SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSIONS

SUMMARY OF FINDINGS

The primary aim of the study is to know the usage of e-resources with some

- **Gender wise Respondents**

  From the above table1 shows that it is inferred that 43 percent of the respondents are male and 57 percent of the respondents are female. So that it is concluded the majority of the respondents are female on the basis of gender.

- **Age wise Respondents**

  It is evident from the result that 26.8 percent of the respondents are in the age group of Less than 21 years of age, 58 percent of the respondents are in the age group of between 21 to 25 years of age group, 8.4 percent of the respondents are in the age group of between 26-40 years and 6.8 percent of the respondents are 41 years of more. So it is concluded that majority of the respondents are between 20-25 age group.
• **Qualification wise Respondents**

From the above table 3 it is inferred that 51.68 percent of the respondents are qualified Undergraduate, 35.04 percent of the respondents are qualified post graduate, 8.8 percent of the respondents are qualified M.Phil and 4.48 percent of the respondents are other qualification. So majority of the respondents are qualified Undergraduate.

• **Distribution of respondents according to designation**

From the above table 4 that 8.4 percent of the respondents are Professor, 12.24 percent of the respondents are Associate Professor/Assistant Professor, 16.16 percent of the respondents are Research scholar, 27.2 percent of the respondents are PG and 36 percent of the respondents are UG. So it is concluded that majority of the respondents are UG on the basis of designation.

• **Distribution of respondents according to institution**

From the above table 5 that 61 percent of the respondents are government institution, 32.6 percent of the respondents are Aided institution, 6.4 percent of the respondents are Self-Financing institution. So it is concluded the majority of the respondents are government on the basis of institution.
• **Distribution of respondents according to their Hours spending library per week**

From the above table 7 results shows that 42.56 percent of the respondents are 6 hours spending library per week, 46.8 percent of the respondents more than 6-9 hours spending library per week, 9.2 percent of the respondents more than 9 to 12 hours spending library per week and 1.44 percent of the respondents are more than 12 hours spending library per week. So that the majority of the respondents are more than 6 to 9 hours spending library per week.

• **Distribution of respondents according to their access the internet in the library or college**

From the above table 8 results shows that 36 percent of the respondents are spend daily access the internet, 23.5 percent of respondents are spend once in week, 32.1 percent of respondents are once in a month, 4.3 percent of the respondents are spend 2 to 3 times a week and 4.1 percent of the respondents are spent 2-3 times a month. So that the majority of the respondents are daily access the internet in the library or college.
• **Distribution of respondents according to their type of database used**

  From the above table 9 that 78.8 percent of the respondents are used online database and 21.2 percent of the respondents are used offline database. So most of the respondents are used online database.

• **Distribution of respondents according to their use of on-line mode**

  From the above table 10 it is inferred that 47.9 percent of the respondents are use UGC-INFONET mode, 35.7 percent of the respondents are JCCC mode, 9.6 percent of the respondents are INFLIBNET mode, 2.2 percent of the respondents are EMARALD mode and 4.6 percent of the respondents are other type of mode. So that the majority of the respondents are use UGC-INFONET On-line mode.

• **Distribution of respondents according to their search engine preference**

  From the above table 11 it is inferred that 47.2 percent of the respondents are used goole.com, 30.6 percent of the respondents are used yahoo.com, 18 percent of the respondents are used bink.com, 3.5 percent of the respondents are ask.com
and 0.6 percent of the respondents are altavista.com. So that the majority of the respondents are used google search engine.

- Distribution of respondents according to their use the internet primarily

  From the above table 12 it is inferred that 48 percent of the respondents are use the internet for research paper, 22.5 percent of the respondents are use the internet for electronic books, 17.2 percent of the respondents are use the internet for electronic journals, 7.7 percent of the respondents are use the internet for electronic database, 4.6 percent of the respondents are use the internet for other purpose. So that the majority of the respondents are use the internet for research paper work

- Distribution of respondents according to their preferred search options

  From the above table 13 it is inferred that 54.3 percent of the respondents are preferred simple search options, 29 percent of the respondents are preferred advance search options, 11 percent of the respondents are preferred restricted search options and 5.7 percent of the respondents are preferred other type of search options. So that the most of the respondents are preferred simple search options.
• Distribution of respondents according to their access libraries electronic resources

From the above table 14 it is inferred that 68.2 percent of the respondents are access from the library, 15.8 percent of the respondents are access from the internet center, 10.9 percent of the respondents are access from the home and 5.06 percent of the respondents are others. So most of the respondents are access electronic resources from the library.

• Opinion about the full term use electronic resources

From the above table 15 it is inferred that 61.8 percent of the respondents are very satisfied about the full term time use electronic resources, 17.4 percent of the respondents are satisfied about the full term use electronic resources, 20 percent of the respondents are somewhat satisfied about the full term use electronic resources, 0.4 percent of the respondents are dissatisfied about the full term use electronic resources and 0.4 percent of the respondents are very dissatisfied. So most of the respondents opinion are very satisfied about the use of electronic resources.
• **Opinion about search the online catalog**

From the above table 16 it is inferred that 37.9 percent of the respondents are very satisfied about search the online catalog, 27.2 percent of the respondents are satisfied about search the online catalog, 21.8 percent of the respondents are somewhat satisfied about search the online catalog, 8.6 percent of the respondents are dissatisfied about search the online catalog and 4.5 percent of the respondents are very dissatisfied. So most of the respondents opinion are very satisfied about search the online catalog.

• **Opinion about search the database**

From the above table 17 it is inferred that 23.8 percent of the respondents are very satisfied about search the database, 43 percent of the respondents are satisfied about search the database, 16.2 percent of the respondents are somewhat satisfied about search the database, 16.6 percent of the respondents are dissatisfied about search the database and 0.4 percent of the respondents are very dissatisfied. So most of the respondents opinion are satisfied about search the database.
• **Opinion about the use of electronic books**

From the above table 18 it is inferred that 23.4 percent of the respondents are very satisfied about the use of electronic books, 46.6 percent of the respondents are satisfied about the use of electronic books, 16.5 percent of the respondents are somewhat satisfied about the use of electronic books, 13.3 percent of the respondents are dissatisfied about the use of electronic books and 0.3 percent of the respondents are very dissatisfied. So most of the respondents opinion are satisfied about the use of electronic books.

• **Opinion about browse the electronic journal**

From the above table 19 it is inferred that 26.0 percent of the respondents are very satisfied about browse the electronic journal, 42.2 percent of the respondents are satisfied about browse the electronic journal, 19 percent of the respondents are somewhat satisfied about browse the electronic journal, 12.8 percent of the respondents are dissatisfied about browse the electronic journal and none of the respondents are very dissatisfied. So most of the respondents opinion are satisfied about browse the electronic journal.
• **Opinion about access full text article**

  From the above table 20 it is inferred that 27.3 percent of the respondents are very satisfied about access full text article, 37.1 percent of the respondents are satisfied about access full text article, 13.6 percent of the respondents are somewhat satisfied about access full text article, 21.7 percent of the respondents are dissatisfied about access full text article and 0.3 of the respondents are very dissatisfied. So most of the respondents opinion are satisfied about access full text article.

• **Opinion about online reference work**

  From the above table 21 it is inferred that 33.92 percent of the respondents are very satisfied about online reference work, 42 percent of the respondents are satisfied about online reference work, 19.44 percent of the respondents are somewhat satisfied about online reference work, 4.24 percent of the respondents are dissatisfied about online reference work and 0.4 of the respondents are very dissatisfied. So most of the respondents opinion are satisfied about online reference work.

• **Opinion about online database**

  From the above table 22 it is inferred that 32.4 percent of the respondents are very satisfied about online database, 41.76
percent of the respondents are satisfied about online database, 22.24 percent of the respondents are somewhat satisfied about online database, 2.64 percent of the respondents are dissatisfied about online database and 0.96 of the respondents are very dissatisfied. So most of the respondents opinion are satisfied about online database.

- **Opinion about the electronic journals**

  From the above table 23 it is inferred that 23.52 percent of the respondents are very satisfied about the electronic journals, 42.88 percent of the respondents are satisfied about the electronic journals, 27.6 percent of the respondents are somewhat satisfied about the electronic journals, 4.88 percent of the respondents are dissatisfied about the electronic journals and 1.12 of the respondents are very dissatisfied. So most of the respondents opinion are satisfied about the electronic journals.

- **Opinion about the search engine**

  From the above table 24 it is inferred that 32 percent of the respondents are very satisfied about the search engine, 39.92 percent of the respondents are satisfied about the search engine, 23.76 percent of the respondents are somewhat satisfied about the search engine, 3.12 percent of the respondents are dissatisfied
about the search engine and 1.2 of the respondents are very dissatisfied. So most of the respondents opinion are satisfied about the search engine.

- **Opinion about the library provides adequate access to electronic resources**

  From the above table it is inferred that 26.64 percent of the respondents are strongly agree the library provides adequate access to electronic resources, 50.8 percent of the respondents are agree the library provides adequate access to electronic resources, 18.96 percent of the respondents are neutral, 2.48 percent of the respondents are disagree and 1.12 percent of the respondents are strongly disagree. So most of the respondents are agree opinion about the library provides adequate access to electronic resources.

- **Opinion about the rate the quality of information acquire from electronic resources**

  From the above table it is inferred that 26.88 percent of the respondents are very high quality of information you acquire from electronic resources, 43.28 percent of the respondents are high quality of information you acquire from electronic resources, 22.64 percent of the respondents are somewhat high quality, 5.92 percent of the respondents are poor quality of information you
acquire from electronic resources and 1.28 are very poor quality. So most of the respondents are high quality of information acquire from electronic resources.

- **Opinion about the Suitable library timings**
  
  From the above table 27 it is inferred that 24.4 percent of the respondents are very satisfied, 53.12 percent of the respondents are satisfied, 20.8 percent of the respondents are somewhat satisfied, 1.2 percent of the respondents are dissatisfied and 0.48 percent of the respondents are very dissatisfied. So most of the respondents are satisfied about the opinion of suitable library timings.

- **Opinion about the library provides adequate training**
  
  From the above table 28 it is inferred that 31.84 percent of the respondents are strongly agree the library provides adequate access training, 44.72 percent of the respondents are agree the library provides adequate training, 19.04 percent of the respondents are neutral, 3.12 percent of the respondents are disagree and 1.28 percent of the respondents are strongly disagree. So most of the respondents are agree opinion about the library provides adequate training.
• **Opinion about current awareness services**

  From the above table 29 it is inferred that 27.28 percent of the respondents are very satisfied the current services, 35.44 percent of the respondents are satisfied the current services, 28.56 percent of the respondents are some what satisfied, 7.6 percent of the respondents are dissatisfied the current services and 1.12 percent of the respondents are very dissatisfied. So most of the respondents are satisfied about current services.

• **Opinion about the bibliographical services**

  From the above table 30 it is inferred that 32.1 percent of the respondents are very satisfied the bibliographical services, 27.3 percent of the respondents are satisfied the bibliographical services, 25.4 percent of the respondents are some what satisfied, 14.0 percent of the respondents are dissatisfied the bibliographical services and 1.3 percent of the respondents are very dissatisfied. So most of the respondents are very satisfied about bibliographical services.

• **Level of satisfaction about library services**

  From the above table 31 it is inferred that 87.44 percent of the respondents opinion are satisfied the library services and 12.56 percent of the respondents opinion are not satisfied the
library services. So most of the respondents are satisfied the library services.

- **Showing 't' Test for librarians offer adequate bibliographic instructions on the basis of gender**

  It is inferred from the above table 32 that the calculated t-test is a significant at 0.05 level. Therefore the stated null hypothesis is rejected and alternate hypothesis is accepted. In Male group the mean value is 2.25 and in the Female group the mean value is 2.04. Therefore, it is concluded that there is significant difference between librarians offer adequate bibliographic instructions on the basis of gender.

- **Showing 't' Test for rate the typical access time on the basis of gender**

  It is inferred from the above table 33 that the calculated t-test is a significant at 0.05 level. Therefore the stated null hypothesis is rejected and alternate hypothesis is accepted. In Male group the mean value is 2.28 and Female group the mean value is 2.11. Male group have high mean value than Female group. So Male respondents have more typical access time than Female. Therefore, it is concluded that there is significant
difference between the typical access time on the basis of gender.

- **Showing 't' Test for rate the use ability of the interface of the library website on the basis of gender**

  It is inferred from the above table 34 that the calculated t-test is a significant at 0.05 level. Therefore the stated null hypothesis is rejected and alternate hypothesis is accepted. In Male group the mean value is 2.19 and Female group the mean value is 2.54. In gender the female group have high mean value than the male. So female have more interface of the library website. Therefore it is concluded that there is significant difference between the use ability of the interface of the library website on the basis of gender.

- **Showing One Way ANOVA for users opinion about library provides adequate access to electronic resources on the basis of age**

  It is concluded that there is a significant difference in users opinion about library provides adequate access to electronic resources on the basis of age.
• **Showing One Way ANOVA for users opinion about library offer adequate bibliographic instructions on the basis of age**

  It is concluded that there is a significant difference in users opinion about library offer adequate bibliographic instructions on the basis of age.

• **Showing One Way ANOVA for users opinion about library provides adequate training to use electronic resources on the basis of age**

  It is concluded that there is a significant difference in users opinion about library provides adequate training to use electronic resources on the basis of age.

• **Showing One Way ANOVA for users opinion about evaluate search results of electronic resources on the basis of age**

  It is concluded that there is a no significant difference in users opinion about evaluate search results of electronic resources on the basis of age.
• **Showing One Way ANOVA for users opinion about rate the quality of information you acquire from electronic resources on the basis of age**

   It is concluded that there is a significant difference in users opinion about rate the quality of information you acquire from electronic resources on the basis of age.

• **Showing One Way ANOVA for users opinion about rate the typical access time when you search an electronic resources on the basis of age**

   Result reveals that there is a significant difference in users opinion about rate the typical access time when they search an electronic resources on the basis of age.

• **Hours spending library per week on the basis of gender**

   It is inferred that female respondents are more hours spending in the library per week.

• **Purpose of visit to library on the basis of gender**

   Result shows that female respondents are mostly visited form the library for the purpose of electronic journals.
• **Access the internet in the library or college on the basis of designation**

  Result found that UG respondents are more access the internet daily.

• **Use On-line mode on the basis of designation**

  It is concluded that UG are most used UGC-INFONET on-line mode.

• **Search engine preference on the basis of designation**

  Result shows that PG preferred Google.com search engine.

• **Use the internet primarily on the basis of designation**

  It is concluded that UG’s are more use the internet for purpose of research paper.

• **Opinion about electronic resources provides the library on the basis of qualification**

  Result shows that Undergraduate respondents are satisfied about electronic resources provides the library on the basis of qualification.
• **Opinion about the full term use electronic resources on the basis of qualification**

  Result reveals that Undergraduate respondents are very satisfied about the full term use electronic resources.

• **Level of satisfaction of the library services on the basis of institution**

  It is concluded that Government institutions respondents are very satisfied about library services.

• **Opinion about the full term use electronic resources on the basis of institution**

  Result shows that Government respondents are very satisfied about the full term use electronic resources.

• **Use the internet primarily on the basis of institution**

  It is concluded that Government institutions respondents are use internet for the purpose of Research paper.

• **Opinion about the library provides adequate access of electronic resources on the basis of institution**

  It is concluded that Government Institution respondents are agree about the library provides adequate access of electronic resources.
• **Opinion about the library provides adequate access of electronic resources on the basis of qualification**

  Result reveals that Undergraduate respondents are agree about the library provides adequate access of electronic resources.

• **Opinion about the library provides adequate access of electronic resources on the basis of designation**

  It is concluded that UG’s are strongly agree about the library provides adequate access of electronic resources.

• **Search engine preference on the basis of qualification**

  It is concluded that Undergraduate respondents are preference Google.com search engine.

• **Hours spending library per week on the basis of qualification**

  It is inferred the group undergraduate respondents More than 6-9 hours spending library per week.

• **Use On-line mode on the basis of qualification**

  Result shows that undergraduate respondents are use UGC-INFONET On-line mode.
• **Use On-line mode on the basis of institution**

  It is concluded that government group have UGC-INFONET on line mode is used.

• **Access the internet in the library or college on the basis of institution**

  It is concluded that government institution daily access the internet in the library or college.

• **Access the internet in the library or college on the basis of qualification**

  It is concluded that undergraduate respondents are daily access the internet in the library or college.
SUGGESTIONS

The following suggestions are arrived from the opinions and recommendations by the respondents are listed below.

Library is the instant source to the students and teaching faculties to enrich their knowledge. So the Government and private institution should sanction more fund to improve the infrastructure facilities.

To increase the availability of International e-journal subscription. The library must procure up to date information online database.

The Universities and Colleges should introduce user awareness programme about electronic resources and its uses.

In case of internet access, some of the respondents are not satisfied with the speed. So, the institutions shall take steps to install broadband connection with high speed MODEM. This will give satisfaction to the respondents.

Further regarding CDROMS, the libraries try to collect well advanced CDROM with latest informations. So, that it will be useful to search for their needs.
Regarding searching time, users are not satisfied. So, the Universities and Arts and Science Colleges try to provide 24 hours access. This will help the users to access the computers and to search necessary information with their convenient time. Thus the users are get motivation to use e-resources.

Regarding accessing of website, in most of the sites, while the users try to access, that time they charge too much. Therefore the institution try to provide free access.

Also in the present technological world IT play a significant role in all fields. Especially in libraries, it give high impact for the users. Technological changes giving fast. Informations also update than and there. For the researchers and students getting information through e-resources is very easy and effective. They develop knowledge upto date. Here the usage of computer in the library, i.e. digital library is very important for all arts and science colleges and Universities. So all the colleges and Universities try to implement advanced technology in their libraries and try to provide easy access facilities to the researchers, faculties and students. This will motivate the users to use the e-resources effectively. Further time and infrastructure are the two factors to create interest among the users to use libraries effectively. Therefore the researchers suggested from the research to all the
institutions, try to implement e-resources effectively in their library. From that the users get positive attitude and interest to seek more informations.

**CONCLUSIONS**

The present study attempted to know the users attitude and approaches towards e-resources and services in the academic libraries of Puducherry Union territory. For that the researcher framed some objectives and hypotheses. 12 Arts and Science Colleges and one University were selected. Random sample of 1250 users were selected from the above institutions. A well structured questionnaire was framed. Using questionnaire necessary data were collected by survey method. After collecting the data, they were coded. To test the hypotheses, statistical tools such as chi-square test, descriptive test, t-test and F-ratio were used. The result found that students from Pondicherry Central University is fully satisfied regarding the utility of e-resources in the library. The students of private colleges are parital satisfied of e-resources in the library. Few percent of the Government college students not satisfied with the electronic resources in the library.

The result found that clients of Government colleges need further improvement in the application of e-resources. The colleges and universities try to provide 24 hours electronic source access. This will
help the researchers students and faculties to access the electronic resources and to get necessary information with their convenient time. Thus the clients also get motivation to use e-resources.

**SUGGESTIONS FOR FURTHER RESEARCH**

The following suggestions were suggested by the researcher from this research. The present study made an attempt to know the users attitude and approaches towards e-resources and services in the academic libraries of Puducherry Union territory. Therefore the future study may be extended to various states. Also further study may be conducted to compare the same one by different Union territories. The study may also extended to compare professional and non-professional institutions. Further the study may also extended to compare Engineering Colleges and Medical Colleges.
1. NAME (Optional)……………………………………

2. What is your Gender?
   □ Male   □ Female

3. What is your age?
   □ Less than 20 years   □ Between 21-25
   □ Between 26-40 years   □ 41 years of more

4. Academic Qualification?
   □ Undergraduate   □ Postgraduate
   □ M.phil   □ Others

5. Designation : ...........................................  Courses : .................................

6. Type of Institutions?
   □ Government   □ Aided
   □ Self - Financing   □ Others

7. Name of the Organization?
   Affiliated to : .............................................................................

8. E-mail / Website/weblog..................................................................

9. Purpose of visit to library?
   □ a. Electronic books
   □ b. Electronic Journal
   □ c. Online Journal
   □ d. Offline Journal
   □ e. Electronic Database
   □ f. Search the Library's home catalog
   □ g. Periodical / News paper
   □ h. Research Paper
   □ i. Article writing
   □ j. Conference paper
   □ k. Any other's (Please specify)
10. How many hours do you often use the Library per week?
- Between 0-6 hours
- More than 6-9
- More than 9-12
- More than 12

11. How often do you access the Internet in the library; or college?
- Daily
- 2 to 3 times a week
- Once in a Week
- 2 - 3 Times a month
- Once in a month

12. What type of data base do you used?
- Online
- Offline

13. For use On-Line Mode?
- UGC-INFONT
- INFIB LIB NET
- JCCC
- EMARALD
- OTHERS

Il impact of internet usage

15. Search Engine Preference?
- www.Google.com
- www.yahoo.com
- www.bink.com
- www.ask.com
- www.altavista.com
- other's ………………………….

16. What do you use the internet primarily for?
- Research paper
- Electronic Books
- Electronic Journals
- Electronic database
- Other's ………………………….

17. Preferred search options?
- Simple search options
- Advance search options
- Restricted search options
- Other's ………………………….
### III Frequency of use Electronic Resources usage?

18. Where do you access libraries Electronic Resources?
- From the library
- From the Internet Center
- From home
- Other's please specify

19. How much of a full term time do you use the following electronic resources?

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Some What Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. I Visit the Library website</td>
<td></td>
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<tr>
<td>b. I search the online catalog</td>
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<tr>
<td>c. I search the data base</td>
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<tr>
<td>d. I use Electronic books</td>
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<tr>
<td>e. I browse Electronic Journal</td>
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<tr>
<td>f. Access full text article</td>
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<tr>
<td>g. Online reference work</td>
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<tr>
<td>h. Other's</td>
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</tbody>
</table>

20. How do you rank the value of these Electronic resources on conducting your research and teaching?

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Some What Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Online database</td>
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<tr>
<td>b. Electronic book</td>
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<tr>
<td>c. Electronic Journal</td>
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<tr>
<td>d. Online catalogue</td>
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<tr>
<td>e. Online journals</td>
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<tr>
<td>f. Offline journals</td>
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<tr>
<td>h. Other's</td>
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</tbody>
</table>

21. How would you rat the following electronic resources

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Some What Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Electronic books</td>
<td></td>
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</tr>
<tr>
<td>b. Electronic journals</td>
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</tr>
<tr>
<td>c. Online Journals</td>
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<tr>
<td>d. Offline Journals</td>
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<tr>
<td>e. CD/ROM</td>
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<tr>
<td>f. Internet</td>
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<tr>
<td>g. Search Engine</td>
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<tr>
<td>h. Audio/Videocassette</td>
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</tr>
</tbody>
</table>

22. What are the main problems you find when trying to use electronic resources?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Information overload (or many information)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. The need to filter the results from search</td>
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<td></td>
</tr>
<tr>
<td>c. Download Delay</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
d. problem with credibility of information

23. Overall to what extent are you satisfied with electronic resources your library provides?

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Some What Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
</table>

24. To what extant are you satisfied with the following electronic resources?

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Some What Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Online Catalog</td>
<td></td>
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<td>b. Full text databases</td>
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<td>c. Electronic book</td>
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<td>d. Electronic journals</td>
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<td>e. Websites</td>
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<td>f. Other's</td>
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</tbody>
</table>

IV. Performance of the Library in satisfying users Information needs electronic resources

25. The library provides adequate access to electronic resources?

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
</table>

26. The librarians offer adequate bibliographic instructions and assistance enable me to use electronic resources effectively.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
</table>
27. The library provides adequate training on how to use electronic resources?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

28. How do you evaluate search results of electronic resources you have used (for example database catalog)?

- Very Relevant
- Relevant
- Some What Relevant
- Irrelevant
- Very Irrelevant

29. How do you rate the quality of information you acquire from electronic resources?

- Very High Quality
- High Quality
- Some What High Quality
- Poor Quality
- Very Poor Quality

30. How do you rate the typical access time when you search an electronic resource?

- Very Fast
- Fast
- Some What Fast
- Slow
- Very Slow

31. How do you rate the usability of the interface of the library website?

- Very Easy
- Easy
- Some What Easy
- Difficult
- Very Difficult
V. Library services

32. The following are some of the services usually provided by the library to its users.?

<table>
<thead>
<tr>
<th>Library Services</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Some What Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Online catalog</td>
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<tr>
<td>b. Online database</td>
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<td>c. Online journals</td>
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<td>d. OPAC/Web OPAC</td>
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<td>e. Circulation</td>
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<td>f. Electronic book (E-Book)</td>
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<td>g. Electronic journal (e-Journal)</td>
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<td>h. Video/Audio materials Services</td>
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<td>i. Electronic theses and Dissertation services</td>
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<td>j. Online Book Bank services</td>
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<td>k. Interlibrary loan (ILL)</td>
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<td>l. Ready Reference Services (RRS)</td>
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<td>m. Current Awareness Services (CAS)</td>
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<td>n. Bibliographical Services</td>
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<tr>
<td>o. Indexing and Abstracting services</td>
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<td>p. Question Bank services</td>
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<td>q. Back volumes/current journal service</td>
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<td>r. Selective Dissemination of Information (SDI)</td>
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<td>s. Document delivery services (DDE)</td>
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<td>t. Newspaper Clipping Services</td>
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<td>u. Institutional Repositories</td>
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<td>v. Website/weblog</td>
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<td>w. Suitable Library timings</td>
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</tbody>
</table>

33. If no, please tick mark the level of satisfaction of the Library services

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Library Services</th>
<th>Very High</th>
<th>High</th>
<th>Moderate</th>
<th>Low</th>
<th>Very Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lack of Indian Journals</td>
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<td>2</td>
<td>Lack of Foreign Journals</td>
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<td>3</td>
<td>Proper reading room facility</td>
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<td>4</td>
<td>Suitable Library timings</td>
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<td>5</td>
<td>User Friendly rules and regulations</td>
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<td>6</td>
<td>Any other, please specify</td>
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</table>
34. Are you satisfied with library services?

☐ Yes ☐ No

35. Any other Suggestions

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Thank you for completing this survey. If you have questions / suggestions about it please call.