2.1. INTRODUCTION

This part is concerned with the review of literature related to the present study. A lot of micro as well as macro literatures have been published on Internet and on relevant topics. But my main literature for consultation are mainly different micro documents like, articles published in latest computer science and IT journals and also those Library Science Journals where latest developments of IT and its impact upon Libraries have been discussed. A few reference books have been consulted. Besides, different papers and articles published on the web have been consulted. The literature review has been discussed under two subdivisions viz., review of foreign literature and review of Indian literature. A review of the literature reveals that the teachers and the students are the most frequent users of Internet. They use Internet for teaching, learning and for research purposes.

2.2. REVIEW OF FOREIGN LITERATURE

Valerie Quercia (2000) in his book “INTERNET in a nutshell: a desktop quick reference” says “with everything being written and said about the Internet, it’s still
difficult to get a clear picture of what the things about and what you can get out of it. ..Internet is like a glue that binds interrelated, independent modes of communication much in the same way that telephone lines are used for conversation, faxing, modem connections, credit card verifications etc.”

Abels (2004) mentioned that the frequency of use of the Internet in 1998-2000 had greatly increased. At the same time, expenditures on monographs showed steady increase.

Information seeking behavior is the purposive seeking for information as a consequence of a need to satisfy some goal. In the course of seeking, the individual may interact with manual information systems (such as a newspaper or a library), or with computer-based systems (such as the Web) (Wilson: 2000).

Information seeking behaviour involves personal reasons for seeking information, the kinds of information which are being sought, and the ways and sources with which needed information is being sought (Leckie, Pettigrew & Sylvain: 1996). Information seeking behavior is expressed in various forms, from reading printed material to research and experimentation. Scholars, students and faculties actively seek current information from the various media available in libraries, e.g. journals and more currently electronic media.

Becker (1998) conducted a study on the Internet use by 2250 teachers from public and private schools in the U.S. The study revealed that 90% of the teachers had Internet access. More than half of the teachers (59%) had Internet access at home. A majority of the teachers (68%) used Internet to find information resources for preparing their lessons.
Singh (1998) conducted a research study on the use of Internet by the librarians in Malaysia. The main findings of the study indicated that 90% of the respondents used the Internet for work related purposes. Most of the respondents were recent users.

Voorbij (1999) examined the use of the Internet amongst students and academicians in the Netherlands. A questionnaire was distributed among 1000 members of the academic community and three focus-group interviews were also held with faculty members. The study revealed that the Web was being used primarily to search general, factual, ephemeral or very specific information. The study also revealed that students and academicians faced many problems while searching the Web.

Williams (1999) reported the use of information technology and the Internet in his project entitled "Information Technology in Michigan: Adult and Teen Survey Report." The results indicated that the majority of the respondents (72%) used the Internet at least once a week and 45% at least once a day.

Moreover, Laite (2000) surveyed 406 graduate and undergraduate students from Shippensburg University. The survey showed that 57.6% of the undergraduate students used the Internet 1-2 times per week and another 37.1% used it 1-2 times daily. More than 50% of the graduate students used Internet 1-2 times per week and 37.7% used it 1-2 times daily. The survey showed that the most used Internet service was e-mail. A hundred percent of the graduates and undergraduate students used e-mail service.

Nicholas et al. (2003) conducted a study in the UK to examine the use of the web for health information and advice. More than 1300 people were surveyed. The study
showed that 66% of the respondents accessed the Internet from home, 28% from work place and the remainder (6%) used a combination of both work place and home.

Hanauer et al. (2004) surveyed a diverse community college to assess the use of the Internet by the students for health-related information. The survey showed that although all the students surveyed had free Internet access through their community college, yet only 97% of the students reported having access to the Internet. The survey showed that 83% Internet users had access to the Internet at their home and 51% of the respondents accessed Internet at college or library. Eighty-one percent of the students reported to access the Internet most for college work and 80% for e-mail/chat. Men and women searched for health information in almost equal numbers.

A study by Asemi (2005) showed that all the respondents were using the Internet frequently because all faculties were provided connection to the Internet. It was revealed that the researchers of the university were getting quality information through the Internet. Fifty-five percent of the respondents searched for scientific information through the Internet because the university library had provided access to various databases and online journals for all the students and staff.

Robinson (2005) examined the Internet use among African-American college students. The respondents were surveyed by using the 43-item questionnaire to determine the frequency of Internet. The results of the study indicated that most of the African-American college students (76%) had used the Internet for more than three years. The use of the Internet for most African-American college students occurred at school or at the work place with 49% of the responses at home. 47% of the responses indicated that they
spent an average of two hours per day on-line. A small percentage of the students spent 5-6 hours per day on the Internet. 43% of the students used the Internet primarily to learn and find school resources.

The Internet is an important information resource for science and engineering faculty, research scholars and librarians. Internet can be established as a topic to the class syllabus, and providing at least one Internet-related assignment can accomplish inclusion of information available through the Internet. This works as a strategy for introducing these resources to library school students enrolled in science and technology literature and reference classes (Youngen, 1998).

Challener (1999) investigated artists and art historians teaching in five liberal arts colleges and three universities. Results found that they need information for teaching. The participants almost all subscribe to art journals, and many read newspapers. They visit libraries frequently, usually more than one library, and unlike previous reports, the majority are willing to ask the librarian for help. A large percentage of both art historians and artists are using computers for teaching. All 27 participants use slides extensively in the classroom, supplemented in most cases by textbooks.

Reneker (1992) investigated the information seeking activities of 31 members of the Stanford University academic community were examined over a two-week period during the 1990-91 academic year. She adopted the naturalistic approach and employed qualitative techniques for the data collection using mainly personal interviews. Informants' perception of their information environment is expressed in positive terms, and there is a close relationship between knowledge of the information environment and
the sources used. Information seeking is embedded in the day-to-day activities and relationships of the participants and is triggered both by the articulation of need and availability of information. A large number of needs are satisfied by sources the informants created or organized themselves and by interpersonal information sources. The findings of the study indicated that the action of information seeking originated from a wide variety of needs like personal, professional, entertainment, etc.

Barbara Stewart writes “Libraries and the World Wide Web – what an unbeatable combination; thousands of libraries of all types are rushing to create home pages, convinced that their patrons will be served best by Web access as well as a Web interfaced catalogue.

Watters, Carylon (2007) says “There is, however, a noticeable increase in the user of the Web. At the same time, there has been a dramatic shift away from the use of traditional information channels including libraries to the Web as the primary source of information. Over the past several years the Web has taken on the role of the central large scale information resource for many people. There has been a dramatic shift of focus from personal information collection and shared library collections to the online access to all of the digital libraries and non-library resources available on the Web. It has become fashionable, convenient, and somewhat seductive to make all of the corporate and organizational information resources of enterprises available on a Website. This certainly provides better access to the documents, provides more consistent updating of material, and facilitates timely remote access to shared documents.
2.3. REVIEW OF INDIAN LITERATURE

I. K. Ravichandra Rao, Professor and Head, DRTC in Preface of the book written by Carylon Watters (2007) in ‘Improving access to information on the World Wide Web' pointed out that access to information is essential to educational systems at all levels and also to society at large. In this context, Internet has challenged and made obsolete many current practices of accessing information. Websites are now being designed and developed with greater number to deliver information for millions of users. While the Internet offers vast amounts of information, many of the basic characteristics of a library are missing in it. This is particularly true with regard to information organization.

Biradar and others (2006) conducted a study on internet usage by the students and faculties in Kuvempu University. The results indicated that 42.1% students use internet twice a week and 31.25% faculties use it every day. The majority of students as well as faculties use internet for study/teaching purpose. The favorite place for using internet is library followed by commercial places. A thumping majority of respondents are satisfied with internet sources and services.

Whenever, the information professionals introduce a variety of information services, as a rule, to begin with they attempt to identify the information seeking behaviour, information needs and requirement of the users. Similarly, before we design and develop websites, it is necessary to identify information seeking behaviour as well as the various models of information use. In this context, it is necessary for librarians and information specialists to join the discussion on appropriate models to understand the process involved in these tasks. While the Internet offers vast amounts of information...
many of the basic characteristics of a library are missing in it. This is particularly true with regard to information organization.

Mishra (2008) wrote that while the Internet revolution is leading to big changes for librarians all over the world, it is still in its infant stage in the Indian libraries. Though, there are a very few technocrats who have just jumped on the bandwagon to make everything computerised and networked yet a large number of librarians have not kept pace with the technology. They are silent spectator of whatever happens and want someone else to do for them.

Kaushik & Singh (2001) in their paper on “Internet Usage by Research Scholars and Faculty in Sciences: A study of M D University” presented the results of their study. The specific objectives of the study were as under:

- To determine computer literacy among research scholars & faculty members.
- To identify their awareness about internet & its tools.
- To determine the use of internet in their study & research work.
- To assess internet facilities provided by the central library.
- To study their purpose of using the Internet.
- To study problems faced by them in using Internet.

The questionnaires were distributed among 92 research scholars and faculty members. Out of which as many as 58 filled in useable questionnaires were received back. The data was also analyzed on the basis of independent variables like Status and Gender of the respondents. Sixteen respondents mentioned that the library staff in
internet lab most frequently helps them whereas twenty respondents mentioned that it helps frequently. Twenty five respondents know the internet and its tools to full extent, whereas thirty two respondents know it to some extent. Majority of respondents i.e. 79.33% use the internet for Sending and receiving e-mails, visiting websites, on-line learning and accessing e-documents. Eleven respondents use it only for on-line learning and accessing e-documents. As far as the usefulness of the internet is concerned forty six respondents mentioned that it is very useful in their research and teaching. Another twelve respondents mentioned that it is useful in their research and teaching. On the basis of their sex twenty one male respondents assessed the internet very useful whereas three as useful. Twenty nine female respondents assessed it as very useful and rest nine as useful. The results indicated that the research scholars and lecturers have assessed internet more useful as compared to the readers and professors. Thirteen respondents most frequently use the internet in the central library whereas twenty nine respondents use it frequently in the central library. Twelve respondents use internet occasionally in central library whereas only four respondents rarely use internet in central library. The research scholars have been found using internet in central library more frequently as compared to the faculty members. Only eight respondents most frequently use internet at a place other than the central library whereas fifteen respondents use it outside the central library frequently and same number rarely. Twenty respondents occasionally use internet at a place other than central library.

Jange, Sami, Angdi, & Aeri (2006) in their paper on ‘The internet as an information source vs. level of satisfaction: Users’ learning styles, perceptions, emotions
and regression model at National Institutes of Technology in India attempted to present their study. A total of 850 questionnaires and interview schedules were distributed to the faculty and research scholars of NITs in India, 665 questionnaires were duly obtained with a response rate of 78.24%. The objectives of the study were -

- To determine the relationship of Use of Internet and specific learner characteristics of respondents viz. Status, Age, Qualification, Teaching and Research Experience, Formal Training with a view to examine the level of literacy among Engineering faculty and Research scholars of National Institutes of Technology in India.

- To examine the Level of Satisfaction towards Internet perceptions and emotions of respondents in relation to Status, Age, Qualification, Teaching and Research Experience and Formal Training.

- To explore the constructs of Technology Acceptance Model i.e. perceived usefulness and perceived ease of use indicating the respondent’s perceptions and emotions of using Internet as an Information source.

- To evaluate the dimensions of variables of Use of Internet and Level of Satisfaction of Internet technology as an information source are correlated to each other or not.

Bavakutty and Salih (1999) conducted a study at Calicut University, which showed that students, research scholars, and teachers used the Internet for the purpose of study, research and teaching respectively. The purposes of Internet use were: sending and
receiving e-mails in connection with academic requirements, making a search on library catalogues, downloading images and communication with the peer.

A study conducted by Mahajan and Patil (1999) revealed that the purpose of using Internet by research workers at Pune University was to conduct literature search; for students was to know curriculum based information; for teachers to find supporting information to write articles.

Naushad Ali (2000) conducted a study at Aligarh Muslim University. Aligarh. The study showed that more than 50% of the study population was satisfied regarding the timings of the Internet service, but were not satisfied with staff’s cooperation and reservation facility. Majority of the respondents were not happy with the number of nodes available.

Chandran (2000) conducted a study at S V University. Tirupathi. which showed that more than 25% of the respondents used the Internet for 2-3 times a week and more than 56% used it for accessing information. A majority of the respondents used the Web and e-mail services of Internet. The purposes of using Internet included communication and information gathering. The sources used for identifying information about Internet included website itself, journals and magazines, staff and newspapers A majority of the respondents used general websites as compared to recreational and discipline oriented websites.

Amritpal Kaur (2000) conducted a survey regarding the use of Internet facility at the Guru Nanak Dev University, Amritsar. The study indicated that all respondents used Internet for sending e-mail and 82% for Web. More than 60% of the respondents used
Internet for primary information. 38% for secondary and only 15% used it for consulting OPACs. A majority of the respondents i.e. 75.6% faced the problem of slow Internet connectivity. All respondents used search engines to browse the required information. More than one third of the respondents typed the web address directly and only 1.5% used subscription databases. The results of the study further showed that more than 80% of the respondents felt that in comparison to traditional documents, Internet was time saving, easy to use, more informative, more useful and more preferred.

Kanaujia and Satyanarayana (2003) conducted a study of the Science & Technology community of Lucknow city to assess the level of awareness and demand of web based learning environment among Science & Technology information seekers. The major findings of the study revealed that 49.2% users browsed the Web for more than 2 to 4 hours and 14% for more than 5 hours a day. The study further showed that 36.6% users consulted e-journals regularly on the Internet, 40.4% used Internet for consulting technical reports, 24.8% to find online databases and 10.4% for telnet service.

Recently, Mishra, Yadav and Bisht (2005) conducted a study to know Internet utilization pattern of the undergraduate students of G B Pant University of Agriculture and Technology, Pantnagar. The findings of the study indicated that a majority of the students (85 7%) used the Internet. Out of the Internet users 67 7% were male students and 32.3% female students. The findings of the study also showed that 61.5% of the males and 51.6% of the females used Internet for preparing assignments. A majority of the respondents i.e. 83.1% male and 61.3% female respondents indicated that they faced the problem of slow functioning of Internet connection.
A. Lakshmana Moorthy says “Computers, communication and information access technologies are effecting revolutionary changes in the way the information is stored, retrieved, and disseminated. Information Technology has an everlasting impact on Library or/and Information centers.”

J Indira Subbaram has rightly mentioned in his article “Internet in a nutshell” in DESIDOC Bulletin 16(3) “if you are not on Net, you are history. We are in the age of electronic communication where having an E-mail address on the business card is becoming a necessity like telephone and Fax numbers. And for corporate entity, the letterhead is not complete without a WWW address like: http://www.mycompany.com/”

Rajeev Kumar and Amritpal Kaur (2004) studied the use of internet by teachers and students in Shaheed Bhagat Singh College of Engineering & Technology, Ferozepur (Panjab). They found that 46.7% teachers and 36.7% students daily use the internet. About 90% respondents use internet at their college. Yahoo is found as the favorite search engine. Only 31.7% respondents were fully satisfied, whereas 36.7% were partially satisfied with internet facilities.

The research study conducted by Kaur (2002) based on the responses from 160 users of Guru Nanak Dev University found that, e-mail is the most preferred service followed by WWW. Majority of the respondents accept that Internet is time saving, easy to use and more useful than traditional documents. The Internet offered by the Pune University Computing Network Centre, India which links all university departments and the Jayakar Library discusses the use of the Internet in university library services for research workers, students and faculty and further suggests that courses should be
organized for library staff in the development of a Web site and the use of the Internet in university libraries.

The study made by Krishna (1999) reveals that, the application of computers and networking technologies has improved the efficiency of library services and enhances information storage and retrieval and describes the features of Internet and intranet technology in which this technology can be applied in library activities and services to improve library services.

Pathak (1999) discusses the provision of Internet in Indian universities, focusing on the India's North East Region and particularly access to the Internet for the region's eleven universities remains a challenge and urges other universities in the region to take advantage of information technology.

Koganuramath and Jange (1999) study conducted to identify the purpose of using Internet and extent of its services used and to provide suggestions for maximizing use of Internet services by the Social Scientists. Majority of the users use Internet for communication, followed by access to information. The popular Internet services used were E-mail, WWW, Discussions forums, FTP and TELNET. The study conducted at Muslim Aligarh University revealed that the users were satisfied with the timings of service (52.28%), 69% of users opined that the number of nodes should be increased and 71% were not satisfied with the existing Internet service. It was suggested to enhance the bandwidth, provide Internet user-training programmes and the service should be made available around the clock.
Selvi (1999) discusses the impact of Internet use on academic library services and presents an overview of important Web resources for academic library users and staff. Further states that the Internet has enabled academic libraries to widen their services far beyond a basic reference service and traditional print-based collections.

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Suriya, Sangeetha and Nambi (2004) carried out a research work on "Information seeking behaviour of Faculty Members from Government Arts Colleges in Cuddalore District." The purpose of their study was to investigate, how faculty members seek information from the library. It mentions that most of the respondents 61 (38.12 percent) visited the library several times a week to meet their information needs. Regarding the type of search made by the respondents the majority of the respondents 91 (56.87 percent) made their search by subject.

Shokeen and Kushik (2002) studied about information seeking behaviour of social scientists working in the universities located in Haryana. They reported most of the social scientists visit the library daily. The first preferred method of searching the required information by the social scientists followed by searching through indexing and abstracting periodicals, and citations in articles respectively. The social scientists use current journals followed by books.
2.4. CONCLUSION

It has been observed from the literature survey that no article or paper has been published so far on use of Internet service in university libraries in Assam. Some of the relevant studies published in Conference Proceedings or in journals (on-line or Off-line) have helped me to gather required knowledge and ideas to carry out the study. As Internet itself is an ocean of information resources so, various websites have been accessed in different points of time to know the availability of relevant articles / papers.