CHAPTER – V
FINDINGS, CONCLUSIONS AND SUGGESTIONS
5.1 MAJOR FINDINGS OF THE STUDY

5.1.1 Respondents
a. The data collected from 2713 respondents of 07 IITs have been analysed. 334 (12.3%) respondents are from IIT Bombay; 423 (15.6%) respondents are from IIT Delhi; 340 (12.5%) respondents are from IIT Guwahati; 354 (13%) respondents are from IIT Kanpur; 451 (16.6%) respondents are from IIT Kharagpur; 408 (15%) respondents are from IIT Madras and 403 (14.9%) respondents are from IIT Roorkee.
b. The majority of respondents 1004 (37%) is Undergraduate students followed by 901 (33.2%) Postgraduate students and 808 (29.8%) are Research Scholars

5.1.2 Visit to Library
99.9% of the respondents visit the library. 29.6% of the respondents visit the library daily followed by 29.3% respondents visit twice a week and 19.8% respondents visit weekly.

5.1.3 Purpose of visit to Library
The purpose of the visit to the library by the majority of respondents is to get the issue/return of books as compared to other purposes. 69.8% respondents visit the library with the purpose to get issue return of books followed by 29.7% respondents to collect material for research; 27.7% respondents to collect material for assignments; 23.9% respondents visit to consult periodicals/ journals.

5.1.4 Preference of Resources
The findings show that the majority of the respondents prefer to use Print + Digital resources to get the required information. 65.4% of the total respondents prefer Print + Digital resources and 23.8% respondents prefer print resources. Only 10.8% respondents prefer digital resources.
a. Only 13.6% respondents from IIT Kanpur; 12.9% respondents from IIT
Kharagpur; 10.7% respondents form IIT Roorkee; 10.4% respondents from IIT Delhi; 10.2% respondents from IIT Bombay; 9.8% respondents from IIT Madras and 7.4% respondents from IIT Guwahati prefer to use digital resources only.

b. 66.5% respondents from IIT Guwahati; 66.5% respondents form IIT Roorkee; 66.1% respondents from IIT Kharagpur; 65.7% respondents from IIT Delhi; 64.7% respondents from IIT Madras and 64.1% respondents from IIT Kanpur and IIT Bombay prefer to use Print + Digital resources

5.1.5 Digital Information Resources and Services

a. The digital information resources available in all the IITs are at par. The IIT Kanpur and IIT Kharagpur are having all the digital information resources under the study, whereas only few resources are not available in some of the IITs. IIT Bombay and IIT Delhi lacks subject specific portals; IIT Guwahati lacks the resources e-newsletters institute publications and subject specific portals; IIT Madras lacks e-theses/dissertations; IIT Roorkee lacks e-newsletter and subject specific portals.

b. The various digital information services are provided in the IITs libraries. The services under the study that are being provided by all the libraries are virtual library tour; OPAC/ Web OPAC; bibliographic database service; new addition to library service; e-circulation service; electronic document service; online reservation of reading material service and feedback/query service.

5.1.6 Awareness of Digital Information Resources

a. The majority of respondents from all the IITs are aware of e-books. The respondents (96.2%) from IIT Kharagpur followed by 95.3 from IIT Roorkee and 91% from IIT Delhi are more aware of e-books as compared to other IITs
b. The majority 89.8% respondents from IIT Kharagpur followed by 87.9% respondents from IIT Kanpur and 87.5% respondents from IIT Delhi are more aware of e-journals as compared to respondents from other IITs.

c. The majority of 78% respondents from IIT Kharagpur followed by 77.1% respondents from IIT Delhi and 73.7% respondents from IIT Kanpur are more aware of e-newsletters as compared to respondents from other IITs.

d. 78.7% respondents from IIT Kharagpur followed by 74.6% respondents from IIT Kanpur and 71.7% respondents from IIT Roorkee are more aware of e-theses/dissertations as compared to respondents from other IITs.

e. The majority of 61.6% respondents from IIT Kharagpur followed by 59.6% respondents from IIT Delhi, 59% respondents from IIT Kanpur are aware of indexing databases.

f. 66.1% respondents from IIT Kharagpur followed by 59.3% respondents from IIT Kanpur; 53.6% respondents from IIT Roorkee and 52% from IIT Delhi are aware of abstracting databases.

g. The majority of 61% respondents from IIT Kharagpur and 56.2% from IIT Kanpur and 53.7% from IIT Delhi are aware of bibliographic databases.

h. 60.1% respondents from IIT Kharagpur followed by 59.8% from IIT Roorkee and 56.3% from IIT Delhi are more aware of CD/DVD Database as compared to respondents from other IITs.

i. 56.8% respondents from IIT Kanpur followed by 55.7% from IIT Kharagpur are aware of e-standards, whereas only 24.3% respondents from IIT Bombay are aware of e-standards.

j. The majority of 69.1% respondents from IIT Guwahati followed by 65.4% respondents from IIT Kharagpur and 52.3% from IIT Kanpur are more aware of the institutional repository, whereas only 32% respondents from IIT Bombay are aware of the institutional repository.
k. The majority of the respondents from the IITs are aware of institute publications, but majority of 80.9% respondents from IIT Kharagpur are more aware than other IITs.

l. 69.7% respondents from IIT Roorkee are aware of subject specific portals whereas only 43.7% respondents from IIT Bombay of subject specific portals.

5.1.7 Frequency of Use of Digital Information Resources

The frequency of use of various digital information resources by the respondents of the IITs in order of preference is as under:

a. E-Journals are more used by respondents from IIT Guwahati followed by respondents from IIT Kharagpur and IIT Madras.

b. Subject Specific Portals are more used by respondents from IIT Kanpur followed by respondents from IIT Guwahati and IIT Bombay.

c. E-Books are more used by respondents from IIT Guwahati followed by respondents from IIT Kanpur and IIT Kharagpur.

d. Institute Publications are more used by respondents from IIT Guwahati followed by respondents from IIT Kanpur and IIT Madras.

e. Institutional repository is used more by respondents of IIT Bombay followed by respondents from IIT Madras and IIT Kanpur.

f. Abstracting databases are more used by respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Roorkee.

g. Bibliographic databases are more used by respondents from IIT Bombay; IIT Kharagpur and IIT Kanpur as compared to respondents from other IITs.

h. Indexing databases are more used by the respondents from IIT Bombay; IIT Guwahati and IIT Kanpur as compared to respondents from other IITs.

i. E-Theses/Dissertations are more used by respondents from IIT Guwahati followed by respondents from IIT Kanpur and IIT Bombay.
j. E-Newsletters are more used by respondents from IIT Guwahati; IIT Kanpur and IIT Roorkee as compared to respondents from other IITs.

k. E-Standards are more used by respondents from IIT Bombay followed by respondents from IIT Madras and IIT Guwahati.

l. CD/DVD databases are more used by the respondents from IIT Bombay followed by respondents from IIT Kanpur and IIT Kharagpur.

5.1.8 Importance of Digital Information Resources

The importance of various digital information resources by the respondents of the IITs in order of preference is as under:

a. Subject Specific Portals are considered more important by respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kanpur.

b. E-Books are considered more important by respondents from IIT Kanpur followed by respondents from IIT Bombay and IIT Guwahati.

c. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Roorkee mentioned that institute publications are an important digital information resource.

d. The majority of respondents from IIT Bombay followed by respondents from IIT Kanpur and IIT Kharagpur considers CD/DVD databases are an important digital information resource.

e. E-Journals are considered as an important digital information resource by the majority of respondents from IIT Guwahati followed by respondents from IIT Kanpur and IIT Kharagpur.

f. Bibliographic databases are considered an important digital information resource by the respondents of IIT Bombay followed by respondents from IIT Roorkee and IIT Madras.

5.1.9 Purpose of using Digital Information Resources

a. 77.7% of the total respondents are using the DIR to collect the study material for their study and research. A majority of 83.2% from IIT
Guwahati followed by 79.7% from IIT Madras and 78.3 from IIT Kharagpur are using DIR with the purpose to collect study material.

b. 55.9% respondents make use of DIR to find literature for research. The maximum respondents using the resource for this purpose is 63% are from IIT Kharagpur followed by 60.5% are from IIT Kanpur and 60.2% are from IIT Bombay.

c. Only 48.3% respondents are using the DIR to get current information. The maximum respondents using the resources for the purpose are 58.5% are from IIT Kharagpur followed by 51.5% from IIT Madras and 50.4% are from IIT Roorkee.

d. Only 38.6% respondents are using DIR to prepare assignments. The majority of 50% respondents using the resources for the purpose are from IIT Madras whereas only 32.6% respondents are from IIT Kharagpur.

e. Only 33.2% respondents are using the digital information resources with the purpose to write research articles. The maximum respondents (40.8%) using the resources for the purpose are from IIT Kharagpur whereas only 28.7% respondents are from IIT Kharagpur are using DIR to write articles.

5.1.10 Satisfaction with Digital Information Resources

a. 53.7% respondents are partially satisfied with the digital information resources whereas 30% respondents are fully satisfied; 12.4% respondents are somewhat dissatisfied and only 3.8% respondents are not satisfied with the digital information resources.

b. The majority of respondents (88%) from IIT Kharagpur followed by 84.8% respondents from IIT Madras; 84.7% respondents from IIT Guwahati; are partially/fully satisfied as compared to other IITs. 20.6% respondents from IIT Kanpur and IIT Roorkee are somewhat/not satisfied with the digital information resources.
5.1.11 Awareness of Digital Information Services

The findings about awareness of various digital information services in order of preference of the respondents are given below:

a. 89.2% respondents of IITs are aware of OPAC/Web OPAC service. The majority of respondents (91.8%) from IIT Roorkee followed by 90.9% respondents from IIT Madras and 89.4% respondents from IIT Delhi are more aware of OPAC/Web OPAC service as compared to respondents from other IITs.

b. 74.6% respondents are aware of online reservation of reading material. The majority of respondents (86.1%) from IIT Roorkee followed by 78.5% from IIT Kanpur and IIT Delhi are more aware than other respondents. Only 42.6% from IIT Guwahati are aware of the service.

c. 65.8% respondents are aware of feedback/queries service. The maximum respondents (75.4%) from IIT Kharagpur and only 54.2% from IIT Bombay are aware of the service.

d. 64.5% respondents are aware of new addition to library service. The maximum respondents (78.2%) from IIT Kanpur and only 40.6% respondents from IIT Guwahati are aware of the service.

e. 64.2% respondents are aware of e-mail assistance service. The majority of respondents (69.8%) from IIT Kharagpur followed by 69.5% from IIT Roorkee and 67.8% from IIT Delhi are more aware of the service than respondents from other IITs.

f. 60.1% respondents are aware of virtual library tour service. The maximum respondents (67.4%) from IIT Kharagpur and only 44.7% respondents from IIT Guwahati are aware of the service.

g. 56.9% respondents are aware of CD-ROM database service. The maximum respondents (67.5%) from IIT Kanpur and only 41% respondents from IIT Bombay are aware of the service.
h. 55.9% respondents are aware of online reference service. The maximum respondents (68.9%) from IIT Kanpur and only 35.6% respondents from IIT Bombay are aware of the service.

i. 55.7% respondents are aware of bibliographic database service. The maximum respondents (64.7%) from IIT Kharagpur and only 41% respondents from IIT Bombay are aware of the service.

j. 53.9% respondents are aware of E-circulation service. The maximum respondents (59%) from IIT Kharagpur and only 27.9% respondents from IIT Guwahati are aware of the service.

k. 52.9% respondents are aware of blogs. The maximum respondents (63.9%) from IIT Kharagpur and the least respondents (35.6%) from IIT Bombay are aware of the service.

l. Only 49.5% respondents are aware of electronic document delivery service. The maximum respondents (63.9%) from IIT Kharagpur and only 32.1% respondents from IIT Guwahati are aware of the service.

m. Only 49.5% respondents are aware of Current Content service. The maximum respondents (57.9%) from IIT Kharagpur and only 42.5% respondents from IIT Bombay are aware of the service.

n. 49.2% respondents are aware of discussion groups and forums. The maximum respondents (57.6%) from IIT Kharagpur and only 31.1% respondents from IIT Bombay are aware of the service.

o. 46% respondents are aware of video and teleconferencing service. The maximum respondents (58.1%) from IIT Kharagpur and only 29.6% respondents from IIT Bombay are aware of the service.

p. 42.8% respondents are aware of current awareness service. The maximum respondents (55%) from IIT Kharagpur and only 21.6% respondents from IIT Bombay are aware of the service.

q. 42.8% respondents are aware of newspaper clipping service. The maximum respondents (55.7%) from IIT Kharagpur and only 24% respondents from IIT Bombay are aware of the service.
5.1.12 Frequency of Use of Digital Information Services

The frequency of use of various digital information services by the respondents of the IITs in order of preference is as under:

a. The majority of respondents from IIT Bombay followed by respondents from IIT Madras and IIT Kharagpur use OPAC/Web OPAC service as compared to respondents of other IITs.

b. The majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Kanpur use online reservation of reading material service.

c. The majority of respondents from IIT Kanpur followed by respondents from IIT Bombay and IIT Guwahati use new addition to library service more than respondents of other IITs.

d. Electronic document delivery service is used by the majority of respondents from IIT Kharagpur followed by respondents from IIT Bombay and IIT Guwahati.

e. Current content service is used by the majority of respondents from IIT Kharagpur followed by respondents from IIT Kanpur and IIT Bombay.

f. Online reference service is used by the majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Guwahati.

g. E-mail assistance service is used by the majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kharagpur.

h. E-circulation service is used by the majority of respondents from IIT Bombay followed by respondents from IIT Delhi and IIT Kanpur.

i. Virtual library tour service is used by the majority of respondents from IIT Guwahati followed by respondents from IIT Kharagpur and IIT Bombay.

j. The majority of respondents from IIT Guwahati followed by respondents from IIT Bombay and IIT Delhi prefer to use bibliographic database service.
k. The majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Kanpur prefer to use CD-ROM database service.

l. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kharagpur prefer to use feedback/query service.

m. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kharagpur prefer to use discussion groups and forums service.

n. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kanpur prefer to use blogs service.

o. The majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Guwahati prefer to use newspaper clipping service.

p. The majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Guwahati prefer to use current awareness service.

q. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kharagpur prefer to use video & teleconferencing service.

5.1.13 Importance of Digital Information Services

The importance of various digital information resources by the respondents of the IITs in order of preference is as under:

a. The majority of respondents from IIT Bombay followed by respondents from IIT Delhi and IIT Kharagpur consider OPAC/Web OPAC service more important than respondents from other IITs.

b. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kharagpur consider online reservation of
reading material service more important than respondents from other IITs.

c. The majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Kanpur consider e-circulation service more important than respondents from other IITs.

d. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Roorkee consider new addition to library service more important than respondents from other IITs.

e. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kanpur consider feedback/query service more important than respondents from other IITs.

f. The majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Roorkee consider CD-ROM database service more important than respondents from other IITs.

g. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Kanpur consider e-mail assistance service more important than respondents from other IITs.

h. The majority of respondents from IIT Bombay followed by respondents from IIT Guwahati and IIT Roorkee consider bibliographic database service more important than respondents from other IITs.

i. The majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Madras consider blogs service more important than respondents from other IITs.

j. The majority of respondents from IIT Bombay followed by respondents from IIT Madras and IIT Guwahati consider electronic document delivery service more important than respondents from other IITs.

k. The majority of respondents from IIT Bombay followed by respondents from IIT Delhi and IIT Kharagpur consider current content service more important than respondents from other IITs.
l. The majority of respondents from IIT Bombay followed by respondents from IIT Delhi and IIT Kharagpur consider online reference service more important than respondents from other IITs.

m. The majority of respondents from IIT Bombay followed by respondents from IIT Kharagpur and IIT Guwahati consider discussion groups and forums service more important than respondents from other IITs.

n. The majority of respondents from IIT Bombay followed by respondents from IIT Madras and IIT Kharagpur consider virtual library tour service more important than respondents from other IITs.

o. The majority of respondents from IIT Bombay followed by respondents from IIT Delhi and IIT Kanpur consider current awareness service more important than respondents from other IITs.

p. The majority of respondents from IIT Bombay followed by respondents from IIT Delhi and IIT Madras consider video & teleconferencing service more important than respondents from other IITs.

q. The majority of respondents from IIT Bombay followed by respondents from IIT Delhi and IIT Guwahati consider newspaper clipping service more important than respondents from other IITs.

5.1.14 Purpose of using of Digital Information Services

a. The majority of 84.5% respondents make use of digital information services to get the study and research related material. The majority of 93.1% respondents from IIT Kharagpur followed by 86% respondents from IIT Madras and 85% from IIT Bombay agree that their purpose of using DIS is to get study/research related material.

b. The majority of 81.1% respondents are using DIS to know the availability of material. The majority of 86.2% respondents from IIT Guwahati followed by 83.8% respondents from IIT Madras and 81.8% from IIT Delhi are using DIS is to know the availability of the material.
c. 65% respondents are using DIS to get the literature for research. The majority of respondents (76.7%) from IIT Kharagpur followed by 67.4 from IIT Madras and 67.1% from IIT Guwahati using DIS to get the literature for the research.

d. 57.8% respondents use the services to get the material required for preparation of assignments. The majority of 74.3% respondents from IIT Madras followed by 61.2% from IIT Guwahati and 58.3% from IIT Roorkee are using DIS to get the material for the assignments.

e. Only 46.6% respondents are using DIS to get the print outs of the required material. The majority of respondents (57.9%) from IIT Guwahati followed by 51.4% from IIT Kanpur are using DIS to get the print outs of the required material.

5.1.15 Satisfaction with Digital Information Services

a. 62.6% respondents are partially satisfied with the DIS whereas 19.9% respondents are fully satisfied; 12.2% respondents are somewhat dissatisfied and only 5.3% of the respondents are not satisfied with the available DIS

b. Among the IITs the maximum respondents (85.6%) from IIT Guwahati followed by 84.4% from IIT Kharagpur and 83.1% from IIT Roorkee are partially/fully satisfied with the available digital information services.

5.1.16 Sources of Awareness

The source of awareness of digital information resources and services among the majority of respondents is either friends/colleagues or the library web site.

a. 63.6% respondents agree that they become aware of digital information resources and services from their friends/colleagues. Among the IITs majority of respondents (76.3%) from IIT Kharagpur and least respondents (52.7%) from IIT Delhi agree with the statement.

b. Only 37.7% respondents get aware of digital information resources and services from the library web site. Among the IIT majority of
respondents 51.1%) from IIT Delhi and least respondents (28.2%) from IIT Madras agree with the statement.

**c.** Only 19.9% respondents agree that faculty of their department aware them about digital information resources and services whereas 16.1% respondents mention their source of awareness of digital information resources and services is the staff of the library. 13.9% respondents get aware of the digital information resources and services from the orientation programs arranged by the library.

### 5.1.17 Preference of Location

The most preferred location to access digital library resources and services as mentioned by the majority of respondents is Central Library of their respective institutes.

**a.** The findings shows that majority of 57.9% respondents prefer to access the digital resources and services from the Central Library. Among the IIT maximum respondents (64.7%) from IIT Bombay followed by 64.3% from IIT Delhi and 57.8% from IIT Madras prefer to use DIR and DIS in the Central Library.

**b.** Only 21.4% respondents prefer to access the resources and services from their homes/hostels. Among the IIT maximum respondents (30.2%) from IIT Kanpur followed by 28.2% from IIT Madras prefer to access digital information resources and services from the homes/hostel.

**c.** Only 14.4% respondents prefer to access digital information resources and services from the department; 5.5% respondents prefer to access from computer centre.

### 5.1.18 Problems faced in Accessing DIR / DIS

The majority of the respondents do not face any problem in accessing digital information resources and service still some of the respondents pointed out the problems they face in accessing digital information resources and services.
a. Only 33% respondents feel that it is not easy to search information using DIR and DIS. Among the IITs maximum respondents (42.4%) from IIT Kharagpur and the least number of respondents (25%) from IIT Madras agree with the statement.

b. Only 31.3% respondents feel that they are not familiar with the system. Among the IITs maximum respondents (38.1%) from IIT Kanpur and the least number of respondents (19.3%) from IIT Kharagpur agree with the statement.

c. Only 24.5% respondents consider that terminals to access the resources are not enough. Among the IITs maximum respondents (33.5%) from IIT Bombay and the least number of respondents (26.2%) from IIT Madras agree with the statement.

d. Only 22.2% respondents find that the slow speed of internet is hindrance in using DIR and DIS. Among the IITs maximum respondents (27.8%) from IIT Roorkee and the least number of respondents (15.9%) from IIT Madras agree with the statement.

e. 20.8% respondents finds that available staff is not trained enough to help them in accessing resources whereas 19.7% respondents consider that to get the required information using digital information resources and services is time consuming.

5.1.19 Training Program

a. 50.6% respondents feel that library should arrange more training programs for the optimum utilization of resources and services. Among the IITs maximum respondents (53.1%) from IIT Kanpur and least respondents (46.1%) from IIT Bombay agree with the statement.

b. 31.3% strongly agreed that library should arrange more training programs for the maximum utilization of resources. Among the IITs maximum respondents (38.7%) from IIT Roorkee and the least number of respondents (28.2%) from IIT Kanpur agree with the statement.
5.1.20 Overall Satisfaction with DIR and DIS

a. Overall the majority of the respondents are satisfied with the digital information resources and services. The majority of 62.9% respondents are satisfied; 8.1% respondents are very satisfied; 18.5% respondents are neutral; 5.3% respondents are dissatisfied with the available digital information resources and services. Only 5.2% respondents have mentioned that they have no opinion about digital information resources and services.

b. 81.7% respondents from IIT Kanpur are satisfied/very satisfied whereas the least number of respondents 51.6 from IIT Roorkee are satisfied/very satisfied.

c. The maximum of 36% respondents from IIT Roorkee and the least number or respondents (9%) from IIT Delhi and IIT Kanpur remain neutral in giving their opinion as far as overall satisfaction is concerned.

5.2 TESTING OF HYPOTHESES

H1: There is no significant Difference in the availability of Digital Information Resources in the Libraries of IITs.

The table 4.8.1 shows that all the digital information resources under the study are available in the libraries of IITs. The calculated value of $\chi^2$ is 7.429 and degree of freedom is 6. The calculated value of chi square is significant at 5% level ($\chi^2 \leq 0.05$). The calculated value of $\chi^2$ is less than the tabulated value so there is no significant difference in the digital information resources available in IITs so the hypotheses is accepted.

H2: There is no significant difference in the awareness of resources and services amongst the users of IIT libraries.

Awareness about various digital information resources viz. e-books; e-journals; e-newsletters; e-theses/dissertations; indexing databases; abstracting databases; bibliographic databases; CD/DVD databases; e-standards; institutional repository; institute publications and subject specific portals.

The table 4.8.4 shows the awareness of various digital information resources
amongst the users of IIT libraries. The table shows that the responses are significantly different thus there is a significant difference in the respondent’s awareness of digital information resources. The findings of the study reject the hypothesis.

Awareness about various digital information services viz. virtual library tour; OPAC/Web OPAC; CD-ROM Databases; bibliographic databases; current content services; new addition to library service; e-mail assistance service; e-circulation service; online reference service; current awareness service; newspaper clipping service; electronic document delivery service; online reservation of reading material service; video & teleconferencing service; discussion groups & forums; blogs and feedback/queries service.

The table 4.8.10 shows the awareness of various digital information services amongst the users of IIT libraries. The table shows that the response for the service ‘OPAC / Web OPAC’ are not significantly different thus there is no significant difference in the respondent’s awareness of OPAC/Web OPAC. Therefore the hypothesis for this service is accepted.

The table 4.8.10 shows that the responses for rest of services except OPAC/Web OPAC service are significantly different thus there is a significant difference in the respondent’s awareness of digital information services except OPAC/ Web OPAC services. The findings of the study reject the hypothesis.

H3: There is no significant difference in the purpose of digital information resources and services amongst the users of IIT libraries.

The responses of the users for the purpose of using various digital information resources are shown in the table 4.8.7. The table shows that responses for the purpose ‘to get the study material’ are not significantly different, thus there is no significant difference in the respondent’s purpose of using digital information resources to get the study material. Therefore the hypothesis is
The table 4.8.7 shows that responses for the purpose except ‘to get the study material’ are significantly different, thus there is significant difference in the respondent’s purpose of using digital information resources except ‘to get the study material’. Therefore the hypothesis is rejected.

The table 4.8.13 shows that responses for the purpose of using digital information services are significantly different, thus there is significant difference in the respondent’s purpose of using digital information services. Therefore the hypothesis is rejected.

H4: There is no significant difference in the satisfaction level of users of the IIT libraries.

Table 4.8.9 shows that responses of the respondents’ satisfaction with digital information resources. The table shows that the responses are significantly different thus there is a significant difference in the respondent’s satisfaction of digital information resources. The findings of the study reject the hypothesis.

Table 4.8.13 shows that responses of the respondents’ satisfaction with digital information services. The table shows that the responses are significantly different thus there is a significant difference in the respondent’s satisfaction of digital information services. The findings of the study reject the hypothesis.

Table 4.8.19 shows that responses of the respondents’ overall satisfaction with digital information resources and services. The table shows that the responses are significantly different thus there is a significant difference in the respondent’s overall satisfaction of digital information resources and services. The findings of the study reject the hypothesis.
5.3 CONCLUSION

The libraries of IITs are equipped with all the modern amenities, modular infrastructure, sufficient resources and services. The libraries are procuring print as well as digital resources to satisfy the information requirements of its users. The users of the IIT campus using Wi-Fi connectivity have freedom to access the required information anywhere within the campus so the frequency of visit by the students to library is decreasing day by day. The students visit the library only to get issue/return of books or to collect the material for assignments. However the Research Scholars sometime visit the library to consult the periodicals/journals that are available only in print form. Now a day the users of the libraries depend neither on print resources nor on digital resources but prefer to use print + digital resources to satisfy their information requirements.

The libraries of IITs are having rich collection of print as well as digital resources; traditional as well as digital services to cater to the needs of its users. The digital information resources and services are at par in all the IITs except few resources and services are not available in some of the IITs.

The users of the IIT libraries are still not aware of some of the digital resources and services and these resources and services are not being widely used. The libraries have to take care of the resources and services that are not being used effectively.

The libraries of IITs are organizing training programs periodically for the optimum utilization of resources and services but still the users (33%) are finding it difficult to search the required information in the digital environment. The users are not aware of search techniques to find the required information/ material. The libraries should encourage the users by assisting them in searching the information.

The efforts should be made to make the digital information resources and services more users friendly so that every user is well versed and make
optimum use of these resources efficiently and effectively for their studies and research.

5.4 SUGGESTIONS

The analysis and findings of the study reveal that majority of the respondents are not facing any problems in use of digital information resources and services but still some of the users find it difficult to use the digital information resources and service. To overcome the problems of such users following suggestions are made so that every user of the institute feel comfortable and show interest in using the digital information resources and services:

a. The library should alert users before in hand about the training program schedule so that maximum users can get benefit of the training.

b. The training programs should be arranged according to the status of users.

c. The users lack basic skills to search the information on the internet. Some training/orientations programs to enhance basic skills of users should be arranged so that they feel comfortable in accessing the information in digital environment.

d. The necessary information pertaining to search strategies should be provided in the FAQ so that one can make effort to search the information himself/herself.

e. The library should give the wide publicity of the various digital information resources and services available in the library.

f. The library staff should train the users in searching the information using different search techniques.

g. The sufficient professional staff should be there to assist the users in the use of library resources and services.
5.5 SUGGESTIONS FOR FURTHER STUDY

The present study has been conducted to know the awareness, use, importance and purpose of Digital Information Resources and Services in the select IITs. Similar type of studies can also be conducted on the following topics:

- Use of Digital Information Resources and Services amongst the Users of Technical College Libraries.

- User’s Awareness of various Digital Information Resources and Services in other Professional Institutes of National Importance.

- The Preferences of Users using Digital Information Resources and Services in Humanities; Science and Social Science students of the Universities.