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Why users need Internet in college libraries? A Study of college libraries in India

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Abstract

The purpose of the study is to investigate the why users need Internet in college Libraries. For the concern of this the investigator has made a study on the use of the Internet by the students and faculty members of the colleges' libraries in Karnataka, India. The main objective is to find out the use of the Internet, analyse the use of the Internet in relation to other information sources and how they perceive the advantages of Internet and problems for accessing them. Study results show that the academic community who participated in this survey are aware of the Internet. Even though a Majority of the respondents are using the internet for general information, e-mail, finding relevant information, writing research articles and for searching, jobs and Majority of the respondents visited 618 (68.67%) stated that their college has an independent website and whereas 282 (31.33%) of respondents are not visited college website. Highest numbers of users are visiting their college website.

Keywords: Internet, College libraries, Karnataka, Purpose, Students and Faculty

Introduction

The Internet is a network of computers worldwide. Libraries are learning center of learning users. Due to the development of information communication technology (ICTs) has changed the sophistication and pattern of information needs of users. These developments in ICTs have made powerful changes in the library collection, storage, retrieval, distribution and access of information. One of the products of these developments which have become indispensable for academic activities worldwide is internet. These resources in recent times represent an increasingly important component of college library collections.

Internet is computer networks, which allows computer with distinctive software and hardware to communicate internetwork. The Internet has been called by Ani, Edem, & Ottong, (2010)¹ that "The information communication system established by the national and international linking of material

stored on e-database and made accessible throughout the world through telephone, cable and other telecommunication links”.

In recent times, ‘computer are being used for a number of applications, ranging from communicating to each other from remote corners of the world to gathering information, downloading software, playing games etc., so internet is slowly emerging as a low-cost medium for information dissemination’ said Singh (1998)².

At the first military, then academic institutions began to see the benefits of connected computers, mainly for the purpose of communication and sharing of information. The most popular services are e-mail and the World Wide Web (WWW, 2019)³.

Biradar (2006)⁴ and others studied on Internet by Students and Faculties at Kuvempu University and they stated that ‘the methods of using computers have been taking new dimensions over the years’. Therefore, initially, computers were used as a single stand-alone machine; each kept in isolation from other computers. Surendra Babu (2010)⁵ and others in their study on the use of internet resources in the S.V University digital library stated that a few years later, computers were interconnected to form computer networks. Networking allowed sharing data as well as resources stored in one computer with another networked computer. Again they stated that more and more networks were formed in due course. Therefore, as the number of the networks grew, computer networks located in different worldwide places were connected to each other to form larger networks; computers spread their ‘net’ across the globe, and thus emerged the area of internet. Internet can be called by Borgohain, (2015)⁶ define that ‘the information communication system established by the national and international linking of material stored on the electronic database and made accessible throughout the world through telephone, cable and other telecommunication links’.

‘Internet is moving to be single most significant phenomena offering never-ending opportunities’ said by Arya and others (2010)⁷ and Sujatha, (2011)⁸ states in her study analysis of Internet Use in Undergraduate Colleges of Mangalore that the use of internet in the libraries is rapidly increasing and is changing the traditional functions and services of the libraries internet is being used as an efficient medium for access, storing and dissemination of information worldwide.

Therefore, Internet is the gateway for college libraries and information centers to electronic information era and different organizations/institutions, research centers and individual all over the world generate information in digital form on the internet. Creation of digital resources with the establishment of the digital library is the need of the day.

Hence, Internet is a network of computers that connects all computers in college libraries. Thus, the use of Internet in college libraries is rapidly increasing and is changing the traditional functions and services of the libraries. The Internet is being used as an efficient medium for access, storing and dissemination of information all over the world.

Population and Sample of the Study

The present study is confined to the use of internet sources; access to a computer and its location; use of internet in relation to other information sources, the areas of training needed by the users to utilize internet efficiently and effectively and finally to suggest measures for their improvements in the use of an internet

There are, 75 NAAC accredited Colleges in Bangalore University affiliated college of Karnataka, India each of these institutes has libraries catering to users' needs.

Further keeping in view the enormity of the task, the investigator intends to limit the scope of this study to cover only those Colleges affiliated to Bangalore University affiliated and NAAC accredited Government, Government Aided, and Autonomous Colleges. Further, the study excludes technical degree college i.e. Bed, B.Ed.

Methodology

The investigator used various research methods such as questionnaires; interview, observation, etc. have been used. For this study, a questionnaire-based survey method was taken along with a survey of the literature; personal visits, informal interviews, and opinion of experts of library professionals were considered.

Objectives

1. To find out awareness and use of Internet among the users of the college libraries in India.
2. To find out the Internet access place among the users of the college libraries in India.
3. To find out the purpose of using the internet among the users of the college libraries in India.
4. To identify satisfactory level on Internet, sources and services among the users of the college libraries in India.
5. To identify the problems faced by the users while using Internet.

Hypothesis

1. Null hypothesis (H02): There is no significant difference between the respondents' basic variables with information retrieved from Internet.

Review of Literature

Arya, & Das Talukdar, (2010)⁷ in their study on “Use and effectiveness of internet services and resources in the Delhi college of engineering library: A case study’ wanted study the purpose for which the internet is used, its impact, problems faced by the Engineering college students and teachers Sujatha, (2011)⁸ her study on “Analysis of internet use in undergraduate colleges of Mangalore” and analysed the patterns of use of the internet among three hundred thirty-five teachers and students of 05 colleges in Mangalore city. The study examines the level of academic community's access to the internet, reasons for non-use of the internet, satisfaction with the internet facilities provided in these institutions as well as the problems faced in use of the internet. Kishore Kumar, & Naik, (2015)⁹ have jointly conducted a study on “Usage of Wi-Fi Service among Users' of Bangalore Medical College and Research Institute Library, Bangalore”. The main objectives of the study are to explore the students’ awareness of IT-based resources and to study the purpose of using Wi-Fi service. Kishore Kumar, & Naik, (2015)¹⁰ both have conducted a study on “Electronic Information Resources utilization by Postgraduate Students of Bangalore University Constituent colleges”. The survey method was used for the purpose of a study. From the study, it was found that 68.08% of students visited the library for reading textbooks. Kishore Kumar, & Naik, (2015)¹¹ conducted a study on “Use of e-Resources by faculty; A survey of First Grade College Libraries in Bangalore”. Revealed that 47% of the faculty members given priority for using the internet for academic purpose. Kishore Kumar, & Naik, (2016)¹² have conducted a study on “Availability of information communication technology (ICT) infrastructure and Its Use in Nursing College Libraries Affiliated to Rajiv Gandhi University of Health Science, Bangalore: A Study”. The study examined the use of ICT in 42 nursing college libraries by investigating the ICT infrastructure, current status of nursing college library automation, barriers in implementing library automation and librarians' attitude towards the use of ICT.

Distribution of questionnaires

College libraries having many types of users are found like students, staff, research scholars etc., for using the library services for their need. Following table present the distribution of respondents in the college library taken for this study.

Data Analysis and Interpretation

Gender-wise distribution of respondents

The gender wise distribution of users selected for the study is given below table for getting exact results, the final year students and faculties are taken to the study because they have sufficient skills about electronic information resources.

Table: 01 Gender wise respondents

| S. N. | Gender | No. of Respondents | Percentage |
|-------|--------|--------------------|------------|
|-------|--------|--------------------|------------|

| | | | |
|-------|--------|-----|-------|
| 1 | Male | 482 | 53.56 |
| 2 | Female | 418 | 46.44 |
| Total | | 900 | 100 |

It is found from the above that the majority of respondents 482(53.56%) were from male and the rest of the respondents were female. Hence it is a rounded number of responses were from the male community.

Department-wise distributions of respondents

Table: 02 Department-wise distributions of respondents

| S.N. | Department | No. of Respondents | Percentage |
|-------|------------------------------------|--------------------|------------|
| 1 | Faculty of Arts and Humanities | 258 | 28.67 |
| 2 | Faculty of Science | 311 | 34.56 |
| 3 | Faculty of Commerce and Management | 277 | 30.78 |
| 4 | Faculty of Law | 27 | 3 |
| 5 | Faculty of Engineering | 27 | 3 |
| Total | | 900 | 100 |

It is noted from the above table that highest number of respondents 311(34.56%) were from faculty of science background followed by 277(30.78%) and 258(28.67%) were from faculty and commerce and management faculty arts and humanities. It is also noted that only 3% each were from faculty of law and faculty of engineering.

Overall highest respondents were from faculty of science, were from faculty and commerce and management faculty arts and humanities.

Status-wise distributions of respondents

Table: 03 Status-wise distributions of respondents

| S.N. | Status | No. of Respondents | Percentage |
|-------|----------|--------------------|------------|
| 1 | Faculty | 167 | 18.56 |
| 2 | Students | 733 | 81.44 |
| Total | | 900 | 100 |

It is noticed from the above table that the majority of respondents 733(81.44%) were students and the rest of the respondents 167(18.56%) were faculty members. The data indicate that two

categories of users. But their level of the required information varies. Faculty and students need may be a different purpose.

Awareness and purpose of using Internet

Internet is the smallest form of an 'inter-network'. It is a computer network that connects several networks. Padma, (2014)¹³ stated about internet 'The Internet is the largest of these internets, a publicly available internationally interconnected system of computers that uses the TCP/IP suite of packet switching communication protocols in addition to the services and information that these computers'.

To know users awareness and purpose of using internet respondents were asked the following questions.

Internet-use

Table: 04 Internet Use

| S.N. | Internet-use | No of Respondents | Percentage |
|------|--------------|-------------------|------------|
| 1. | Yes | 816 | 90.67 |
| 2. | No | 84 | 9.33 |
| | Total | 900 | 100 |

It is clear from the above table that out 900 respondents, 816(90.67%) have stated they were using the internet and only less number of respondents 84(9.33%) have stated that they are not using the internet.

Status wise internet use

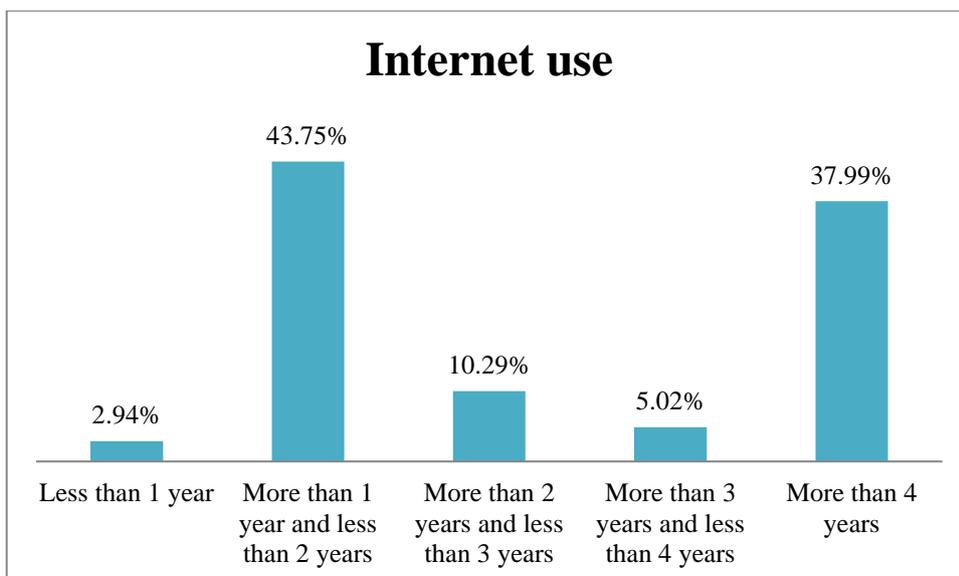
Table: 05 Status wise internet use

| Internet use | Students(733) | % | Faculty (167) | % |
|--------------|---------------|-------|---------------|-------|
| Yes | 666 | 90.86 | 151 | 90.42 |
| No | 67 | 9.14 | 16 | 9.58 |

It is from the above table status wise internet use found that among 733 of students respondents expressed that 90.86% of them were using the internet, only 67(9.14%) of students respondents are not using internet. Whereas among 167 respondents faculty expressed that 90.42% of them using internet and rest of 16 (9.58%) were not using internet. Overall highest percentages of (90.86%) students were using internet compared to faculty (90.42%).

If "Yes", since How-long internet used

Figure 01: Internet use



It is found from the table and figure that highest number of respondents 357(43.75%) followed by 310(37.99%) were using the internet more than one year and less than 2 years and more than 4 years respectively. The next highest respondents 84(10.29%) have stated that they were using internet more than 2 years and less than 3 years and it is noted that only 24(2.94%) were using internet for less than one years.

Frequency of access to Internet

Internet is placing which gathering of information. Users can visit the internet get their required or needed information when users get the required information, they get full satisfaction and visit the internet again and again. Internet may be providing needed information. In view of the above, the investigator was asked how frequency they visit internet.

Table: 06 Frequency access Internet

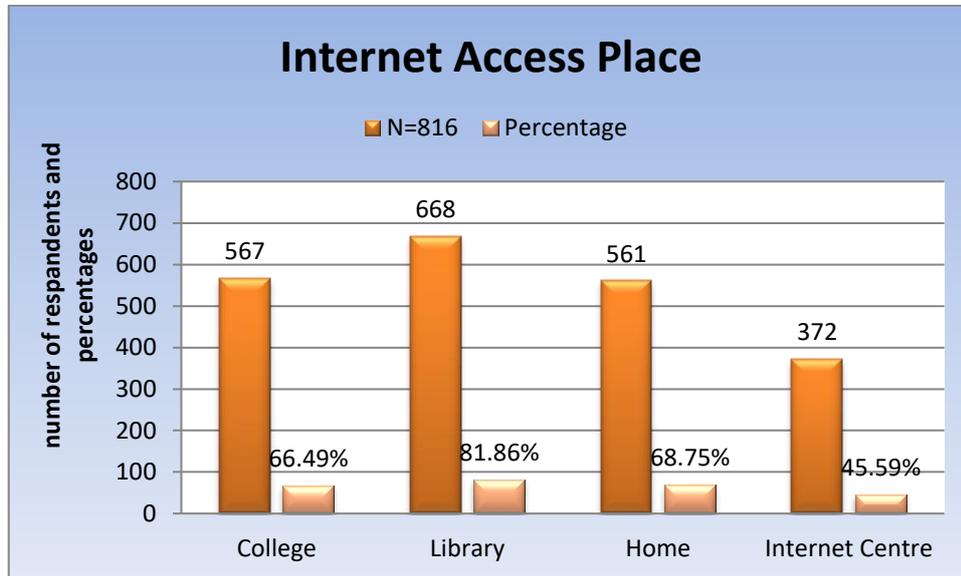
| Gender | Daily | Alternative days | Weekly | Monthly | Whenever needed |
|--------|-------------|------------------|------------|---------|-----------------|
| Male | 299(36.64%) | 46(5.67%) | 46(5.67%) | 0 | 49(6.00%) |
| Female | 264(32.35%) | 40(4.90%) | 38(4.66%) | 0 | 34(4.17%) |
| Total | 563(69.00%) | 86(10.51%) | 84(10.29%) | 0 | 83(10.17%) |

Above table shows that 299 (36.64%) Male respondents and 264 (32.35%) female respondents frequency visit internet daily and 46 (5.67%) male respondents and 40 (4.90%) female respondents visit internet alternatives days. Whereas respectively 46(5.67%) and 38(4.66%) of male and females respondents visit internet and 49 (6.00%) and 34 (4.17%) male and female respondents are visiting internet whenever they need. One thing noticed that no one user can use the monthly internet. This analysis shows that male and female students visit the library daily.

Internet Access Place

Most important features of internet access, those users can be accessed from anywhere and at any time. Respondents access internet as and when the need arises whether from the college, library, home and internet centers. The following table shows out the places from where the users usually access internet.

Figure 2: Internet Access Place



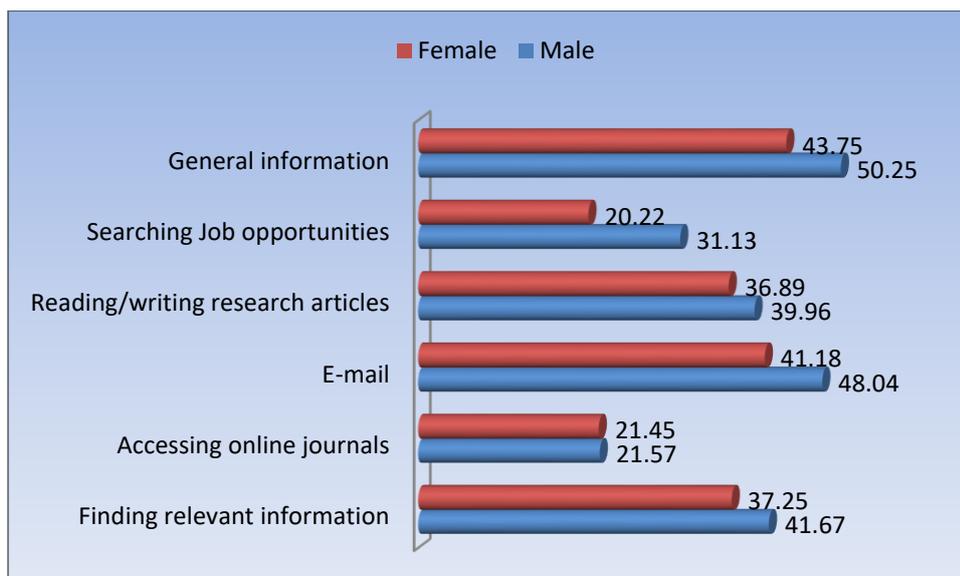
It is found from the above table and figures that majority of respondents 668 (81.86%), 567(69.49%), and 561(68.75%) have expressed that they have accessed the internet from the library, college and home. It was also noticed that sizable numbers of respondents have accessed internet from internet center overall majority of the access internet from the library, college and home.

Nowadays trends have been changing to visit internet center due to the development of information communication technology and better infrastructural facilities provided by colleges, it can be seen in recent studies shows that Geetha, Mamatha, & Farhana,(2013)¹⁴ only three percent of users can access internet in cyber cafes and seventy-seven percent of respondents accessed the internet/library portal in the department /institution, users will preferred choice college or library or home only. It's clearly indicated above the discussion library is the main place for access internet.

Purpose(s) of using/browsing Internet

Users required information for different purpose, teachers need information finding relevant information to teach students, sending e-mail, gathering general information, reading or writing articles in journals etc., students need for searching jobs, sending e-mail, general information etc., the following table presents the data about the purpose or browsing of internet.

Figure 03: purpose of internet use



It shows that 340 (41.67%) male respondents used internet for finding relevant information and 304 (37.25%) female respondents were using internet for finding relevant information. 176 (21.57%) and 175 (21.45%) of male and female respondents use internet accessing online journals 326 and 301 (36.89%) are male and female respondents will use internet to far searching e-mail. Whereas 326 (39.96%) and 301 (36.89%) male and female respondents use internet for reading, writing research articles. 254 (31.13%) and 165(20.22%) male and female respondents use internet for searching for job opportunities. Finally, 410 (50.25%) and 357 (43.75%) respondents were using internet for general information. It could be found above the discussion male and female respondents use internet for searching general information. Least respondents use internet for accessing online journals.

Does your college has an independent website

Many of the Bangalore University affiliated colleges have their own websites. About them the college website, some colleges are developing their own site. College website gives important information about the admission, results etc. will have.

Table: 08 College Website

| Sl. No. | Independent Website | No. of Respondents | Percentage |
|---------|---------------------|--------------------|------------|
| 1 | Yes | 618 | 68.67 |
| 2 | No | 282 | 31.33 |
| | Total | 900 | 100 |

It is found that 618(68.67%) respondents were about their college having independent website whereas 282 (31.33%) of respondents are not visited the college website. Hence in the above table found the highest number of users is visiting their college website.

Ever visited the library website

Responder was asked a question to the respondents ever visited the college library website and whether it has independent library website. Some of Autonomous, Aided and Government colleges are having independent library website for their college.

Table: 09 Library Website

| Sl. No. | Library Website | No. of Respondents | Percentage |
|---------|-----------------|--------------------|------------|
| 1 | Yes | 574 | 63.78 |
| 2 | No | 326 | 36.22 |
| | Total | 900 | 100 |

It can be observed above table and figure shows that majority of 574 (63.78%) respondents in all the college libraries are visit their college library website but 326(36.22%) of respondents did not visit the college library website. It is found highest number of users visit the college library website.

Accessibility of information from internet

Table: 10 Accessibility of information from internet

| S.N. | Ratings | Male | Female | Total |
|------|-----------|-------------|-------------|-------------|
| 1 | Excellent | 7(0.85%) | 6(0.73%) | 13(1.59%) |
| 2 | Good | 167(20.37%) | 141(17.20%) | 308(37.56%) |
| 3 | Average | 83(10.12%) | 62(7.56%) | 145(17.68%) |
| 4 | Poor | 198(24.14%) | 156(19.02%) | 354(43.17%) |

It can be show above table that the 7 (0.85%) male respondents said the information accessed through is excellent and 167(20.37%) said it is good and 83(10.12%) commends its average and 198(24.14%) said it is poor. According to female 6 (0.73%) said excellent and 141(17.20%) said it's good and 62 (7.56%) said it is average and 156(19.02%) said it is poor. Majority of the male opinion that the information accessed through internet is poor and second opinion is good.

Ease of use of Internet Information

Table: 11 Ease of use of Internet Information

| S.N. | Ratings | Male | Female | Total |
|------|-----------|--------------|-------------|--------------|
| 1 | Excellent | 2(0.24%) | 1(0.12%) | 3(0.37%) |
| 2 | Good | 0(00%) | 2(0.24%) | 2(0.24%) |
| 3 | Average | 52(6.34%) | 38(4.63%) | 90(10.98%) |
| 4 | Poor | 382 (46.59%) | 343(41.83%) | 725 (88.41%) |

It can be observed from the table that only 2(0.24%) male responders said it's excellent, no responders' response about good, 52 (6.34%) male responders said its average whereas 382

(46.59%) male responders said that ease of use internet information is poor. 343(41.83%) Female respondents commends that their use of the internet is poor, 38 (4.63%) female respondents were said it is average. Whereas 1(0.12%) and 2 (0.24%) female responders were respectively said that is excellent and good.

Hence the above table shows that a maximum number of male and female said it is poor for easy use of internet.

Accuracy of internet information

A question asked to the users whether information accessed through internet is accurate.

Table: 12 Accuracy of internet information

| S.N. | Ratings | Male | Female | Total |
|------|-----------|-------------|-------------|-------------|
| 1 | Excellent | 3(0.37%) | 2(0.24%) | 5(0.61) |
| 2 | Good | 221(26.95%) | 169(20.61%) | 390(47.56%) |
| 3 | Average | 157(19.15%) | 152(18.54%) | 309(37.68%) |
| 4 | Poor | 60(7.32%) | 56(6.83%) | 116(14.15%) |

It can be seen from the table 3(0.37%) male respondents said that the information accessed is excellent, 221 (36.95%) respondents said it is good, 157(19.15%) male respondents said its average and 60 (7.32%) respondents said it is poor. Whereas 2(0.24%) female respondents opinion is excellent, 169 (20.61%) respondents said it is good, 152 (18.54%) female responded were replayed average and 56 (6.83%) female responded said it is poor. Majority of them opinion that the information accessed through internet is good and average. They are getting the required information through from the internet for their academic purpose.

Problems faced while using the Internet in Colleges

Table: 13 Problems faced while using the Internet

| Sl. No. | Problems faced no of respondents | Frequency (N=816) |
|---------|--|-------------------|
| 1 | Speed | 459 (56.25%) |
| 2 | Difficulty in finding relevant information | 378 (46.32%) |
| 3 | Information overload | 324 (39.70%) |
| 4 | Privacy problem | 320 (39.21%) |
| 5 | Popups of unwanted websites | 225 (27.57%) |
| 6 | Others | 198 (24.26%) |

From the above table shows that in Karnataka college libraries faced problem while searching of internet. Majority of the 56.25%) respondents stated that the lack of speed of internet, followed by 46.32% stated that difficulty in finding relevant information, 39.70% and 39.21% of respondents were said that information overload in internet and privacy problem respectively. Here we can observe that the 24.26% users of college libraries were also faces of other than showed problems also facing.

Hence, slow access speed and overload of information were two main problems faced by the users while using of internet.

T-Test with Status

Table: 13 T-test with status

| | Gender | No. of Cases | Mean | Variance | DF | t Stat | P(T<=t) one-tail | t Critical one-tail |
|---------------|---------|--------------|----------|----------|-----|----------|------------------|---------------------|
| Accessibility | Faculty | 151 | 3.125828 | 0.884062 | 221 | 1.47036 | 0.071443 | 1.651778 |
| | Student | 669 | 3.001495 | 0.866764 | | | | |
| Ease of use | Faculty | 151 | 3.854305 | 0.151965 | 214 | -0.70893 | 0.239569 | 1.652005 |
| | Student | 669 | 3.878924 | 0.133522 | | | | |
| Accuracy | Faculty | 151 | 2.748344 | 0.536247 | 220 | 1.764834 | 0.03949 | 1.651809 |
| | Student | 669 | 2.632287 | 0.517279 | | | | |

From the table, the calculated “P’ values are more for respondents status with a rating on information retrieve from internet such as accessibility, and ease of use. Hence no significant difference found between the respondents status with the above said ratings on information retrieved from the internet. Whereas, a significant difference was found between the respondents status with accuracy because the calculated ‘P’ value was less than significant level of 5 percent.

Findings

The results from the analysis of data presented in chapter 4 are presented in the following sections as major findings of the study.

1. Majority of the respondents 482 (53.56%) are from male and the rest of the respondents were female. Hence it is found that number of respondents is from the male community.
2. Overall, highest respondents are from the faculty of science, commerce and management and faculty of arts and humanities.

3. Majority of respondents 733 (81.44%) are students and the rest of the respondents 167 (18.56%) are faculty members.
4. Out of 900 respondents, 816 (90.67%) have stated that they are using the internet and only less number of respondents 84 (9.33%) have stated that they are not using the Internet. Majority of the respondents are using the Internet.
5. Majority of respondents are using the internet daily followed by remaining are using alternate days, weekly and whenever needed.
6. Majority of respondents 668 (81.86%), 567 (69.49%), and 561 (68.75%) have expressed that they have accessed the internet from the library, college, and home and a sizable number of respondents have accessed internet from internet center. Majority of the respondents have access internet from the library, college, and home. Hence, the library plays a major role in providing Internet service to the respondents.
7. Majority of the respondents are using the internet for general information, e-mail, finding relevant information, writing research articles and for searching jobs.
8. Majority of the respondents visited 618 (68.67%) stated that their college has an independent website and whereas 282 (31.33%) of respondents are not visited the college website. Highest numbers of users are visiting their college website.
9. Majority of the respondents 574 (63.78%) in all the college libraries visit their college library website but 326 (36.22%) of the respondents did not visit the college library website. The highest number of users visited the college library website.
10. Majority of users were facing problem of slow access speed and overload of information by the users while using of internet.

T-test results for Status with Information Retrieved from Internet

11. Significant difference was found between the respondents status with accuracy and no significant difference found respondents status with rating on information retrieved from internet such as accessibility and ease of use

Suggestion

1. Out of 900 respondents, 816 (90.67%) have stated that they are using the internet and only less number of respondents 84 (9.33%) have stated that they are not using the Internet. Majority of the respondents are using the Internet.
2. Majority of respondents 668 (81.86%), 567 (69.49%), and 561 (68.75%) have expressed that they have accessed the internet from the library, college, and home and the sizable number of respondents have accessed internet from internet center. Majority of the respondents have access

internet from the library, college, and home. Hence, the library plays a major role in providing Internet service to the respondents.

3. Majority of the respondents 767 (94.00%), 728 (89.22%), 648 (79.41%), 627 (76.84%) and 419 (51.35%) have stated that they have used internet for general information, e-mail, finding relevant information, writing research articles and for searching jobs. It is also noticed that 351 (43.01%) respondents have stated that their purpose was accessing online journals. Majority of the respondents are using internet for general information, e-mail, finding relevant information, writing research articles and for searching jobs.

4. Majority of the respondents 574 (63.78%) in all the college libraries visit their college library website but 326 (36.22%) of the respondents did not visit the college library website. The highest number of users visited the college library website.

5. Majority of users were facing a problem of slow access speed, so concerned authority should take for speed access of Internet

Conclusion

Internet access may be enabled in college libraries. Sufficiently number of information technology infrastructure should be installed in the library to meet the users' needs in college so the concerned authority of college should take necessary action on this issue. Seminar, orientation and workshop should be organizing on improving the internet usage skills of the users. Special kind of bandwidth is to be given to the library so that slow access problem may be overcome. Literacy classes should be introduced into the college library so the students will be able to evaluate and get the right document amidst the prevailing overloaded on internet information. Hence, librarians create a new world of internet surfers being capable of uplifting users and society.

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