)

(i)

(ii)

The university libraries have introduced Internet service in different points of time. KKHL was the first to introduce Internet service to the users followed by RL in 1998 and 1999. Figure 7.1 shows the gap between introduction of computer (i) in the libraries and introduction of Internet service (ii). LNBL and BMPL started introducing Internet service in the year 2000 and 2002 respectively. TUCL introduced the service at last among the university libraries in 2007.

When a query was made about the place of availability of Internet service it was responded that all the university libraries have been providing the service in the same library building.
The Internet service providers from which the libraries are getting service are BSNL and ERNET. The respondents have mentioned that the connection has been provided either through V-Sat or/and Broadband connection. Regarding the speed of the Internet the respondents have mentioned that they have 2 Mbps speed of connectivity.

Respondents were asked to mention about the sources of funding to manage Internet Section. KKHL and RL responded that the funds for managing the section is the parent organization i.e., the university itself. TUCL mentioned that UGC is funding for managing the section. But the funding for BMPL’s Internet section is provided by ICAR.

No university library charges the users for providing Internet service except LNBL. One hundred rupees per annum is charged from the Internet users in LNBL.

A query was made asking whether there is any staff in the Internet section to look after the section. It has been observed that all the libraries have staff to look after the section. LNBL, TUCL and RL, these three libraries are having one staff each. But KKHL and BMPL have got two staff members each. The person in LNBL’s Internet section does not have professional qualification in the field of library and information science or in computer science. The Information Scientist himself look after the Internet Section in TUCL while in RL the Information Scientist only supervises the section but one CLISc passed staff looks after the section. KKHL mentioned that they have two staff members and both are MLISc passed.

Responding to the question about the number of PCs exclusively for providing Internet service the respondents gave their answers. University libraries have been providing the Internet service in different capacities to the users. RL has highest
number of computers (38) in Internet section while in BMPL there is least number of computers (7) which is five times more in RL. KKHL has 16 computers followed by LNBL (12) and TUCL (10). In comparison to the RL, other libraries have very limited number of PCs exclusively for the users which is not at all adequate.

7.2.2. Information Professionals' Attitude

The second objective of the study was to understand the information professionals' attitude towards the usage and benefits of Internet.

When librarians were asked to respond to objectives for introducing Internet service in the library all of them (five libraries) responded positively that it is introduced 'to provide instant & current information as required' and 'to improve access to the outside electronic resources'. Again four of them (80%) marked as 'to participate easily with the networks' and 'to help the staff for managing the library activities'. Three libraries agree to the fact that introduction of Internet was 'to improve the image of the library'. One respondent says that the objective was also to better interaction with peers outside and another respondent says to access e-journals. Library and Information professionals must understand the benefits that the Internet is providing for the academic community. Some of the important benefits are selected and presented in the questionnaire to obtain responses from the information professionals. Eighty percent of the libraries strongly agree to the point that "Internet facilitates co-operation and resource sharing among the libraries". LNBL and RL strongly agree and other three libraries agree but not strongly that "Internet helps the users to get desired information that is not available in the library." RL and BMPL undecided to the point that "Internet helps in performing all house keeping operations like acquisition, classification, cataloguing, serial control, circulation control.
information retrieval etc.” Only LNBL strongly agree to this point. TUCL disagreed to the point that “Internet facilitates wider access to all kinds of information sources from remote place.”

**7.2.3. Purposes of Using Internet**

The third objective of the study was to know the purposes of using the Internet. In the questionnaire users were asked to respond about the purposes of accessing Internet. They were given six choices. The first purpose of using the Internet by the users is ‘for updating knowledge’ (42%). Thirty three percent of the users use it for sending and receiving the e-mails. It has been observed that Research Scholars prefer to use Internet for doing research work and teachers make use of Internet for preparing class lectures / paper. Eight percent of the users make access to the Internet for doing research work. Of course, it is obvious that the research scholars mainly are of this category. Four percent of the users use the Internet for guiding the researchers. For entertainment the rate for using Internet is 0.5%.

**7.2.4. Problems Faced by the Internet Users**

The forth objective of the study was to understand the problems that they face while using Internet by putting some specific problems in the questionnaire. They were asked to give ranks from 1 to 6. Most of the users say that Time slot allotted to them for Internet use is very less (36.2%). Among the users 23.1% find difficulty in retrieving relevant information. Some of the users are also unaware of the important sites in specific field (16.5%). Slow access speed is also one of the problems which is supported by 9.3% of the users. The problem that the users have ranked at last is ‘Privacy Problem’ which is three percent. That means some of the users need privacy while using the Internet.
Users were asked to respond to the question “When you search for information, what strategy do you follow?” Users responded differently. The statement “Access Internet and go through web sources” has got the first rank in the list (36%). Users come to the library and discuss with the librarian in the last stage only. It reveals that users feel to ask the librarian about a piece of information when they do not get it from other sources.

Users were asked to respond to a query about what type of problem do they face while seeking information in the library. Users ranked the statement “Material sought is not in the library” on the top (34%). “Lack of time” is also common among the users to seek information in the library and it is ranked second (23%). The statement “Library staff is not willing to provide service” is ranked sixth (5%) by the users followed by the statement they “Do not know how to use the catalogue” which is last in the rank (2%).

Users were asked to respond to a query about where they like to avail the facility of Internet service, and they responded with the following answers. It reveals that users (57%) prefer to come to the “University Library” to avail the Internet service. Computer Centre is their second option to have Internet access in the list of preference (21%). Internet Café is preferred by thirteen percent of the users. Users (6%) prefer less to access Internet at their homes. Some of the hostel borders (3%) mentioned that they would have encouraged if they are provided with Internet facility in their hostels.

University libraries responded to the problems in providing Internet service to the users. It is revealed that RL faces all the problems that were mentioned in the questionnaire while LNBL does not face any kind of these problems. Other libraries
show their responses in different ways. "Users download unnecessary files / pictures in to the system" was the one of the problems encountered by the Internet section. Another problem that supported by most of the professionals in the Internet section is that 'they feel disturbed when there is less speed in the connection'.

7.2.5. Users' Awareness about Internet & Its Tools

Internet provides different kinds of services for the people: E-mail, WWW, Listserv, Discussion group, Blog, Chatting etc. are some of them. When users were asked to respond for their answers and to the services and put the ranks of preference, they provided a vague response. However most of them preferred E-mail and gave highest preference followed by WWW, discussion group. It is revealed that Internet users' awareness about the Web based services is very limited.

7.3. DISCUSSION ON HYPOTHESES

The findings and discussions presented here have substantiated the validity of all the hypotheses fully or partially that formulated in the beginning of the study.

7.3.1. Utilisation of Full Potential of Internet

The first hypothesis of the study says that utilization of full potential of Internet services in the university libraries of Assam is yet to be realized. The analysis of the data already presented in the previous chapters. Following discussion is presented in view of the said hypothesis.

University library is the biggest kind among all kinds of academic libraries. There are only five university libraries in Assam. The study reveals that KKHL of Gauhati University is the largest in respect of its size, resources and staff and it is the oldest in entire North Eastern Region. Out of all the university libraries surprisingly
only RL of Assam University has its full fledged Librarian. He is Shri V. D. Shrivastava. It is to be noted that Shri Bhupen Goswami, Shri Nilim Choudhury, Shri Apurba Kumar Barua and Dr. Mukesh Saikia - all are Deputy Librarians in KKHL, LNBL, BMPL, and TUCL respectively when questionnaires were distributed and taking the charge of their respective Libraries. No full fledged librarian is serving in these four libraries. Dr. Mukesh Saikia is the only in-charge Librarian having a PhD degree.

Examining the attitude of the library professionals is also very important. When they were asked to show their attitude towards Internet service they responded differently. All the librarians responded positively when they were asked ‘Do you think that Internet service in a university library is very important?’ ‘How do you rate the users’ demand for Internet Service?’ When it was asked then three respondents mentioned that it is ‘Very High’ while other two librarians said ‘High’. When respondents were asked to make a comment on ‘How would you categorize the purpose of the users for accessing Internet?’ All the libraries said the main purpose is ‘Academic’. Four libraries said it is ‘Academic’ & ‘Research’. RL mentioned that sending and receiving e-mails, Chatting, on-line gaming are also some of the purposes. ‘Do you think library services like CAS, SDI, Indexing, WebOpac etc. can be provided using Internet?’ when asked to the respondents they replied differently. One respondent strongly agreed with the opinion and other four said that they ‘Agree’ the opinion.

Authority’s attitude is also one of the pre-requisites to make the Internet service possible to the users. It was asked to the respondents on the opinion whether University Authority always encourages the library to introduce Internet facility to
users or not. Two libraries viz., LNBL and BMPL strongly agreed with the point while KKHL, TUCL and RL simply agreed with it.

University libraries must get fund to run the Internet Section. When it was asked, three of the libraries viz., LNBL, TUCL and RL mentioned that they receive grants from the UGC. About the amount received by them was not clearly mentioned. RL said that they get rupees fifteen thousand per annum for the section. But, other two libraries viz., KKHL and BMPL do not get any fund from UGC or INFLIBNET. A query was made to understand the estimated yearly expenditure for maintaining the Internet Section. But no library could provide the actual scenario.

The Internet Section is being used by a large number of users. The Internet centre of KKHL and RL is visited by maximum number of users (150 each) as compared to other three libraries followed by LNBL (70) and TUCL (35). Average twenty five users visit the Internet centre of BMPL daily, which is lowest among all the university libraries.

Again it was asked how the Internet users take the outputs, the responses received was that they take the print-outs, copy the files in CDs or Flash drives. In LNBL users have to pay Rs. 2.00 per page for taking print out.

All the university libraries are members of e-consortium but ofcourse the consortia are different. KKHL, LNBL, RL and TUCL are members of UGC-Infonet. BMPL mentioned that they have been subscribing to ICAR & Elsevier Agricultural Collections.

More than four thousand E-journals have been subscribing by the university libraries except BMPL. There was no mentioning about the number of E-journals by BMPL.
It has been proved from the discussion that the utilization of full potential of Internet services in the university libraries of Assam is yet to be realized. Only RL is trying to provide services to larger group of users.

7.3.2. Inadequate Internet Service

Second hypothesis of the study indicates ‘Inadequate Internet services as available in the university libraries in Assam would not usher information revolution in academic world’.

One of the primary advantages of the Internet is that it can make learning more accessible. It can remove the physical boundaries of classrooms, reduce class scheduling restraints, and offer easy access to searchable databases and a vast array of other world-wide resources. The Web is an open technology - it is accessible by any modern computer. The Web is playing an increasingly important role in the area of distance education also. Web-based learning can supplement or replace traditional distance educational opportunities which have been provided in the past via postal correspondence, printed materials, audio or video cassettes, and television. The Internet’s great strength is that it can make instruction time-independent and location-independent; it is able to make students enable to learn whenever and wherever they find it convenient.

The Internet service provided Respondents were asked to mention the infrastructure available in the Internet section. They did not mention specifically about the type and number of items available in the section. Out of all responses computers, UPS, Printer, modem and hub are common. Regarding the description of items and number of items the data was not provided. Web camera is available only in TUCL.
Opening hours for Internet section is different in the university libraries. BMPL opens the section at 8am; LNBL, TUCL and RL opens the section at 9am; and KKHL opens at 10am. BMPL is the only library which keeps open the section for maximum hours i.e., for 12 hours. RL keeps the section open only for eight hours i.e., from 9am to 5pm.

As the number of computers in the Internet section so is varied the number of seating arrangements. RL has highest number of seating arrangements for the users where TUCL has least number of seating capacity.

Respondents were asked to respond to the question 'Does the centre remain open on holidays?' It is observed from the analysis that LNBL, BMPL, and RL do not provide Internet service on holidays. KKHL and TUCL are the only two libraries which have been providing Internet service on holidays for 6 hours (10am to 4pm) and 7 hours (10am to 5pm) respectively. KKHL specifically mentioned that they keep open the section on Sundays only but not on other holidays.

It has been examined from the study that the Internet services as available in the university libraries in Assam would not usher information revolution in academic world fully as the services are not been adequate to the users to meet their information demands.

7.3.3. Training for Using Internet

Third hypothesis says 'Internet users in university libraries are not aware about the different tools and services of Internet as they do not get required training from the staff'.

The analysis of the received data on the users has already been presented in the earlier chapters. Four libraries of universities viz., KKHL, LNBL, BMPL and
TUCL have been visited myself while carrying the study. I could not visit the RL but I observed the operations and services of Internet Section in KKHL, LNBL, BMPL and TUCL as well as other sections of these libraries. As I have met some of the users personally I could talk to the users and collect their direct responses. The average response of all the libraries that I have received is 87%. The users of KKHL provided the cent percent response which is followed by RL(98%), LNBL(97%), TUCL(72%) and BMPL(68%). In all the libraries 60.0% of the users were science background, 27.3% were from Arts and only 12.7% from Commerce and others.

Out of the entire Internet users 60% of users were students, 26% research scholars, 9% teachers, 3% staff and 2% were others. It has been observed that both male and female users regularly come to access Internet. The study reveals that out of all Internet users 57.9% were male and 42.1% were female. It is seen that under ‘41 – 45’, ‘46 – 50’, ‘51 – 55’ and ‘above 55’ no users were there in the Internet Centres while carrying out the survey. Under the age group of ‘below 25’ the Internet users were maximum(55.2%) followed by the age groups of ‘26 -30’ (35.5%), ’36 – 40’(6.7%) and 31 – 35(2.6%).

When users were asked to respond to a query ‘How long have you been using the Internet?’ they have answered that they have long years of experience of using Internet. Twenty eight percent (28%) of users show that they have more than four years of experience of using Internet followed by twenty five percent of users having 2 – 4 years of experience. Nineteen percent users tell that they have been using Internet for 1 – 2 years. Users who have very less experience of Internet use which is less than six months is twelve percent and ranked last. Two percent of the Internet users did not respond to this query.
When users were asked about how often they use the Internet, maximum of the users (49%) said that they use Internet at least once a week. Daily use of Internet is thirty one percent among the users followed by twelve percent of users who use Internet at least once a fortnight. Three percent of users use the Internet rarely. Users were to respond to a query on the average amount of time spent for Internet use. They were asked in terms of hours they spend in a week. Fifty seven percent of the users responded that they use on an average five to nine hours per week which is in the top of the rank. It means that at least one hour per day they sit to access Internet. Thirty two percent of the users access Internet ten to fourteen hours per week which ranked second. One percent of the users did not respond to the query. Not a single user spends over twenty hours per week for Internet use.

Search Engine is a tool for searching information on the Internet by topic. On the Internet, a search engine is a co-ordinated set of programs which searches an index and returns matches to a specified keyword. Large number of Search engines is available for the searchers. Users were asked to respond to which is the search engine that he / she most prefer to use frequently. ‘Google.com’ ranked top (41.7%) followed by ‘yahoo.com’(30.1%), ‘msn.com’(15.4%) ‘altavista.com’(7 3%) and ‘excite.com’(3.4%). Users have ranked ‘lycos.com’ in the last.

Users were asked to put the ranks on use of Internet resources as compared to conventional documents. Maximum of the users claim that use of Internet resources is time saving(27.1%) as compared to conventional documents.

Users were asked whether they have training on computer operations / Internet or not. A large group (87.3%) responded that they have training and 11.2% responded that they do not have training. 1.5% of the users did not respond to the query.
Personal assistance or training from the staff is one of the prime requisites for the Internet users to optimize use of the service. Seventy six percent Internet users mentioned that they get personal assistance from the library staff or staff of Internet centre. Twenty one percent do not get the assistance and they access Internet by their own. Three percent did not respond to it.

It has been understood from the study that the third hypothesis is partially true as the Internet users in university libraries are somewhat aware about the different tools and services of Internet as they get required training from the staff sometimes.

7.4. RECOMMENDATIONS

Some suggestions and recommendations have been provided below:

* The concept of the University library as the heart of the University, the focal point around which teaching and research revolve should be put into practice. University libraries play a prominent role and must be considered as an integral part of the teaching and research programme. The University libraries of Assam require more emphasis on on-line services through Internet the meet the users’ ever increasing demand. To make the university libraries as an effective and important component of higher education, adequate Internet service in the required proportion is necessary.

* In the present day world of information revolution, it is a disturbing fact that out of five university libraries four libraries do not have full-fledged librarians to take some important decision for the all round development of the libraries. The University Authorities has to take immediate steps to ensure
appointment of qualified librarians in KKHL, LNBL, BMPL and TUCL as soon as possible.

* The University libraries should like leaders and affiliated colleges of these universities should be guided and encouraged to cope up with new challenges and opportunities. They have to be guiding force in application of ICT and introducing Internet service as one of the important services in the libraries. They should keep themselves abreast of latest knowledge on ICT application by a planned education programme.

* Although some of the users are well aware about the internet and its tools but still the library professionals need to encourage them with sufficient training to make use of the service. Some of the users would like to get more assistance on Internet operations and services. So, arrangement should be made to train the users through users’ education programme if possible and whenever there is a demand.

* The provision of Internet with adequate facilities like number of terminals, seating arrangements, and other infrastructure which is not sufficient at present in the libraries should be increased and made available. For research scholars separate block could be made available. If possible a computer laboratory with Internet service in each of the departments as suggested by the users can be developed.

* Hyperlinked Webpages of the libraries in the parent Website exist for all the universities. But these are not dynamic pages giving current or new information through the pages to the users. The library pages give only brief information about the objectives, holdings, services, infrastructure, etc of the libraries. Web OPAC for searching the bibliographic databases and members’ information is
Figure 7.2: Homepages of University Libraries

(i) Homepage of KKHL

Source: http://www.gauhati.ac.in/admin/library/

(ii) Homepage of LNBL

Source: http://dibru.ac.in/index.php?option=com_wrapper&Itemid=121

(iii) Homepage of BMPL

Source: http://www.tezu.ernet.in/Library/

(iv) Homepage of TUCL

Source: http://www.aau.ac.in/library/index.htm

(v) Homepage of RL

Source: http://assamuniversity.nic.in/library.htm
not possible through these sites. The homepages of the libraries of all the university libraries have been shown in Figure 7.2.

The links showed above reveal that out of all the links TUCL is trying to provide some more information about its facilities and services for the users. But the library's web page should be more than that of existing information. The Homepage of Delhi University Library System (DULS) could be a good example among the Indian Universities (Figure 7.3). The Webpage of DULS works like a subject portal to the users. It provides UGC-Infonet, Subscribed E-Resources, DELNET and other online services (Figure 7.4). Through its WebOPAC users can search for the books, theses and other documents by Author, Title, Publisher, Descriptor etc. as well as members' information by logging in with Member Login Page (Figure 7.5). All of the university libraries of Assam must work for the improvement of its Webpages. It must not only mention general information about the services, collections, facilities, opening hours, membership terms and borrowing privileges, library rules and staff.

Figure 7.3: Homepage of Delhi University Library System

Source: http://crl.du.ac.in/
information but also other latest on-line services. New-additions of the library should be added in the pages. WebOPAC has to be added in the Homepages. Links to other e-resources and important Websites are some of the essential features to be available in the Homepages.

Figure 7.4: Online Service of DULS

Source:  http://dulsopac.du.ac.in/Verif.aspx

Source:  http://dulsopac.du.ac.in/Catalogue.aspx

Figure 7.5: Member Login Webpage of DULS

* The results of the study indicate that the internet facility in the university libraries are being well used by the students, teachers and research scholars. As library professionals are well versed with indexing and searching techniques hence these techniques should be taught to the users of Internet.

* Systematic efforts to expand access to information outside the walls of libraries should be carried out through the creation of subject portals. These very
comprehensive and focused links would be the results of library and information professionals' evaluation of Internet sites carefully selecting quality resources.

* University libraries have to make ready-to-use links to other OPACs in their homepages. The OPACs are not confined to what's available in their own country but include, in some cases, exhaustive and comprehensive links to relevant libraries worldwide.

* Online reference query is another feature utilising the Internet that should be incorporated into homepages. Although the number of university libraries using this service facility to create a virtual reference counter is small, but its use is very important in the context of digital libraries as the role of digital libraries is not only to provide content but also services of libraries electronically.

* The use of the Internet as online gateways to access aggregated databases produced with full-text documents, including electronic journals complete with full-text, illustrations, photographs, graphs, diagnostic images and charts in the outside countries is increasing. So, the speed of Internet connection should be high to get access and download these.

* The amount of local content accessible via the Internet is increasing as more and more libraries increase their efforts to create the digital library. Several university libraries have their bulletins online, some have digitised its course text books or lectures, exam papers and so on. Therefore, the websites of libraries should provide almost all of the services required or expected of digital libraries.

* Although English is a predominant language, but it is expected that other local language such as Assamese will also gain importance as one of the options to use in Webpages with English to help and attract the users.
The time allocated for the Internet users in the University libraries is not sufficient. The opening hours should be more and the service should be available on Sundays and holidays also.

The staff engaged in the Internet centres in the university libraries should have basic qualification on Computer Operations and knowledge on various Web-based services.

One of the problems that the Internet users face is inadequate and insufficient infrastructure in the Internet centres. Authority must take step to improve the infrastructural facility to the users.

Libraries have users who do not even know how to handle a mouse, and on the other hand, there are people who have expertise in computer and Internet use. Library professionals have to explore the possibility of offering workshops or training programmes at different levels of instruction, for the beginner, and for the more advanced participants to make use of the Internet services.

"Train the Trainers" is the philosophy to update the librarians' knowledge about the Internet and its services. University Authority must take steps to depute the Librarians or In-charge librarians or information professionals working in the libraries to attend workshops and training programmes to update their knowledge. The training for them is not only in using the Internet for obtaining information, but also to create electronic information for their users by becoming navigators or human search engines and guiding the users.

The University Libraries should also assist academics in planning Net-based instruction in the form of tutorials and interactive courses.
* The Libraries should have its own Intranet to serve their users better. Libraries of affiliated colleges will be connected to the intranet.

* INFLIBNET of UGC or other funding agencies of should provide more funds for the improvements of the Internet Service in the libraries.

7.5. LIMITATIONS OF THE STUDY

The present study required a comprehensive investigation on the services of Internet Centres of the University Libraries in Assam. But it is not possible to make such a comprehensive study within the time limitation of the study. Moreover, when I visited the libraries users were not sufficient as I expected. The distributed questionnaires also did not come back to me in time I had to give reminders to the concerned persons to get back the questionnaires. The subject could have been more specific but as I started to carryout the study then it was very new to all not much have been explored on the net by the libraries. The size of the thesis also does not allow going in to the depth of every aspect of the subject. But, I have tried to provide an unbiased, systematic and as comprehensive as possible report on whole study.

7.6. IMPLICATION OF THE STUDY

As the use of the Internet services has been growing very rapidly the educational systems will be faced with increasing user demands for help and instruction. An attempt has been made to study the Internet service available in the university libraries in Assam and also made a study on Internet users. The study is very relevant for the library and information professionals working in the libraries of different types particularly university libraries. The University Authority as well as
professionals may use the recommendations provided in the study for the benefits of the user community. The Libraries will be able to build their Web portals with the links and websites presented in the study. The aim of making it is a gateway to the Library’s resources and services, as well as external worldwide resources through the Internet. Students of Library and Information Science Department can go through the pages and understand the prevailing Internet services in the University Libraries of Assam and can do further study.

7.7. FOCUS ON FURTHER RESEARCH AREAS

Sources of information and other opportunities available via the Internet are increasing exponentially. Due to this Internet has been playing a crucial role in the teaching learning process among the academic community. The use of Internet has been increased very rapidly for education and research purposes. There is a drastic growth of information resources on the Internet and the development of more sophisticated searching tools. Users have been in a new era of World Wide Web and overwhelmed with all modern tools of Information and Communication Technology. To help the users community scholars need to undertake intensive study on certain areas as mentioned below:

- Information Retrieval Strategies from Web Resources for Social Scientists;
- Information Retrieval Strategies from Web Resources for Scientists;
- Information Retrieval Strategies from Web Resources in the field of Humanities;
- Evaluation of Websites of Academic Use;
Designing of a Web Portal for Different Group of People

The most pressing question for the future of the Internet is not how the technology will change, but how the process of change and evolution itself will be managed by the library and information professionals.

7.8. CONCLUSION

The Internet service in university libraries has been viewed as a very very important facility that can assist academic community like students, research scholars and teachers in the pursuance of knowledge, learning and research. Internet is seen to promote inquiry and creativity through interaction of various forms of knowledge such as text, multimedia, graphics, photos, music, video, sound and animation. As Internet has become integral part and parcel of Library and Information service, it becomes very essential on the part of Library and Information Science professionals to carryout extensive research for promoting better use of Internet and derives level of satisfaction towards the effort of user community to access their desired information needs. All the university libraries in Assam have been providing Internet service to the users with different capacities and users also come to the library to access the Internet with different purposes so, adequate Internet service and a provision for training to the users has become utmost important. No library can be self sufficient to meet the fast changing information needs of the users. From the present study, it appears that there is no end point to which the Internet can be utilized by the university libraries. Library and information professionals must change their mindset and take steps for the well equipped and adequate as well as sufficient Internet service should be made available for the users. An environment and a continuous investment
in training for the staff and the users for skills development for effective use of Internet technology must be created. Information professionals should adapt themselves to this transition and should attempt to experiment and explore on their own, to identify and use the information available on the Web, to provide better service to their users.