Review of Related Literature

This chapter intends to provide a review of literature pertaining to non-use of libraries and its services by the users and potential users in academic library environment. Review of related literature is an early step in any research since a good researcher must be familiar with the existing body of knowledge. The rapid growth of research literature makes it extremely difficult for the researcher to consult all primary sources. Thus, the researchers depend on secondary sources such as abstracting and indexing services, databases and repositories. Scanning of related literature helps the researcher to determine in what way the present study is related to the existing knowledge of the problem area. It helps the researcher to acquaint themselves with latest developments in the area which they propose to study. Further, it provides the background for the research project and makes the researcher to be aware of the various dimensions of the issue. Justifying the reasons for one's research, it allows them to establish a theoretical framework for the study. The need for literature review has become inevitable as it provides a handy guide to the particular topic being taken up. It is worthwhile to say that the investigator needs to draw maximum benefits from the previous investigations and utilize the previous findings as basis for the present study.

2.1 Scope and Coverage of Review Studies

The review of literature for the present study covers 103 (one hundred and three) studies related to non-use of libraries and its related area of similar situations. Since, very few studies were conducted on the area of non-use of libraries; studies conducted from 1995 to 2018 are included for review. For this purpose, various sources namely LISA Abstract, EBSCO databases, Web of Science, repositories, print and online journals, open
access journals and abstracts were consulted. Similar studies are categorically grouped under various sub-headings.

2.2 Arrangement of Related Studies

The present study is intended to analyse the non-use of college libraries and its services among undergraduate students of Arts and Science Colleges. Thus the researcher has identified about one hundred related studies relevant to non-use of college libraries at the undergraduate level. These studies were categorically grouped under the following sub-divisions.

1. Non-use of Library Services in Academic Libraries
2. Non-use of Public libraries
3. Non-use of Special Libraries
4. Use of Library Resources
5. Barriers in Use of Library Services
6. Information Literacy of Undergraduate Students
7. Perceptions towards Library Resources and Services
8. Attitude towards Use of Internet Sources

2.2.1 Non-Use of Library Services in Academic Libraries

Academic libraries are established with intention to fulfill the information requirements of user community consisting of both students as well as staff. All facilities and services in academic libraries are targeted towards the developments of its users. Studies on the extent of usage of academic library services are conducted periodically to evaluate the utility of its services. But, the actual usage of library services is far below the expectations, and under-utilized. Majority of the studies revealed that only about 60-76 per cent of users are the actual users and the remaining are either not utilising or unaware of library. Only, very few studies were conducted on non-use and non-user of college
libraries by undergraduate students. The researcher has identified --- number of related studies on non-use of academic libraries. The identified studies are arranged in reverse chronological order.

The review of related literature on non-use of library services in academic libraries reveals that only a few studies were conducted. Most of the studies on non-use of academic libraries have been conducted in foreign countries. Non-use and non-users exist among the college libraries at undergraduate level. The reasons identified by thee studies for non-use of college libraries are: location of the library, space, arrangements, library professionals, lack of innovative assignments, accessibility to internet and so on. The studies also suggested adopting marketing strategies in the academic libraries to enhance its usage.

**Borteye; Kojo; and Asare-Kyire (2018)** carried out a study to identify the non-use of library services by the faculty in the Kwame Nkrumah University of Science and Technology, Ghana. The study also analysed the reasons for non use of library services and resources among the faculty, the category of non users and also how to improve usage. Descriptive survey design was used for the collection of data. The study revealed that Fifty-six (56) out of 1018 faculty respondents were identified as non users. It also revealed that the sources mostly used include their own textbooks; Internet; electronic journals and e-books etc. The major reasons for non use of library services includes: no time to visit the library; no need for the library; the library is uninviting; buying own books; and difficulty to find books in the library. It was recommended that to stem the tide of non use, the academic libraries must reinvent themselves and create room for user-driven services and resources, redesign floor spaces, bridge communication gap between the library and prospective users.
Jaikumar and Saravanan (2018) attempted to analyse the non-use of library facilities and services by the undergraduate students of Arts and Science Colleges in Kanyakumari District. A case study was conducted among the undergraduate students of Lekshmipuram College of Arts and Science using structured questionnaire. The study revealed that 32.8 per cent of the undergraduate spend their leisure time for reading; and the majority of the respondents have no comments on their reading areas of interest. It also reveals that, 48.9 per cent of the undergraduate students are non-users of college libraries and non-use of college libraries is more among the science discipline (50 per cent) than arts (47.8 per cent). The major reasons for non-use of college libraries by the undergraduate students are lack of innovative assignments, use of internet, lack of cooperation from the library staff and inconvenient library hours. The study serves as an eye-opener for the college management, librarians and the faculty.

Cabonero; Soliven; Lanzuela; Balot and Bugaling (2017) conducted a study to explore the use and non-use of magazines and journals at Saint Mary’s University Learning Resource Center. Survey method was used to collect data from the respondents of 40 faculty and 46 students from the four undergraduate schools. The descriptive method was used to determine the reasons for use and non-use of magazines and journals while qualitative method was used to elicit the recommendations for their effective use. The study revealed that out of the 86 respondents, 47.7% do register magazines before using them and 52.3% do not. The primary reasons for using magazines and journals are for: 1) personal or leisure reading; 2) research; and assignments while the primary reasons for not using them are: 1) they prefer internet; 2) lack of time in visiting the library; and 3) use of magazines and journals are not required in class. There are more faculty than students and more females than males who use magazines while in terms of school, they
almost use equally. Both the faculty and students like to improve the use of magazines and journals through the schools and in classes.

**Omosebi and Okhakhu (2017)** investigated the psychological factors and the use of E-library resource among undergraduates in south-west Nigeria. The study adopted a correlational survey research design and a sample size of 900 respondents was used but 800 questionnaires were retrieved. The target population for the study comprised of undergraduate students in private universities of Southwest Nigeria which cuts across Ekiti, Lagos, Ondo, Osun, Ogun and Oyo states. A simple random sampling technique was adopted for the purpose of this study. The questionnaire was the main instrument used for data collection and it was divided into three sections namely demographic characteristics, information literacy and use of e-library among students in the private universities in Nigeria. The result of the study showed that undergraduates have positive attitude towards the use of computer. Also, the most used e-library resources are the CD-ROM databases while E-theses and dissertations are the least used. In addition, only introvert personality traits have significant influence on use of e-library among students while extrovert personality traits do not. Moreover, computer attitude of students from the selected private universities in Nigeria affect their use of e-library.

**Kilu and Otike (2016)** conducted a literature review on non-use of academic library services. In their review they mentioned that the pressure on university librarians to provide justification for more funds has been quite high. This pressure is compounded by the ever increasing numbers of library non users. The literature review exposes the reasons for non use of university library services as well as practical remedies that may be applied to ensure services are all encompassing and appealing to all users. Literature reviewed is particularly focused on undergraduate students who are the largest
stakeholders of any university library. The paper puts the future and relevance of library services into perspective challenging librarians to be sensitive to the needs of all users.

Lateef, Omotoso, and Fagbola (2016) on Students’ Use and Evaluation of College Libraries in Crawford University revealed that students use their libraries sparingly; they use the libraries less for references and other academic purposes but more for relaxation in between lectures and to discuss with mates and friends. However, the respondents rate the information resources, services and facilities of the libraries as fair. The study concluded that the resources and services of the college libraries are poorly used and used less for academic purposes. This may not be unconnected with the fair rating of the libraries by the respondents.

Fernandes and Cendon (2015) investigated the non-users of the CAPES Portal of E-Journals, a governmental initiative to offer free access to e-journals to consortiated federal educational and research institutions in Brazil. The research used a, mostly, quantitative research methodology, which collected some qualitative data through a Web Survey. The results showed 16.1 % of survey respondents declared that they did not use the Portal. These non-users were asked (1) which were the reasons which led to non-use, (2) if there were other electronic information sources they used, and (3) if they would use the Portal in case the barriers identified for the non-use were remedied. The results show that the non-use of the Portal is caused mainly because respondents lack information about its existence (24.5 % of responses), use other information resources (22.3 % of responses) and prefer printed journals (11.6 % of responses). Another important finding is that 82.1 % of the non-users would become users if the barriers indicated by them as the cause of non-use were solved. The study contributes to the scarce literature on non-users of digital libraries and presents recommendations to improve use based on the results obtained.
Onuoha and Subair (2015) assessed library use among undergraduates in Federal Universities in South-West, Nigeria and found out that most of the respondents used the library on daily basis for the purpose of using and borrowing of library materials, internet facility, photocopying and current awareness service. The study concludes by noting that the university library is responsible for meeting the information needs of its community and as such recommends that university libraries endeavour to provide relevant and up-to-date information resources to attract and retain users. Although the internet may not be the primary purpose for using the library, there is, however, need for libraries to maintain internet facilities considering its worth in information provision.

Cassidy; Martinez and Shen (2012) investigated the usage of electronic books (e-books) among advanced researchers, including graduate students and faculty, at a four-year academic institution. The major objectives of the study were to highlight differences in behavior, perception, and attitude between users and non-users of e-books. The study revealed that, while a majority of these researchers do not necessarily favor e-books over print books, they do appreciate the convenience of the electronic format. Moreover, the results also indicate that many researchers may be entirely unaware of the library e-books available in their areas of study or may not fully realize all the features already being offered by some of these e-books, such as highlighting, note-taking, accessibility options, and downloading. These findings provide timely and practical applications for librarians interested in increasing library e-book usage with focused marketing plans targeting the needs of specific patron segments.

Stoepel (2012) conducted a case study to analyse the use of library services based on the perspective of library non-users. The intention of the study was to provide insight into the reasons why students do not use the library for research in order to improve library services. The approach followed by the researcher for the case study encompasses
a mix of two methods. First, it used an in-class survey among undergraduate students at the American University of Paris to measure how many students do use/not use the library in a situation of information need. Second, the researcher conducted 11 interviews with students who stated that they had not used the library or its resources (print or online) for researching and writing one identified paper. The study revealed that 79.1% of students claim to use the library when they have to write a paper for a particular class. Only 20.9% declare not to use the library. However, only 45.1% of the 79.1% users use the library regularly (‘one time a week or more’) while 40.2% of library users visit the library only ‘once a month’ or ‘twice per semester or less’. The online use of the library resources does not differ significantly. 37.1% regularly use the library web resources (‘one time a week or more’) and 35.2% use them ‘only once a month’ or ‘twice per semester or less’. The study also revealed that Library use and non-use among the student are varied based on courses.

Mary, Stephen and Saravanan (2011) conducted a case study on non-users of TDMNS college library by collecting response from 120 students. They describe the negligence of libraries by non-users and less fortunate users. It also analysed the reasons and barriers in non-use of college libraries by the undergraduate students. The study identified lack of time, location, library rigid rules, inconvenient library timings, ignorance and unawareness of library sources and services are the major reasons for non-use of college libraries.

Mutshewa; Grand; Totolo; Zulu, Sebina and Jorosi (2010) investigated the information needs and information-seeking behaviour of such non-library users, so that the libraries could redesign their services to attract them. They also examined the barriers encountered by non-library users in getting information, their reasons for not using the library, and their perceptions on current outreach efforts by libraries in the communities.
The target population for this study was the community of non-library users in Botswana. The snowball sampling method was used to select 302 respondents from 34 research sites in the country. The findings indicated that respondents knew about the existence of the library through friends, Kgotsa meetings, and advertisements in local media, and they were also willing to participate in the activities of the library. However, lack of time, distance to the library and inadequate relevance of the library resources and services to the activities the respondents were engaged in seemed to be the main barriers to library use. In terms of information required, it was difficult for the respondents to express their information needs. Nevertheless, the study was able to establish that the respondents often needed information on current affairs, education, business and agriculture, and they used radio, newspapers, friends, work supervisors and personal experience to meet their needs.

Toner (2008) examined low or non-use of the library at St. Martin’s College, UK and determined the possible reasons for non-use of library services. The study also investigated the other sources of information non-users were accessing. Data were collected from the TALIS management system, a postal survey was distributed to students who registered as low or non-users. Non-users were considered a hard-to-reach target group, and a further classroom-based survey was administered. The study revealed that students in part-time and distance learning courses were the largest group of non-users. Other factors influencing non-use included the purchase of books, use of the Internet, and a lack of awareness of services available. The study identified the library service needs to target non-traditional student groups, particularly those taught off-campus, with innovative induction techniques. This survey highlighted the need to embed information skills teaching into the curriculum and a recent restructure of the department has enabled this to happen with a more focused approach to academic liaison ship.
Nagata; Toda and Kytomaki (2007) conducted a study to understand students’ usage patterns of the library and their educational outcomes. Though the study focused on library use and educational outcomes, the findings regarding students’ library use are relevant to the study. The identification of students’ patterns came from usage context. Learners, strollers, extended users or socializers, place and personal computer users generally showed similarities, thus creating common groups. The study showed that students were not identical in their usage contexts, and the relationship between their patterns of usage and educational outcomes.

Vondracek (2007) revealed that twenty nine percent (29 percent) of respondents in the study identified themselves as infrequent or nonusers of the physical and/or virtual library. She further suggested that as per the results, the students rely on knowledgeable individuals for research assistance; and conduct the majority of their research online from home.

Lawal (2002) conducted a survey to determine use and non-use of e-print archives in the different disciplines. The survey was conducted among randomly chosen sample from a population of 240,000 scholars in nine scientific disciplines from private and public colleges and universities across the United States and Canada. The disciplines included physics/astronomy, chemistry, mathematics/computer science, engineering, cognitive science/psychology, and biological sciences. The study revealed that 18 percent of the researchers use at least one archive while 82 percent do not use any. Scholars in physics use e-print archives the most and chemistry the least. ArXiv receives the most use and authors' web sites the least use. Reasons for use include dissemination of research results, visibility, and exposure of authors. Reasons for non-use include publishers' policies and technology constraints.
2.2.2 Non-use of Public Libraries

Now-a-days, the non-use library services become a common phenomenon among the users of different library environment due to wide accessibility of internet information source with help of ICT. The library budget, amount spent for collection information sources and services are targeted to the whole users. Similar to academic libraries, public libraries also face the issue of non-use of public libraries due to varied reasons. Very few studies have been conducted both in India and abroad on various contexts of public libraries and analyses the reasons for non-use public libraries and characteristics of non-users. The researcher has identified seven related studies on non-use and non-user in public library environment from 2016 to 2005, the same is arranged chronologically in reverse order under this sub-heading.

**Bhardwaj and Kumar (2016)** investigated the use and non-use of public library services in the digital age with special reference to Kurukshetra district library. A survey method was used to collect the primary data from the respondents. Majority of the non-users are male (93.44 per cent). It was observed that most of the respondents 42.62% were using the library less than one hour. A majority of respondents were using the library for reading newspapers/magazines purpose and most of the respondents were facing problem such as lack of time to use the library services.

**Sbaffi and Rowely (2015)** conducted a comparative study on the practices, activities and policies adopted in the two cities of Manchester and Rome to attract non-users. The study revealed differences in the way public libraries are used in the two areas. In Manchester, libraries are predominantly task orientated, offering access points for community services, whereas in Rome the focus is more on entertainment, leisure, and social events. The non-user profiles differ between cities, with non-users being mostly older teenagers and young adults in Manchester and mostly younger teenagers and
pensioners in Rome. Reading groups, a key service for encouraging reading and familiarizing with library facilities, are well established in England, with 90% of the libraries in Manchester accommodating one or more groups, compared to only 50% of the libraries in Rome offering usually a single group. In addition, Manchester libraries often have a range of specialized reading groups to suit a large variety of reading tastes. Libraries in both cities were aware of the need for proactive marketing strategies to expand their range of activities and programme to attract more public.

Karkee and Majumder (2014) assessed the library awareness among the non-users of Government and Government sponsored Public libraries in the hilly areas of Darjeeling district of West Bengal with respect to their personal characteristics, library membership of their family members, reasons of not becoming the library members, their familiarity with nearest public library, preference of reading materials in the library, willingness and approach to become member of library, awareness of free reading facility in the library, sources of their information needs, difficulties in obtaining their information and their opinion about the library providing these information. The study was conducted among 61 non-users of public libraries across the hilly areas using a structured questionnaire. The study concluded that there is need for improvement in the public library services so that the non-users may get attracted to visit the library.

Kim and Kim (2014) carried out a study to develop measures to turn former users and non-users of public libraries back into users by understanding the differences between the user, former user and non-user groups in terms of their perceptions to public libraries, as well as the differences between the groups in their perceptions regarding the factors to non-use of public libraries. A literature review and statistical analysis of the results from a questionnaire survey were conducted to identify the differences. The results from the statistical analysis showed significant differences between the user, former user and non-
user groups in terms of their perceptions to public libraries and the non-use factors. They further categorized the factors into common non-use factors, non-use-only factors, and use interrupt factors, and developed suggestions to improve the factors in order to move non-users and former users to frequent users of the public libraries.

**Sin and Kim (2008)** conducted a study on use and non-use of public libraries in the information age based on a logistic regression analysis of household characteristics and library services variables. The major objectives of the study were to determine the characteristics of users and non-users of the public libraries using socio-demographic data. The study found 34 variables to be significant. These variables including factors that have not often been studied, such as distance from the library, age/school attendance status, use of other types of library, and public library expenditure per state capita.

**Ramesh Babu; Ashok Kumar and Reddy (2007)** carried out a study on non-users of the Circle Libraries of Chennai located at the Adyar, Gandhi Nagar. A total of 112 non-users were surveyed and the reasons for the non-use of the library were analyzed statistically using Chi-square and Cluster Analysis. The non-users have been drafted from the nearby locations of the library. The investigators visited their residences and collected the data. User’s expectations and information requirements were also solicited. The study revealed that majority of the non-users of the Circle Library is male. The study also found that majority of non-users are graduates and fall in the age group of 21-30 years, and lack of time is one of the main reasons for the non-use of the library. It has been found that age factor did not influence the public in the non-use of the library, occupation of the public did influence to some extent the non-use of the library. Sex factor also influences the use of the library.

**Japzon (2005)** conducted a study on public library use in New York City using neighbourhood analysis. The use of 200 public libraries in New York City was analyzed
according to their neighborhood characteristics. In addition to demographic, economic, and cultural factors traditionally considered, the social and spatial interactions within a neighbourhood were related to public library use. Correlation and regression analyses were implemented for all the libraries. The research found that traditional factors are not enough to explain public library use, especially in a cosmopolitan area such as New York City. Social connections and racial diversity and integration stimulate public library use.

Studies on non-use of public libraries revealed that non-use exists among the public libraries. Most of the non-users of public libraries are males of different age and demographic characteristics influence the usage of public libraries. The previous studies have also analysed the reasons for non-use of public libraries.

2.2.3 Non-Use of Special Libraries

In academic environment, the college libraries are not optimally utilized by both students and faculty. Similarly, the library services in other professions are also not utilized to the ideal level by its users. Studies on non-use of the special libraries were reviewed by the researcher, since it strengthens the present study. Three such studies were identified and presented under this sub-heading.

O’Dell and Preston (2013) investigated the reasons for non-use of a UK hospital library service and under-utilisation by its staff. The context is the increasing role of evidence-based clinical and non-clinical activity in the health sector and requirements for professional development. A purposive sample survey of staff groups in an acute services, teaching and district general hospital (DGH) is carried out. Three core themes for non-use of hospital libraries are identified from the literature and the survey findings are evaluated in accordance with those themes using quantitative and qualitative evidence. The study revealed that the three selected themes of ignorance of service, not having a need and perceived bar on access are based on shortcomings in library promotion and hospital staff
members’ assumptions about access and benefits. Selection of specific non-use factors within a larger list from previous studies enables a focus on issues that have previously been less fully investigated. The limited scale of the research indicates the value of a further larger scale survey. The findings could help health sector libraries to improve service delivery and increase the number of library users.

Hikhamenor (2003) carried out a study to investigate the use and non-use of internet facilities by Nigerian scientists. The Internet culture is creating a new scientific communication system with new facilities that are competing with, and might replace, the present printed information sources. The use and non-use of these facilities by Nigerian academic scientists were investigated, using data collected from a survey of academic staff of selected disciplines in 10 universities. It was found that the scientists are still heavily dependent on printed information sources, especially journals, indexes and abstracts. The study reveals that 64.4% of them have a computer at their disposal, while 50.4% have access to, and are using, the Internet. Besides e-mail, very little use is made of other Internet facilities. Non-use of the Internet is attributable to problems of accessibility, ease of use and cost. Most of the non-users are aware of the information and communication potential of the Internet in their disciplines, and believe that the Internet will become indispensable in their research in the future.

Williams; Nicholas and Huntington (2003) conducted a study on health information needs and information seeking behaviour and analysed the reasons if any on non-use of health information kiosks. Findings elicited many factors accounting for non-use of the system. The first and major source of information remained the doctor, with written or other sources only being consulted where recommended or provided. There was evidence that patients wanted little more than the minimum information or instructions required to deal with their condition. Many appeared to be unaware of the
presence of the kiosk and others assumed either that it was not for patient use or that it would not serve their needs.

Identified related studies on non-use of library services are mainly conducted among the medical professionals and on related to health information seeking behaviour.

2.2.4 Use of Library Resources

User studies were mainly concentrated on the extent of usage of library and information system. Identification of non-usage as well as reasons for non-use of any library system is through usage of library service. Hence, while studying the non-use of college libraries by the undergraduate students, previous studies on use of library resources by undergraduate students are also analysed. Studies on usage of library services from 2016 to 1995 were reviewed and arranged in the reverse chronological order. Sixteen such studies were included under this sub-heading.

Tamrakar and Garg (2016) conducted a study to examine and measure the extent and use of e-resources, information alert services, awareness towards the e-resources, purpose of using the e-resources, attitude of library staff and overall quality of e-services offered by the library of Indian Institute of Technology, Guwahati. A well-structured questionnaire is used for data collection. A total of 394 questionnaires were distributed and received from PG students, research scholars and faculty members of IIT-Guwahati which were analysed. The study revealed that e-journals are more popular than print journals; the library regularly invites users’ views regarding the information constraint; and the library continuously puts forward information alert services to their users. Most of the users are aware about the e-journals/ database offered by the library concerned to their subject and also are able to explore the e-resources allied to their area of interest.
Anyaoku (2015) conducted a survey on undergraduate students’ awareness and use of medical library resources in the College of Health Sciences, Nnamdi Azikiwe University, Nigeria. The study revealed that 84.8% of the students use the library. Majority (60%) of the respondents were not aware of electronic information resources in the library. The respondents’ major activities are reading personal textbooks, reading newspapers, sourcing information for research or project work and doing class assignments. Major barriers reported by the student on the effective use of the medical library are lack of computer/internet.

Joo and Choi (2015) carried out a study to explore multiple factors affecting online library resource selection by undergraduate students. Three dimensions of factors were investigated including usefulness and ease-of-use, resource quality, and individual differences. An instrument was developed to measure various aspect factors and online library resource use intention. A survey was administered to 332 undergraduate students. Quantitative analysis, included structural equation modeling, ANOVA, and t-tests, was used to statistically examine the effects of the identified 11 factors on the use intention of online library resources. The findings indicated that both usefulness and ease-of-use positively influenced the undergraduates’ use intention of online library resources. Also, five resource quality constructs – accessibility, credibility, coverage, currency, and format – were the determinants of online library resources use intention. Interestingly, the effect of accessibility was the strongest, while that of credibility was the weakest. In addition, this study found that familiarity with sources and use of good search skills had a significant effect on users’ use intention at the individual user level.

Nagata and Karunanayake (2014) conducted a study to identify common factors of library use, knowledge and perceptions, and clusters of library users with similar profiles on these factors, reflecting different patterns of library use behaviour. Survey
method was used to collect data from the undergraduate students using questionnaire. The questionnaire was designed in such a way to collect five aspects library use, knowledge and perceptions namely library search skills, familiarity with and use of library resources, familiarity with and use of library services, familiarity with the library organization system and perceptions of library searching experiences. Principal components analysis was applied to identify the principal components of library use. The cluster analysis of the study revealed four clusters of undergraduate library users. They were ineffective library users, effective library users, ineffective but positive users, and self-sufficient users.

**Soria; Fransen and Nackerud (2013)** studied the relationship between library use and undergraduate student outcomes. The study found that library use and undergraduate student outcomes are related, the study found on new evidence for student retention and academic success.

**Tripathi and Jeevan (2013)** carried out a study on the usage of e-resources in academic libraries. The study also intended to study the users’ behaviour and attitude towards e-journals. The study revealed that the usage of statistics helped in studying and evaluating the users’ behaviour in an online environment. The library services could be extended and modified, to reflect user interests suiting the users the most, in the light of the evaluation and analyses done.

**Alison; Kiyingi and Baziraake (2012)** investigated the factors influencing the utilization e-resources. They conducted the study based on the data collected from the graduate students, teaching staff, heads of the departments and library professionals using the questionnaire, interview and citation analysis. The study revealed that the utilization of e-resources was influenced by human and institutional factors. While usage was low, there was a significant relationship between usage and information literacy. Addressing
the factors that affected the utilisation of e-resources improves study, research, and ultimately patient care.

He, Wu, Yue, Kim, and Vo (2012) carried out a study to identify the opinions of undergraduate students on the importance of internet-based information sources when they undertake academic tasks. Web-accessible questionnaires were used to collect data from participants in two universities in the USA and China, and the data were analyzed using appropriate statistical techniques. The study reveals that undergraduate students use different information resources for various academic tasks. In their tasks, online electronic resources including search engines are the most commonly used resources, particularly for complex academic tasks. Social networking sites are not used for the students’ individual academic tasks, and traditional resources still play equal or more important roles in certain specific academic tasks. The study also exhibits interesting and important differences in their usage of information resources.

Sudhier and Seethalekshmi (2011) conducted a study aimed at finding the use of e-resources by the students and research scholars of Faculty of Arts in the University of Kerala. A total of 127 questionnaires were distributed among the respondents from the six departments of the faculty of Arts, out of which 120 were returned. The study reveals that 56.67% of the respondents use internet for educational purposes and 19.16% of respondents use internet for checking e-mail. Google is the most preferred search engine for the most of the respondents. Yahoo is their second choice. The purpose for the use of e-resources revealed that 49.2% respondents use e-resources mainly for academic purposes, 27.5% respondents for seminar presentations and 11.7% use for project works. The study also reveals that internet resources are the most used e-resources among the respondents from the Arts Faculty. It is also found from the analysis that most of the departments are not giving enough facility for the use of e-resources.
Thanuskodi (2011) conducted a case study to examine the usage of electronic resources at Dr T.P.M. Library, Madurai Kamaraj University. The study revealed that MPhil student respondents took the first position in their overall methods of searching e-resources, postgraduate student respondents the second position, Ph.D Scholar respondents the last position. The study also revealed that respondents were aware of the e-resources and various types of e-resources, e-database, and e-journals. The study recommended the improvement in the access facilities with high internet speed and subscription to more e-resources at Dr T.P.M. Library, Madurai Kamaraj University.

Babu, Saradha, and Ramaiah (2010) attempted to investigate the use of internet resources by the academic community of the Sri Venkateswara University (SVU) Tirupathi. The survey was conducted among the students, research scholars and faculty of SVU using questionnaire. The study revealed that users from all branches of science are making use of internet resources better than social sciences and humanities. Providing training to its users at the beginning of each semester will improve its use and reduce the problems faced by the library users.

Dastforoush and Venkatesha (2010) investigated the importance of electronic journals and the users reading habits at Ferdowsi University of Mashhad (FUM), Iran. Responses from the users of electronic journals - mainly the research scholars and faculty members are covered. The finding of this survey revealed that the users assign a high level of importance to electronic journal articles. The findings showed that electronic journals had been well accepted among research scholars and faculty as they significantly placed high level of importance for electronic journals.

Natarajan, Suresh, and Sivaraman (2009) carried out a study to identify the availability of e-resources in Annamalai university library in Tamilnadu and to determine their usage, performance, degree of user’s satisfaction, and factors involved in the access
of e-resources and so on. The results of the study shows that out of 750 total respondents, 510 respondents (68 per cent) were using e-resources. The frequently used e-resources are e-mail and discussion groups (37.47 per cent), e-journals (20.80 per cent), e-newspapers (12.40 per cent) and so on. It also shows that e-journals, online databases, e-newspapers and so on or more familiar among the users than other e-resources. The study discloses that the technological developments have minimised the barriers irrespective of sex in accessing electronic information from anywhere, anytime, and any format.

Kaur and Verma (2008) studied the use of electronic resources and services provided at the central library of Indian Institute of Technology, Delhi. The major objectives of the study were to find out the use and awareness about library electronic resources by the users; the impact of e-resources on usage and collection; from where users access electronic information; and the frequent use of e-journals. The study reveals that the usage of e-journals are increasing due to awareness among the users about the library e-resources and services and accessing these resources at hostels and departments than the library.

Biradar et al (2006) submitted an article on “A study of Internet usage among students and faculties conducted at Kuvempu University”. The results focus on the use of Internet, factors influenced on Internet use, amount of time spent on the Internet use, purpose and place of Internet use, methods of learning internet skills and also to know demerits of Internet sources and services. It reveals that majority of faculties and students exposed to Internet use. E-mail is still one of the most popular services. Faculties and students use internet for study, research and teaching purpose.

Niels (2006) found that students do not bypass the physical libraries and it is also evident that the use of physical libraries and digital resources complement each other. The place of google
in the students’ information source is prominent and positively correlated to use of traditional library resources.

Friedlander (2002) indicated that library directors, college and university administrators face an increasingly complex institutional and informational environment. Faculty and graduate students, in particular, seem to be omnivorous in their appetite for information, creative in their strategies for seeking and acquiring information in all forms, and very independent. Most faculty, graduate and undergraduate students seem to prefer a hybrid information environment in which information in electronic form does not supplant information in print but adds to the range of equipment, resources, and services available to teachers and students.

Williams (1995) conducted a study to document and conceptualize patterns of library services use and factors influencing use. Factor analysis, multiple regression and analysis of variance were employed to examine the impact of three sets of explanatory variables on academic library use: student characteristics (e.g., age, sex and previous education); perceptions of problems limiting library use; (e.g., the adequacy of the collection, hours, and access to materials); and characteristics of the student's program of study (e.g., field of study, type of program, number of library-related assignments). The findings show that the most frequently used university library services, accounting for almost half of all use, were the study areas and the photocopy machines. The characteristics of the student's program of study including the extent to which library use was integrated into assignments and classroom discussion was found to be a strong predictor of use. The paper concludes that when conceptualizing and planning library services greater attention must be given to the broader learning environment of which the library is part and to the characteristics and needs of increasingly diverse student populations.
Most of the studies were conducted among the users of academic libraries, particularly among the undergraduate students in Arts and Science Colleges as well as similar environment. The extent of usage of library services by the undergraduate students is 60-75 per cent. The usage is influenced by their perception and attitude towards libraries. Library orientations and awareness programme are arranged to enhance the usage in addition to library marketing strategies.

2.2.5 Barriers in Use of Library Services

Users in academic libraries are expected to face several barriers while accessing library facilities and services. Barriers are the hindrances or problems which affects the normal use of library services. Mainly the barriers are of two types namely internal and external barriers. Internal barriers are the barriers related to the individual and external barriers are mostly related to library environment and institutional. Barriers such as fear, anxiety, awareness level, attitude, education level, and interest are mainly related to the individual and barriers related to availability of information sources, user friendly technology, arrangement, type and format of information sources are the external barriers. The researcher has identified nine such studies related to barriers in use of library services at undergraduate level. The studies are arranged in chronological order reversely.

Hariharan and Saravanan (2016) have analysed the barriers faced by the members of the faculty of Engineering Colleges in southern districts of Tamilnadu while accessing e-resources. The study has also investigated the awareness, level of computer literacy, use of e-resources and perceived problems in accessing e-resources by conducting a survey through the structured questionnaire. The study reveals that faculty members are aware of e-resources; computer literacy and use of e-resources are more among the faculty members of Engineering Colleges. They depend on e-resources to meet their information requirements mainly on teaching, learning and research activities. The
study also shows out locating relevant information from e-resources, access to internet, downloading speed, familiarity of computer and lack of ability in framing search strategy are the perceived barriers among the faculty members of Engineering Colleges.

**Musa (2016)** investigated the information use pattern of final year undergraduate students in North-Central Nigeria. The study used proportionate stratified random sampling technique to sample 200 final years Undergraduate library users. From the above population two hundred (200) questionnaire were distributed with one hundred and eighty five (185) returned; representing a return rate of 93%. The data collected were analysed using descriptive statistics of frequency tables and mean scores. The study revealed that: final year undergraduate student uses graphical, research, bibliographical, product, patent information among others in their university libraries. Other findings of the study were that both personal, environmental, professional, social and technological factors affects the patterns upon which they use their information; and provision of adequate information, systematic planning time schedule for use of information as well as the provision periodic training in technicality for the use of information resources are adequate strategies for improving the information use pattern of students. Finally, this study recommended the provision of conducive atmosphere/condition/equipment towards amelioration of the state factors that impede the information use pattern of undergraduate library users.

**Mosha and Bea (2014)** analysed perceived barriers of using internet resources in higher learning institutions in Tanzania with a particular reference to Mzumbe University. Both qualitative and quantitative data were collected by using questionnaires and in-depth interviews. A total of 50 respondents were randomly selected from 5 Faculties, 2 Institutes and 3 Directories of the University using both simple random and purposive sampling procedures. Data were analysed both descriptively and statistically. The
Technology Acceptance Model (TAM) which is based on the Theory of Reasoned Action (TRA) guided data analysis in this study. The study found several barriers of using internet resources for teaching and learning which included: lack of skills on how to search internet resources, lack of consistent technical support, computer viruses which limit access to e-resources, inadequate PCs, lack of training on how to access and use e-resources, and poor internet connectivity. Authors recommend the management of Mzumbe University to address the said barriers to enable easy access of internet resources by its academic staff and students so as to improve their performance in their academic endeavours.

Bhatti and Jumani (2012) studied the library needs of students and tutors of Allama Iqbal Open University (AIOU), utilization level of the library facilities and resources, the problems in the use of library, and suggestions for improvement of library facilities for students and tutors. Data collected from 4080 students and 526 tutors belonging to 15 different regional offices were analysed based on the objectives of the study. The study revealed that students and tutors needed library for various educational purposes, the regional libraries were not being used much, and both tutors and students were facing various problems such as unsuitable library timing, long distance between library and their residence, non-availability of latest journals, non-availability of required material, lack of temperature control in the library, insufficient study area, lack of latest books, and inadequate staff. The study also suggested strategies for improving library facility at regional level, the students and tutors to; provide more books and journals, expand library timings, arrange library facility at workshop venues, make arrangements to advertise the resources and services at the library to the students, provide computers and Internet service, provide trained staff, and arrange partnership with other academic libraries.


Teoh and Tan (2011) examined the factors affecting library use amongst university students. Stratified random sampling technique was used for collection of data from 388 students of a public university in Malaysia. Logistic regression analysis was applied for analysis. The study revealed that students of Indian and other descent were more likely to use the library than their Malay cohorts. In addition, those who have attended library induction sessions, those who believe that the library provides a useful avenue for them to achieve their academic goals, and frequent online users are more likely to utilize the library than their cohorts, all else equal. Students in their third/fourth/final year of studies have a lower propensity for library visits than their second year counterparts, ceteris paribus. Meanwhile, factors such as gender, parental education, campus residence, field of study, and job status do not affect library utilization in a statistically significant manner. The study also put forward some suggestions based on the results on determinants of library use amongst university students.

Saravanan and Stephen (2010) evaluated the barriers encountered by the faculty members of Arts and Science colleges while accessing e-resources. The study reveals that faculty members are aware of e-resources and used the e-resources to meet their information needs. It also reveals that research is the major purpose for accessing e-resources followed by the teaching. The major barriers are too much time necessary to retrieve the needed information and too much time to explore the information sources.

Kinengyere (2007) examined the effect of information literacy has on the usage of electronic information resources in academic and research institutions in Uganda. Data were collected for the study using interviews to both library staff and users. User statistics on e-resources usage form the library is also collected. The study revealed that availability of information did not necessarily mean actual use. The study also showed that some of the available resources had not been utilised at all. This showed that the
necessity of information literacy to promote the usage of e-resources. Information literacy was very vital in influencing the utilization of e-resources. Information professionals were needed to pass on information literacy skills to library users, while library users should endeavour to find out what information is available online for their consumption. Their attitudes and perceptions also influence the level of utilization.

George et al, (2006) explored the information seeking behavior of graduate students and found that students rely heavily on the Internet as well as the university libraries' online resources for information, though still using the physical library for hard copy materials such as books, journals and papers. Few graduate students in the study mentioned influences such as difficulty in locating information or the need for convenience and speed when using the Internet.

Sullivan-Windle (1993) conducted a qualitative study among users of Kelvin Grove campus library of Queensland University of Technology to discover which aspects within the library hinder students from using it effectively and which aspects help. Data were collected using the critical incident technique and photography. The study revealed that how students perceived the library itself, and how they perceived the library staff. It also gave a bonus – an insight into the library's client, the student. The data not only confirmed studies that have documented 'library anxiety' and how students learn to use the library, but also illuminated how library staff make students feel guilty; provided insight into the stages of development through which university students progress during their tertiary studies; and showed their progression through a series of stages in their use of the technology found inside the modern academic library.

The studies related to barriers in use of library services mainly at undergraduate level reveals that users in academic libraries are facing barriers while accessing library resources. The related studies identified personal, environmental, professional, social and
technological factors which affects the free use of library resources. Library itself poses many problems to the users to access library resources. Location of the library, library timings, library professional, and library collections are other problems faced by the users of academic libraries while accessing library resources.

2.2.6 Information Literacy of Undergraduate Students

Information literacy is the ability of the individual to locate, evaluate and use effectively the needed information. Information literacy skills are basic skills for retrieving relevant information for the specific information need from complex information system. It is a set of skills to “find, retrieve, analyse, and use information” (ACRL, 2005). Thus, information literacy competencies become prerequisites for effective usage of library resources. The researcher has identified ten studies related to the information literacy of undergraduate students from 2015 to 2006. They are arranged as follows:

Ukachi (2015) carried out a study to determine the relationship existing between undergraduate students’ information literacy skills and their use of electronic resources (ERs) located in university libraries in Nigeria. The descriptive design was adopted for the research questions, while the correlation design was adopted for the hypothesis. The purposive sampling technique was also adopted in selecting 12 university libraries which the preliminary study had revealed that they have Internet access and also subscribe to ERs in the south-west geopolitical zone in Nigeria. Questionnaire and oral interview were used for data collection. The findings reveals that ERs were not adequately utilized, undergraduate students did not possess adequate information literacy skills necessary for optimal utilization of the libraries’ ERs and strong positive correlation between level of undergraduate students’ information literacy skill and their use of ERs provided in the library.
Ogbuiyi, Oriogu, Momoh and Ogbuiyi (2014) studied information literacy skills and awareness of electronic information resources of library users in Oyo State Public Library, Nigeria and found out that the respondents were aware of available e-resources comprising e-books, e-journals, CR-ROMs, online database, Web-based OPAC, e-dictionaries, e-encyclopedias, etc with aggregate percentage of 70.7%.

Emwanta and Nwalo (2013) investigated on computer literacy and use of electronic resources by undergraduate students of Federal University of Technology Akure (FUTA) and Obafemi Awolowo University Ile-Ife (OAU) in South-western Nigeria. The study revealed that 30 (26.8%) of the respondents from the Federal University of Technology, Akure (FUTA) use the internet to do class assignment, 2 (1.8%) respondents indicated that they use the CD-ROM for class work, while 19 (17.0%) stated that they use the electronic book to write projects. The study also revealed that 22 (19.6%) respondents use electronic journals to write seminar papers, while only a few 2 (1.8%) use electronic databases for class work. Ninety five (60.1%) respondents of Obafemi Awolowo University (OAU) stated that the internet is very relevant to their subject background, 8 (5.1%) indicated that electronic journals are marginally relevant and 67 (42.4%) respondents stated that electronic databases are irrelevant to their subject background. The interview with the university librarians also revealed that the content of the available electronic resources in the university library are relevant to their subject background.

Sinha and Bhattacharjee (2013) presented a report based on the report collected from 400 undergraduate students, faculty and research scholars on ICT literacy and internet usage pattern among college library users of Barak Valley, South Assam, North East India. The study revealed that majority 256 (84.21%) of respondents were aware of ICT and internet, whereas only 48 (15.8%) respondents were unaware of ICT and internet
facility. Majority 204 (67.1%) of the respondents face difficulty for non-availability of adequate reading materials, followed by 174 (57.2%) inadequate speed on internet, 112 (36.8%) lack awareness of e-resources, 108 (35.5%) find lack of time to visit the library, 88 (28.9%) find difficulties to search catalogue and 59 (19.4%) of the respondents mention about non-cooperation from the library staff.

The computer literacy level in students of Government Medical College, Chandigarh was examined by Kumar (2012). The study revealed that most of the students 70.21% used the computer regularly, 65.95% of the students used the internet for literature search, whereas only 12.76% students used the internet to get information for patient. The 70.21 percent respondents mentioned that medical education will not be effective without ICT-based study and teaching. More than 40.42% of the respondents recommended that the medical college library subscribe more e-resources for effective study and research and 38.29% of the students recommended that library should be connected with other medical library and information systems through networking.

Sinha (2012) conducted a survey on internet literacy skills and internet usage patterns to access e-resources by the PG students, research scholars and faculty members of Assam University library users. The study revealed that 81% of respondents were aware of internet services, 19% did not have much knowledge of internet access/usage. Forty nine per cent of the respondents have ranked e-journal access at first place. Forty five per cent respondents were using electronic resources for study purpose, which is followed by publishing journals (25.00%), research and development (15%) and project works by 11.00%, where as only very few respondents (4.00%) are using e-resources to exchange ideas. Most of the respondents affirmed the importance to access internet for on-line access of e-journals consortium like UGC-INFONET, INDEST etc. Majority (68.00 %) of the respondents faced problems while accessing to e-resources like lack of
adequate number of computers, low speed of the net connectivity and lack of infrastructure facilities.

Joshi (2011) explained on information literacy competency of science, engineering and technology students of Delhi University through a survey. A questionnaire based on information literacy standards for science and engineering technology developed by ALA is used for the study. The study revealed that most of the students are information technology savvy. They use internet very often to browse online databases and to interact with other students and faculty members. Most of them start their search using Google search engine. The students do not use print resources frequently in their library, rather they get the information from electronic resources subscribed by their institute’s library and also through UGC INFONET and INDEST consortia. Their personal laptop is an integral part of their research life.

Dalvi (2010) studied the information literacy skills of the students of selected colleges affiliated to the University of Mumbai. The study revealed that majority (93.05%) of the students knows about the e-resources and only 6.94% of respondents were not aware about e-resources. When asked their experience about e-resources only 11.25% of the respondents find them to be comfortable, 4.30% found it is as difficult to locate the information required, 48.88% of the students avoid using e-resources as they do not possess the required skills and 5.55% were deprived of access to e-resources for various reasons. About 21% of respondents used internet for searching educational databases, 72.91% of the respondents used internet for email and chatting, 39.58% for gaming and other entertainment purpose.

Santhi, Radhakrishnan, and Rani (2010) investigated the relationship between computer literacy of academic staff and their use of electronic information sources. The impact of other factors such as age, gender and educational background on the use of
electronic information sources is also investigated. The study revealed that a majority of faculty members had been using computers, although about half of the respondents considered their computing skills as “fair” or “poor”. It was found that a majority of faculty members were knowledgeable about OPAC search options and had been using them. About one half of the respondents had been using the Internet, although a majority of them were only using the e-mail facility. Use of electronic information sources and services was influenced by such factors as the computing skills of academics, their age and gender. A majority of faculty members with “very good” and “excellent” computing skills had been frequently using electronic information sources and services. Use of these sources and services was minimal among faculty members with low computer literacy. It was also observed that faculty members >50 years of age had been less frequently using electronic information sources. As a significant relationship existing between computer literacy and use of electronic information sources and services, it was desirable that adequate emphasis should be given to developing basic computing skills among library users through user education programmes.

Abdullah, Kassim, Saad and Tarmuchi (2006) investigated the information literacy measures for higher education in Malaysia University, Klang Valley. The study measured students’ information literacy competency in the key areas namely the ability to identify, access, retrieve, evaluate, and organize needed information to achieve certain purposes. The study revealed that 50.1% of the respondents are at the intermediate IL level, 38.4% were beginners and 11.5% can be categorized as at advanced competency level. Respondents with higher competency levels are those who frequently read materials in English, use internet and download software, search databases for academic materials, use the library to read academic journals and discuss academic matters.
The review of related studies on information literacy relevant to higher education disclose that significant association exists between information literacy and usage of electronic resources at undergraduate level. Users differ in information literacy skills based on their demographic variables. Information literacy is also closely associated with ICT literacy and awareness towards e-resources in electronic information era.

2.2.7 Perception towards Library Resources and Services

Libraries are the heart of the academic institution, which plays major role in fulfilling the information requirements of the user community consisting of both students and the faculty. Perceptions of the users towards libraries depend on their experiences with information system. Perception is influenced perceived use of libraries, ease of use, usefulness of the system, attitude of library professionals and their behaviour towards users, effectiveness of collection, user friendly technology, update collection and physical conditions on the library. The researcher has reviewed seventeen studies on various aspects related to perception of libraries, and quality of library services from 2018 to 2001. They are listed under this sub-heading.

**Mallya and Patwardhan (2018)** carried out a study to examine the perceived importance and perceived experiences of library service quality for hospitality management students. It also analysed the strengths and weaknesses of library service quality based on their perception of library services. The researchers have used LibQUAL+, a popular tool that libraries use to assess the perception of library service quality over the years. Undergraduate and postgraduate students studying in one of the premier private hotel management institutes in India participated in this study. The findings of the study suggest that library service providers need to understand the needs of students and should have the inclination to help students in making the library a gateway for study, learning and research. The future research may include faculty
members’ perception of importance and performance of library service quality. This type of survey can be repeated at regular intervals to distinguish the varying needs of library users.

Mohanty (2017) conducted a study to identify the perception of students towards the library resources and services and their use and level of satisfaction. The opinions of library users were sought through questionnaires from randomly selected sample. The study revealed that majority of users visit the library daily and weekly to use the study space and issue books; level of awareness towards resources other than books, newspapers, periodicals are reported low; highest percentage of students are satisfied with the existing library resources and services and most of the students prefer to read books meant for competitive exams because many of them are aspirants of C.A, Civil Services and Banking Sector jobs. The findings of this study were helpful for future planning and development library resources and services of commerce college libraries in general and Tolani College of Commerce Library in particular.

Onanuga; Ilori; Pelemo, and Ogunwande (2017) conducted a study to assess the library services utilization and satisfaction by undergraduate students in Osun State University main Library, Osogbo, Nigeria. Survey method was adopted to collect data from the respondents using a well structure questionnaire. The questionnaire was administered among 250 undergraduate students and 222 questionnaire were used for analysis with response rate 88.8%. The study revealed that majority of the respondents used the library on monthly 81(36.5%) basis and their main purpose of using the library was to update their knowledge and skills, prepare for test and examination, read library materials, and lecture notes 168 (76%), 156(70%), 153 (69%), 141 (64%) respectively. The study also disclosed that most of the respondents were satisfied with almost all the services provided in the library apart from few services which the library needs to be
more effective in delivery. The study recommended that the library should make provision for regular and free internet access, photocopying, printing and inter library loan services in order to improve on their services to the satisfaction the users.

**Ekere; Omekwu and Nwoha (2016)** examined users’ perception of the facilities, resources and services of the MTN digital library at the University of Nigeria, Nsukka with regards to the effectiveness and efficiency of the library system. Descriptive survey research design was adopted for the study. Instruments used for data collection include a well structured questionnaire designed to elicit information from the library’s users and an observation checklist designed to support the results of the questionnaire. The study revealed that the general perception of users towards the facilities, resources and services of the MTN digital library, UNN is highly satisfactory. Respondents were very highly aware of and satisfied with the availability of e-resources such as the World Wide Web, WIFI and search engines as opposed to online indexes and abstracts, video CDs, CD-ROMs, online databases and portals. Results also showed that services such as online internet search services, e-mail services and online reference services were provided at the MTN library at higher extents compared to other services. It was therefore recommended that the library offer different information access and delivery mechanisms to users to widen the limited scope of the resources and services currently employed to serve them.

**Omeluzor; Akibu and Akinwoye (2016)** investigated students’ perception, use and challenges of electronic information resources in Federal University of Petroleum Resources Effurun, Nigeria. A descriptive survey research design was adopted. A census sampling technique was used and data was gathered from Two hundred and forty-nine students of 500 at graduate level in the Departments in College of Technology. The data gathered were analyzed using descriptive and inferential statistics, while regression
analysis was used to analyze result of the hypothesis. The study revealed that electronic information resources are used at different level by the respondents with e-journal, e-database, web OPAC and repositories recording high usage. It shows that users’ perception influences use of electronic information resources in academic libraries with ($\beta=.214, p<.05$). Users’ perception influences use of e-resources in academic libraries, while lack of awareness, lack of training, unreliable Internet connectivity, insufficient e-resources in various study areas, unavailability of e-resources on 24/7 and difficulty of identifying relevant information to meet users’ needs are challenges hindering use of e-resources.

Ambika and Selvakumar (2015) analysed the faculty perception on library resources and services in Hindustan College of Engineering and Technology, Coimbatore. The study revealed that 33% of the faculty members used the library twice in a week, 24% of them use once in a week, followed by 13% of them responded for monthly once and 11% of them use occasionally. The purpose of using library is as follows (i) borrowing library materials by 31%, (ii) reading newspaper and magazines by 26%, (iii) preparing lecture by 18%, (iv) research purpose by 11%, (v) accessing general information by 8% and (vi) update the subject knowledge by 6%. The level of satisfaction with library services is recorded as highly satisfied for internet facilities by 85%, journals by 83%, OPAC by 81%, Books by 79% and Computer/Printer by 78%.

Fasola (2015) examined librarians’ perception and acceptance of use of Facebook and Twitter in promoting library services in Oyo state, Nigeria. The survey design and interview were used to collect data from librarians in Oyo state. The questionnaire contained questions that are pertinent to the issues being investigated. The 81 responses (81 per cent) received were processed, analysed and results presented. The study revealed that majority of the libraries in Oyo state, Nigeria, have Facebook profiles, though
minority have Twitter accounts. Librarians in Oyo state, Nigeria, have high perception and acceptance of using Facebook and Twitter to promote library services. The study also revealed that librarians in academic and special libraries in Oyo state, Nigeria, were more highly receptive to use of Facebook and Twitter to promote library services. Findings revealed further that younger librarians showed more positive perception and higher acceptance.

Prince and Saravanan (2015) conducted a study on awareness and perception towards open access resources among the users in the higher educational institutions in Kanyakumari district. The study revealed that majority (62.8%) of the faculty members, 45% of the PG Students and 42.5% of the research scholars were fully aware of open access resources. Majority (59.4%) of the respondent uses open access resources for the purpose of studying course work. It is followed by research/ project work for 44.9 per cent, for update subject knowledge by 44.6 per cent, for teaching by 35.7 per cent, for writing papers/articles by 31.8 per cent and other academic purposes by 26.8 per cent. Sixty seven per cent of the respondents were satisfied with open access resources and its uses in their academic activities. The study also revealed that 39.5 per cent of the respondents have low level user perception towards open access resources, 26.6 per cent have medium level user perception and 33.9 per cent have high level user perception towards open access resources.

Ntui and Orim (2014) conducted a study to compare users’ attitude towards various library services in Cross River University of Technology and University of Calabar libraries. Multistage non probability sampling technique involving purpose and accidental sampling was adopted. A total sample of five hundred and thirty one (531) registered library users was drawn from a population of three thousand two hundred and thirty six (3236). Five null hypotheses were formulated to guide the study. A validated
30-item questionnaire was developed by the researcher to collect data for the study. Independent \( t \)-test was used to test the hypotheses at 0.05 level of significance. The summary of the findings showed that there is a significant difference in library services offered to users in between users’ attitudes toward lending services in Cross River University of Technology library and University of Calabar library. It is concluded that academic universities can influence users’ attitude towards utilization of library services. It was recommended among others that the use of attractive posters in each section of the library describing the services and user instruction workshops should be marketed using flyers and pamphlets, promoting library services.

Nitui; Usang and Osuolale (2014) investigated perceived effect of students’ antisocial behavior on library services in tertiary institution libraries in Cross River State, Nigeria. Six null hypotheses were formulated to guide the study. The survey research design was used for the study. The population consisted of 4,079 library users. The sample involved 1,232 library users from four tertiary institutions of higher learning in Cross River State. The questionnaire was the major instrument used for data collection. The collected data were analyzed using simple percentages. Results of the analysis showed that: antisocial behaviour in the libraries like mutilation of library materials, defacing of library materials, hiding of library materials in between shelves, theft of library materials, withholding of library materials beyond due date and noise affects library services significantly. Based on the findings, it was recommended among others that: users should be sensitized on the harmful effects of library abuse on reading and research. Mutilated materials should be exhibited with focus on the damages done, and how expensive it will be to repair or replace them. Efforts should be made to provide multiple copies of materials as well as adequate facilities for photocopying. Furthermore,
a much more liberal lending policy should be embarked upon by the library. Also surveillance cameras could be used to monitor the activities of both staff and patrons.

_Satpathy and Satapathy (2013)_ carried out a study to assess the users’ perception on medical college libraries systems and services of Odisha. It also intended to assess the exiting situation, perception and expectations of users in medical college of Odisha. Survey was conducted among 450 undergraduate and post graduate medical students using simple random sampling technique for the collection of data. The study revealed that all these libraries are confined to traditional service of print media such as lending service, reference services and reprographic service. Internet service is provided just as facility with access to very few e-resources. Majority of the basic reference services are moving away from the practice such as current awareness services (CAS), selective dissemination of information (SDI), document delivery service, preparation of index, abstract, bibliography etc. Numbers of e-resources and ICT facilities in the medical libraries are very limited and not satisfactory. The study found that the medical college libraries need to develop systems which will allow library professionals to quantitatively measure perceived quality, satisfaction, and loyalty towards library as well as the degree to which specific elements of a library's services, collections, and environment contribute to those perceptions.

_Wu and Chen (2012)_ conducted a study to investigate graduate student perceptions of electronic resources, their search behaviour, and their usage patterns. Interviews were conducted in a research-oriented university, and participants included 18 graduate students from three disciplines: humanities, social sciences, and science and technology. The study reveals that graduate students are frequent users of electronic resources, particularly during the thesis-writing period. Graduate students of science and technology perceive electronic resources to be considerably more important to their
research and studies than students of other disciplines do. Few students use the meta search tool to retrieve heterogeneous electronic resources in the library. The study also found that very few students use alert services to obtain updated information.

**Jeong (2011)** investigated user perceptions and behavioural intention towards e-library. The sample for the study consisted of Korean elementary students that use an e-library system (booktobi). In total, 541 students participated in the study, and a total of 395 students completed the survey, resulting in a response rate of 73%. Of the 395 participating students, 192 were male and 203 were female. With respect to age and education, most of the participating subjects were between 11 and 13 years old. The participants had approximately six to seven years of computer and Internet experience and reported spending an average of 1 to 4 hours’ on the computer and/or Internet every day. In terms of their usage tendencies, 34% of respondents chose gaming, 29% chose chat-rooms, 19% chose Web browsing, 13% chose e-mail, and 5% chose downloading. The major findings of the study were: interface characteristics (in terms of terminology, screen design, and navigation) can indirectly influence the perceived usefulness via the perceived ease of e-library system use. Second, system characteristics (in terms of relevance and system quality) can directly influence the perceived usefulness of e-library systems. Three, system quality can positively influence both perceived usefulness and the perceived ease of e-library system use. Finally, the total influence of the perceived ease of use can be singled out as a primary determinant of behavioral intention. Although smaller in magnitude, the significant effect of system quality on perceived usefulness suggests that by improving the fit between e-library systems and user information needs, we cannot only generate positive perceptions about the usefulness of e-libraries but also about the ease of their use.
Kadli, Kumbar, and Kanamadai (2010) analysed students perspectives on internet usage in Lala Lajpathi Rai College of Commerce and Economics. The major findings are: (1) a high degree of awareness about the benefits of Internet among students; (2) the library, computer lab, cyber café and home are deemed the most convenient places to access internet; (3) the major purpose of students’ accessing Internet is education and entertainment; (4) students strongly agree that project work, quick and reliable communication, and the availability of updated information are the motivating factors for using the Internet; (5) Google is the most used search engine, followed by Yahoo; however, students are not aware of the advanced search strategy provided by these search engines, thus failing to make informed searches on the Internet; (6) Internet use skills are acquired by majority of students by self-study and what they learnt through their friends; (7) though the students consider themselves smart enough to use the Internet, there are several problems they face in accessing the Internet. And also, students feel that lack of knowledge and skills needed to make informed searches to retrieve reliable and complete information.

Kumar and Kumar (2010) examined about the perception and use of e-resources and the internet by the engineering, medical and management colleges in Bangalore city. The study revealed that 70% of the respondents use the e-resources for their study, 59% used it for teaching purposes, and one third of respondents used e-resources for project work. Regarding different disciplines 88% of medical students used e-resources for their study purposes, followed by engineering (67%) and then management studies (55%). The result illustrated that 100% of respondents used internet. The majority (54%) of the respondents used internet in the college library, followed by 41% from cybercafé/commercial centre and 39% in home. The study also revealed that 85% of medical science respondents and 44% of management studies respondents used
the internet in the college library, while 47% of engineering respondents used it in the cybercafé / commercial centres.

Tammaro (2008) conducted a case study on user perceptions on digital libraries in Italy. The primary objective of the study was to obtain feedback from users on their perceptions of digital library services and to give them an opportunity to make suggestions. A secondary objective was to establish and test a collaborative methodology with which to evaluate best practice for digital libraries. Both questionnaires and interviews were used to gather the data. The study indicated that users have different perceptions with regard to digital libraries and that they tend to use the services of more than one cultural institution. Overall, there is a positive attitude towards digital libraries, but the survey also underlines that users often do not know how to use the libraries and are unaware of all of the services offered.

Majid; Anwar and Eisenschitz (2001) investigated those factors that contribute positively in shaping users' perceptions of library effectiveness. A questionnaire-based survey of five major agricultural libraries in Malaysia was conducted. It was found that the adequacy of collections, services and facilities were closely linked to the perceptions of library effectiveness. Certain other factors contributing positively to the perception of library effectiveness were the adequacy and effectiveness of library promotion, involvement of users in the selection of library materials, convenient library location, participation in user education programmes, availability of assistance for using library resources and facilities, and subject background of library professionals. The paper suggests that for any reliable library effectiveness study, all factors associated with user satisfaction should be investigated together.

Most of the studies on perception towards libraries were conducted in the academic library environment particularly among undergraduate students. Perception of
the users were largely depend on users satisfaction towards library services offered by the institution. The physical conditions of the libraries were also influenced their perception towards library.

2.2.8 Attitude towards Uses of Internet Sources

Advancement of science and Technology made a tremendous impact on academic libraries and the traditional print sources are replaced by digital sources. Development of network technologies ensures accessibility of information from remote locations. Modern technologies and electronic gadgets made e-resources accessible to all. Print sources in academic libraries are supplemented by internet information sources. Information literacy, computer literacy, awareness and familiarity with search techniques have motivated to use internet by the undergraduate students. Undergraduate students prefer internet information sources than traditional sources due to convenience of use, time limitations, supported bu multi-media and so on. The previous studies conducted on various aspects of usage of internet information sources for academic purposes are presented under this heading.

Islam and Hossain (2015) surveyed the use of Internet among undergraduate students in the Faculty of Arts at the University of Dhaka, Bangladesh. Questionnaires were distributed to 240 students using a stratified sampling method. A total of 190 questionnaires were returned and all were usable. The study revealed that the access point for using Internet among the undergraduates was mostly the computer center of Dhaka University. Findings also revealed that a high percentage of the Internet was used among the undergraduates. Some problems they face in their use of the Internet include inadequate speed of the connection, limited number of PCs and other related issues of using Internet. The study recommends that the university and arts faculty should provide more access points for the students. Departmental computer labs, Internet facilities and
incorporating ICT courses in the academic syllabi should be started to those departments where it is needed to overcome the problems. Moreover, modern net connection technologies need to be used and training program needs to be started for the undergraduates.

**Kumah (2015)** conducted a study to compare Internet use and library use among graduate students. It was based on the assumption that graduate students use the Internet more than the library. Literature on library and the Internet were reviewed. Convenient sampling technique was adopted to collect data from the respondents. Collected data were statistically analyzed and interpreted using the Statistical Package for the Social Sciences. Findings of the study indicated students do not bypass the library in satisfying their information need. They use both the library and the Internet, although Internet usage was more than the library, hence the Internet was the most preferred source of information. It was recommended that the library should be upgraded to meet recent advancement in research.

**Mammo and Ngulube (2015)** studied the academics’ use and attitude towards open access in selected higher learning institutions of Ethiopia. The study revealed that 78 per cent of the academics were aware of open access journals. The study also revealed that the respondents have a perceived positive attitude towards open access journals and would like to use them in the future. The respondents have been using open access journals as an alternative access model to the conventional journals subscription model and yet to optimize the benefits of open access among academics and they expect university librarians to promote and enhance the accessibility of open access journals in their respective university libraries and in Ethiopia in general.

**Nawaz; Ali; Batool and Alaudeen (2015)** conducted a study to explore the relationship between use of online sources and library attendance. The study was
conducted among 72 female students from the Department of Sociology, International Islamic university Islamabad using simple random sampling techniques. The data were collected through structured questionnaire. The study revealed that the usage of library has decreased due to the availability of internet facility. Students reported to prefer online sources due to the fact that they are conveniently available without the need to visit the library. Constraints in using the library were also reported. Nevertheless the respondents acknowledged the importance of library and the fact that it gives more authentic knowledge compared to online sources.

**Dehigama and Dharmarathne (2015)** investigated the attitude of undergraduates of University of Peradeniya library towards access to electronic resources available in the library. Users clearly indicated that the requirement of access to information within the time convenient to them and wishes to access to information from their homes and hostels. The study concludes that vigorous training is suggested to students with low ICT skills. Libraries have to revive nodes and timing of providing access to e-resources.

**Otulugba and Mamudu (2014)** on electronic library utilization among students of Tai-Solarin University of Education, Ogun State, Nigeria indicated that 81.9% used e-journals, 76.8% used e-magazine/newspapers while CD ROMs and e-databases were the least consulted with 51.7% and 41.1% respectively. On the respondents’ perception and their purpose of usage; it showed that 55.5% used it for article search, 64.1% search for e-books and 46.6% search for research topic. Among the challenges faced by the respondents include difficulty to identify relevant database to meet their information needs (51%), lack of access to e-resources (61%), persistent power failure (64.7%) and limited bandwidth (54.3%).

**Rajput and Gautam (2014)** studied the users’ attitude towards use of the electronic resources and services by the users of Jiwaji University Central Library,
Gwalior, India. The study revealed that 33.3% of the users were aware of the bibliographical services, 29% were aware of CD-ROM, 70.3% were aware of e-journals, 62.9% were aware of internet services and 51.2% of them knew about OPAC services provided in the library. Whereas 37% and 47.5% of users were not aware of OPAC and CD-ROM services respectively. Majority of the users (67.2%) were satisfied with internet facility.

Ukachi; Onuoha and Nwachukwu (2014) examined the extent of use and the attitude of undergraduate students towards the use of electronic information resources (EIRs.) The study also aimed to establish the relationship between UG students’ attitude and their use of EIRs in university libraries in South-West, Nigeria. The descriptive as well as correlation survey design was adopted. The purposive and proportionate stratified random sampling techniques were employed in selecting the study population and sample size while questionnaire and oral interview were used as instruments for data collection. The findings revealed that EIRs are not adequately utilised as the UG students have negative attitude towards its use. They assume that additional special computing skills are required before one can be competent enough to effectively utilise these resources. The study also established that there is significant relationship between UG students’ attitude and their use of EIRs provided in the library and also provides practical insights into the consequences of having negative attitude towards the use of libraries’ EIRs.

Adeniran (2013) examined the usage of electronic resources by undergraduates at the Redeemer’s University library, Mowe, Nigeria. The study revealed that the respondents used the electronic resources for research, assignment and current awareness. Also, the use of electronic resources has tremendous impact on the academic performances of the undergraduate students of Redeemer’s University; however, there is need for them to acquire more skills to maximize the use of these resources.
Joshi, Mukati and Naidu (2013) carried out a study on internet awareness among students in Government colleges of Indore city. The study revealed that 36% the student belonging to faculty of arts are accessing internet once in two days while 27% of students using it daily. Forty five per cent of the students studying in various disciplines of science faculty use internet daily. Majority (72%) of the respondents were using internet for their education purpose. Most (40%) of the students and faculty of science are partially satisfied with the available internet facility. Forty five percent of the student from the faculty of arts and 46% from faculty of commerce are unsatisfied with using internet. Similarly 46% students are accessing internet to update themselves with current information, followed by 25% of response towards helpful in their research work. Thirty Eight per cent students are using internet for online learning and 23.4% of the students are using it for online examinations. Fifty per cent of respondents agreed that towards the awareness level is good.

Kumar (2013) presented the use of internet resources and services among students of Maharishi Markandeshwar University, Mullana. The study revealed that majority of the respondents (65%) use the internet for entertainment purposes, while 67.5% use it for research purposes, 12.5% students use it for writing their assignment and 38.75% use it for communication. Majority of the respondents (68.75%) accessed internet at the university library and only 18.75% accessed the internet at their home. Most of the (50%) students learn about the internet through their personal efforts.

Israel (2013) investigated the attitudes of undergraduates of library schools in Delta and Edo states towards educational usage of the internet since attitude are not directly observable, but can be inferred from responses given that show some state or disposition that has been engaged. The five items that met with the strongest agreement from the sampled undergraduates are ‘the internet is as important as other research tools’
(91.6%), ‘I find using the internet easier than using the library’ (91.2%), ‘Internet is a universal digital library’ (90.8%), ‘Internet can allow you to do more imaginative work’ (88.2%), ‘Internet has a potential to be an effective teaching/training tool’ (87.8%). The findings revealed that undergraduates of library schools in Delta and Edo states have positive attitudes towards educational usage of the internet.

**Pamnani (2013)** carried out a study on use of internet in college libraries of Sant Hirdaram Nagar, India. The study revealed that most (57%) of the respondents prefer library as the place for accessing internet. Only 22% of the faculty members have gone online to find information from the e-journals that are available through the Google. Again, the respondents from science, medical science and management faculties were more positive about the use of e-journals, e-books, e-encyclopaedias, e-dictionaries, abstracting and indexing services and databases. Lack of awareness of the availability of material and low speed of internet were mentioned major problem by majority of faculty members. They need to provide training for searching online information for whatever purposes.

**Ukpebor and Ogbebor (2013)** conducted a survey on awareness of internet plagiarism, attitudes towards plagiarism and perception of plagiarism in the context of writing and doing assignments online by the secondary school students and administrators in Nigerian educational sector. The study revealed that 56.4% of the students use the internet for information and 32.7% use it for school work. The other uses obtained very low percentage like 4.8% for communication, 4.8% for chatting and 1.3% for other purpose. The majority (87.4%) of the respondents uses the internet for doing assignment work and only 26.6% of the students use the internet for plagiarizing. The awareness of plagiarism with the students showed that the majority of the students have not even heard
the word plagiarism while very few of them could give the meaning of the term plagiarism.

**Aydin (2012)** mentioned that related literature on usage of internet indicates that the Internet has an important role and great potential in foreign language learning. Attitudes of learners affect learning process significantly. The study conducted by Aydin aimed to investigate the attitudes of foreign language learners and to find the relationship between attitudes and subject variables. A background questionnaire, a test on Internet information and a survey were administered to 115 foreign language learners. Data gathered were analyzed statistically. The outcome of the study showed that EFL learners had positive attitudes towards the Internet except some items such as addiction, socialization and shopping. The study implicated that positive attitudes would contribute to foreign language learning via the Internet after overcoming some potential problems and disadvantages.

**Dhanavandan, Esmail and Nagarajan (2012)** examined the use of electronic resources at Krishnasamy College of Engineering & Technology library, Cuddalore. The study revealed that majority (82.2%) of the respondents was fully aware and 13.6% were somewhat aware of e-resources in the library. Most of the respondents 32.6% were using e-resources at once in a week and only 11.5% of the respondents use e-resources rarely. The purpose of using e-resources is for study by 41.5%, for research by 9.8% and updating their subject knowledge by 20.4%. Majority (55%) of the respondents preferred e-journals & e-books. Sixty six per cent of the respondents were satisfied with the e-resources available in the library.

**Baskaran (2011)** conducted a study on user perception of library services in three academic institutions in the southern districts of Sivaganga, Ramanatahapuram and
Madurai, Tamilnadu. The study revealed that the library users most frequently visit their respective libraries for preparing for seminars assignments and to refer journal articles (0.70) mean. The users also frequently visit their libraries to prepare for projects/seminars/assignment (0.66) mean and least level mean secure the respondent for browse database is (0.44) mean. The respondents from the faculty of science secured maximum level due to keen search and obtained information by scientific journals and electronic publications. The study also revealed that internet users prefer yahoo search engine as the most and google is next position in this study.

Ramesh (2011) examined users’ attitude towards digital information resources with special reference to engineering colleges in Erode district, Tamilnadu. The study reveals that 69.75 per cent and 30.43 per cent of engineering college teachers use digital information resources for the purpose of their classroom teaching and research work, and 88.04 per cent of teachers use internet as digital information resources. The study also reveals that majority (80.45 per cent) of the teachers opined that access to current information is only through digital resources. A majority of the respondents (67.39 per cent) state that too much information retrieved is one of the major hindrance in using digital resources. The frequency of usage of digital information resources is increasing day by day rapidly.

Rehman, Shafique and Mahmood (2011) studied the user perception and satisfaction with reference services in university libraries of Punjab. The study revealed that 43% of the respondents visited the library daily and 39% visited it twice a week. Respondents agreed with the statement that reference collection is adequate for their information needs (mean=3.67), well-organized and easy to use (mean=3.57), and appropriate material is available for answering the reference questions (mean=3.56). The respondents agreed that the reference staff is competent and helpful (mean=3.84) and
demonstrates good communication skills (mean= 3.58). But most of the respondents did not give any opinion about the statement that the reference staff immediately answers their ready reference questions (mean= 3.44). The study also revealed that the respondents have satisfaction with all the library staff rather than only about reference staff. The level of user satisfaction is also satisfactory.

**Sujatha (2011)** investigated the level of academic community’s accesss to the internet, reasons for non-use of internet, satisfaction with the internet facilities provided in these institutions as well as the problems faced in the use of internet. The study was conducted among the 390 college teachers and students of the five colleges in the Mangalore city. The study revealed that the level of student’s access to the internet was low and the major reasons was that at time of study, computers with internet facilities were inadequate. The findings also revealed that the rate of internet use was more among the teachers and students of Commerce and Science faculty as compared to the faculty of Arts. However, majority of the students expressed their interest in the use of internet and its resources and were enthusiastic in improving their skills in the use of the internet. The study recommends the provision of more computers with internet facilities, better access speed, and providing more orientation/training programmes in the use of internet in these institutions.

**Gunasekera (2010)** conducted a study to assess library user satisfaction with current information services and resources while identifying user needs. A questionnaire based survey was used for data collection. The questionnaires were distributed among 800 undergraduates who visit the library. The study revealed that the undergraduates are overall satisfied with available library resources, services and facilities. But it further found that library resources and services are not being fully utilized by undergraduates. The study recommended that a comprehensive information literacy program should be
conducted to promote awareness and use of electronic information resources. It was also recommended that the library should increase the acquisition of electronic information sources while continuing to acquire general and reference materials to fulfill the current research needs of the users.

Natarajan, Suresh, Sivaraman and Sevukan (2010) conducted a survey on use and user perception of electronic resources by the faculty members and research scholars in Annamalai University. The study revealed that majority of the faculty members (71.9%) were aware of e-journals, 58.12% were aware of e-newspapers and 41.88% aware of e-books. Majority (82.41%) of the research scholars were also aware of e-journals, 67.59% were aware of e-newspapers, 66.67% were aware of e-thesis and 59.26% were aware of online databases. Majority (58.97%) of the faculty members and 62.02% research scholars were using e-resources available in Annamalai University library, while 41.03% faculty members and 37.96% research scholars were not using it. The reasons identified for not using are lack of time, lack of awareness, lack of subject coverage and slow downloading.

Von Isenburg (2010) carried out a study to determine differences in undergraduate students' use of the physical library and virtual library by academic disciplines. Online multiple-choice survey followed by focus groups and secondary online survey with open-ended questions. The study consisted of three phases. Results from phase one are reported in detail: in response to the question of how often undergraduates visit the physical library, 24.6% visited several times a year, 29.6% visited several times a month, 34% visited several times a week, 7.7% visited once or more per day, and 4% reported that they did not visit at all. Response to how often undergraduate students use the online library resources or website from outside the library were: 37.7% use them several times a year, 32.8% use them several times a month, 12%
used them several times a week, 1.3% used them once or more per day, and 16.2% reported that they did not use them at all. The study revealed that no significant relationships were found between class standing and visits to the physical library or class standing and virtual library use. Researchers determined a significant relationship between academic college and visits to the physical library (p=0.003): College of Agriculture students were significantly less likely to visit the library than students from the Colleges of Health and Human Sciences, Liberal Arts, and Sciences. Researchers also determined a significant relationship between academic college and virtual library use (p=0.008). Students from the College of Engineering were significantly less likely to use the virtual library resources than students from the College of Liberal Arts. This study determined that College of Agriculture students were less likely to use the physical library than their counterparts in the Colleges of Health and Human Sciences, Liberal Arts, and Sciences, and that College of Engineering students were less likely to use the virtual library resources than students in the College of Liberal Arts.

**Tahir; Mahmood and Shafique (2008)** conducted a study to assess the use of electronic information resources and facilities by humanities scholars at the University of the Punjab, Lahore, Pakistan. Survey method was adopted to collect data from the respondents using structured questionnaire. Questionnaires were administered among the faculty from arts and humanities departments at the University of the Punjab. In total, 62 faculty and research staff participated. The study revealed that the humanists still stick to the printed information sources but they pay good attention to electronic resources. Most of them have access to computer and internet at office and home. They are regular users of a variety of electronic technologies. Although faced with many problems, the humanists perceive that modern technology made their work easier.
Callinan (2005) observed that there are differences in the extent to which scores of information are used by students in different years of their studies. Apart from websites and web-based lecture notes, lack of awareness is the primary reason why undergraduate students did not use the library’s electronic databases.

DeLone and McLean (2003) argued that ‘use and user satisfaction are closely interrelated’ and that positive experience with use will lead to greater user satisfaction and similarly, increased user satisfaction will lead to increased intention to use. As a result, a high-quality system will be associated with more use, more user satisfaction, and positive net benefits. The proposed associations would then all be positive.

The researcher has reviewed twenty three studies on various aspects related to usage of internet in various contexts among undergraduate students, post graduate students, research scholars, and faculty in relation to e-resources. The users of college libraries prefer e-resources than print sources, characteristics of e-resources have attracted more users towards e-resources and they have favorable attitude towards e-resources.

2.3 Summary of Review of Related Literature

The researcher made an exhaustive review of related studies on various aspects related to non-use of college libraries in the academic environment. Though, very few studies were conducted on non-use and non-user of libraries, the researcher has identified 103 related studies on various aspects of non-use of college libraries by the undergraduate students and they are grouped under various sub-heading relevant to the study. Some observations made from the review of studies are as follows:

1. Only very few studies have been conducted on non-use of libraries. No systematic study has been conducted on non-use of college libraries and its services at undergraduate level.
2. Research studies from India on non-use of libraries are very low except the study conducted by Sridhar (1994) and Mary, Saravanan and Lawyed Stephen (2011). However, two studies were conducted on non-use and non-users of public libraries.

3. A few case studies have also been reported on non-use of college libraries.

4. Survey method is adapted to study on non-use of libraries.

5. Usage studies leads to non-use and non-user studies.

6. Non-use and non-users exist among the students and teachers of college libraries.

7. Demographic variables of the non-users are analysed, and their influence on the behaviour of non-users.

8. Information literacy and perception towards libraries are closely associated with non-use of academic libraries.

9. Barriers perceived by the users are more and it leads to non-use of academic libraries.

10. Perception on library and library services influence the usage behaviour.

11. Users of college libraries have positive attitude toward uses of internet.

The researcher has identified from the studies reviewed, that non-use is prevailing among the users of academic libraries and no systematic study has been conducted on non-use of college libraries by undergraduate students of Arts and Science Colleges. Hence, the problem for the present study has been entitled “A Study on Non-use of College Libraries by Undergraduate Students of Arts and Science Colleges in Kanyakumari District.”
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