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# USER SATISFACTION ON DIGITAL LIBRARY SERVICES AMONG POST GRADUATES OF ENGINEERING AROUND TIRUNELVELI DISTRICT– A CASE STUDY

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# **USER SATISFACTION ON DIGITAL LIBRARY SERVICES AMONG POST GRADUATES OF ENGINEERING AROUND TIRUNELVELI DISTRICT– A CASE STUDY**

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## **ABSTRACT**

Digital library is grown in multifaceted size due to high progress in the use of internet technology. In the modern digital era, information is transmitted in rapid form. In the academic life of post graduate engineering students, Digital Library plays a vital role in their academic education and promoting themselves in the various areas such as learning, teaching, research and placement. There are various kind of digital users in the digital age. In the digital era, it is very essential to measure analyse the user satisfaction of services rendered by digital library. In this study, questionnaire is structured and issued to 150 Post Graduates of Engineering around 5 colleges in Tirunelveli district. Out of 150, 121 responded and get collected. In this study, we have analysed the user satisfaction on the services various provided by digital library among post graduates of engineering. We have analysed user satisfaction of digital resources in 11 parameters. Among 11 parameters, we conclude 10 parameters in which there is a significant difference among gender wise in utilizing digital library services except reference service.

## **KEYWORD**

**Engineering , Digital Library, Services, User, Satisfaction**

## **INTRODUCTION**

A digital library, digital repository, or digital collection, is an online database of digital objects that can include text, still images, audio, video, or other digital media formats.<sup>9</sup> Digital library is totally dependent on various Internet technology. In every day, user percept the information to their convenient format. Nowadays use of digital library also get increased to support every user in their academic education. Huge number of digital resources are available for the various type of academic learners.

## **OBJECTIVES OF STUDY**

In this paper, we would to like to determine the following objectives.

- To analyse the user satisfaction of Abstract services among genderwise
- To analyse the user satisfaction of Alert services among genderwise
- To analyse the user satisfaction of Bibliographic services among genderwise
- To analyse the user satisfaction of CDROM services among genderwise
- To analyse the user satisfaction of Document Delivery services among genderwise
- To analyse the user satisfaction of Email services among genderwise

- To analyse the user satisfaction of Full text services among genderwise
- To analyse the user satisfaction of Reference services among genderwise
- To analyse the user satisfaction of Referral services among genderwise
- To analyse the user satisfaction of Reprographic services among genderwise
- To analyse the user satisfaction of Web 2.0 tools services among genderwise
- To examine overall Mean and SD of user level of satisfaction among genderwise

## **SCOPE AND LIMITATIONS**

This study is limited to college around Tirunelveli district among postgraduates of Engineering affiliated with Annauniversity, Chennai.

## **HYPOTHESIS**

In this study, to analyse the user satisfaction level of Digital Library Resources, the following hypotheses have been constructed and those are tested by specific statistical tools.

- There is no significant difference between genders in level of satisfaction of Abstract services
- There is no significant difference between genders in level of satisfaction of Alert services
- There is no significant difference between genders in level of satisfaction of Bibliographic services
- There is no significant difference between genders in level of satisfaction of CDROM services
- There is no significant difference between genders in level of satisfaction of Document Delivery services
- There is no significant difference between genders in level of satisfaction of Email services
- There is no significant difference between genders in level of satisfaction of Full Text services
- There is no significant difference between genders in level of satisfaction of Reference services
- There is no significant difference between genders in level of satisfaction of Referral services
- There is no significant difference between genders in level of satisfaction of Reprographic services
- There is no significant difference between genders in level of satisfaction of Web2.0 Tools services

## **RESEARCH METHODS**

In this study, Questionnaire is prepared and distributed to 5 colleges affiliated to Annauniversity around district of Tirunelveli. 150 questions distributed. Out of 150, 121 responded and get collected. All respondents are belonged to post graduates.

## **DATA ANALYSIS AND INTERPRETATION**

## 1. GENDERWISE DISTRIBUTION

**Table 1 – Gender wise distribution of respondents**

S.NO	GENDER	RESPONDENTS	%
1	Male	42	34.71
2	Female	79	65.29
<b>Total</b>		<b>121</b>	<b>100</b>

Out of 121 respondents, Female is in top most level(65.29%) followed by male(34.71%)

## 2. LEVEL OF SATISFACTION OF ABSTRACT SERVICE AMONG GENDERWISE

### Hypothesis Statement

**H0:** There is no significant difference between genders in level of satisfaction of Abstract services

**H1:** There is a significant difference between genders in level of satisfaction of Abstract services

**Table 2 – LEVEL OF SATISFACTION OF ABSTRACT SERVICES AMONG GENDERWISE**

GENDER	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	TOTAL
<b>MALE</b>	5 (11.9%)	8 (19.05%)	15 (35.71%)	9 (21.43%)	5 (11.9%)	42 (34.71%)
<b>FEMALE</b>	15 (18.99%)	22 (27.85%)	27 (34.18%)	8 (10.13%)	7 (8.86%)	79 (65.29%)
<b>TOTAL</b>	20 (16.53%)	30 (24.79%)	42 (34.71%)	17 (14.05%)	12 (9.92%)	121 (100%)

CHI-SQUARE CALCULATED VALUE	DEGREE OF FREEDOM	LEVEL OF SIGNIFICANCE
<b>4.4567</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 4.4567. The p-value for level 0.05 is 0.347708. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Abstract services

## 3. LEVEL OF SATISFACTION OF ALERT SERVICE AMONG GENDERWISE

**Hypothesis Statement**

**H0:**There is no significant difference between genders in level of satisfaction of Alert services

**H1:** There is a significant difference between genders in level of satisfaction of Alert services

**Table 3 – LEVEL OF SATISFACTION OF ALERT SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	14 (33.33%)	10 ( 23.81%)	7 (16.67%)	6 (14.29%)	5 (11.9%)	42 (34.71%)
<b>FEMALE</b>	19 ( 24.05%)	26 (32.91%)	20 (25.32%)	6 (7.59%)	8 (10.13%)	79 (65.29%)
<b>TOTAL</b>	33 (27.27 %)	36 (29.75%)	27 (22.31%)	12 (9.92%)	13 (10.74%)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>3.8679</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 3.8679. The p-value for level 0.05 is 0.424183. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Alert services

**4. LEVEL OF SATISFACTION OF BIBLIOGRAPHIC SERVICE AMONG GENDERWISE**

**Hypothesis Statement**

**H0:**There is no significant difference between genders in level of satisfaction of Bibliographic services

**H1:** There is a significant difference between genders in level of satisfaction of Bibliographic services

**Table 4 – LEVEL OF SATISFACTION OF BIBLIOGRAPHIC SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
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<b>MALE</b>	8 (19.05 %)	9 (21.43 %)	12 (28.57 %)	5 (11.9 %)	8 (19.05 %)	42 (34.71%)
<b>FEMALE</b>	15 (18.99 %)	19 (24.05 %)	18 (22.78 %)	17 (21.52 %)	10 (12.66 %)	79 (65.29%)
<b>TOTAL</b>	23 (19.01 %)	28 (23.14 %)	30 (24.79 %)	22 (18.18 %)	18 (14.88 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>2.5985</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 2.5985. The p-value for level 0.05 is 0.627096. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Bibliographic services

## 5. LEVEL OF SATISFACTION OF CDROM SERVICE AMONG GENDERWISE

### Hypothesis Statement

**H0:** There is no significant difference between genders in level of satisfaction of CDROM services

**H1:** There is a significant difference between genders in level of satisfaction of CDROM services

**Table 5 – LEVEL OF SATISFACTION OF CDROM SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	8 (19.05 %)	14 (33.33 %)	7 (16.67 %)	7 (16.67 %)	6 (14.29 %)	42 (34.71%)
<b>FEMALE</b>	16 (20.25%)	16 (20.25 %)	24 (30.38 %)	12 (15.19 %)	11 (13.92 %)	79 (65.29%)
<b>TOTAL</b>	24 (19.83 %)	30 (24.79 %)	31 (25.62 %)	19 (15.7 %)	17 (14.05 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>3.9657</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 3.9657. The p-value for level 0.05 is 0.410665. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore

Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of CDROM services

**6. LEVEL OF SATISFACTION OF DOCUMENT DELIVERY SERVICE AMONG GENDERWISE**

**Hypothesis Statement**

**H0:**There is no significant difference between genders in level of satisfaction of Document delivery services

**H1:** There is a significant difference between genders in level of satisfaction of Document delivery services

**Table 6 – LEVEL OF SATISFACTION OF DOCUMENT DELIVERY SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	17 ( 40.48%)	5 (11.9 %)	9 (21.43 %)	6 (14.29 %)	5 (11.9 %)	42 (34.71%)
<b>FEMALE</b>	27 (34.18 %)	28 (35.44 %)	11 (13.92 %)	5 (6.33 %)	8 (10.13 %)	79 (65.29%)
<b>TOTAL</b>	44 (36.36 %)	33 (27.27 %)	20 (16.53 %)	11 (9.09 %)	13 (10.74 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>8.7945</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 8.7945. The p-value for level 0.05 is 0.066446. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Document Delivery services

**7. LEVEL OF SATISFACTION OF E-MAIL SERVICE AMONG GENDERWISE**

**Hypothesis Statement**

**H0:**There is no significant difference between genders in level of satisfaction of E-Mail services

**H1:** There is a significant difference between genders in level of satisfaction of E-Mail services

**Table 7 – LEVEL OF SATISFACTION OF E-MAIL SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	16 (38.1 %)	8 (19.05 %)	7 (16.67 %)	6 (14.29 %)	5 (11.9 %)	42 (34.71%)
<b>FEMALE</b>	31 (39.24 %)	20 (25.32 %)	15 (18.99 %)	8 (10.13 %)	5 (6.33 %)	79 (65.29%)
<b>TOTAL</b>	47 (38.84 %)	28 (23.14 %)	22 (18.18 %)	14 (11.57 %)	10 (8.26 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>1.9976</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 1.9976 . The p-value for level 0.05 is 0.736194. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Email services

## **8. LEVEL OF SATISFACTION OF FULL TEXT SERVICE AMONG GENDERWISE**

### **Hypothesis Statement**

**H0:**There is no significant difference between genders in level of satisfaction of full text services

**H1:** There is a significant difference between genders in level of satisfaction of full text services

**Table 8 – LEVEL OF SATISFACTION OF FULL TEXT SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	7 (16.67 %)	11 (26.19 %)	11 (26.19 %)	8 (19.05 %)	5 (11.9 %)	42 (34.71%)
<b>FEMALE</b>	18 (22.78 %)	20 (25.32 %)	17 (21.52 %)	10 (12.66 %)	14 (17.72 %)	79 (65.29%)
<b>TOTAL</b>	25 (20.66 %)	31 (25.62 %)	28 (23.14 %)	18 (14.88 %)	19 (15.7 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>2.107</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 2.107. The p-value for level 0.05 is 0.716094. The calculated



Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Full Text services

**9. LEVEL OF SATISFACTION OF REFERENCE SERVICE AMONG GENDERWISE**

**Hypothesis Statement**

**H0:**There is no significant difference between genders in level of satisfaction of Reference services

**H1:** There is a significant difference between genders in level of satisfaction of Reference services

**Table 9 – LEVEL OF SATISFACTION OF REFERENCE SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	13 (30.95 %)	12 (28.57 %)	7 (16.67 %)	5 (11.9 %)	5 (11.9 %)	42 (34.71%)
<b>FEMALE</b>	28 (35.44 %)	21 (26.58 %)	14 (17.72 %)	9 (11.39 %)	7 (8.86 %)	79 (65.29%)
<b>TOTAL</b>	41 (33.88 %)	33 (27.27 %)	21 (17.36 %)	14 (11.57 %)	12 (9.92 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>0.483</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 0.483. The p-value for level 0.05 is 0.975136. The calculated Chi-square statistic value is less than critical value. Hence the result is not significant. Therefore Null Hypothesis is accepted. (i.e) There is no significant difference among genders in level of satisfaction of Reference services

**10. LEVEL OF SATISFACTION OF REFERRAL SERVICE AMONG GENDERWISE**

**Hypothesis Statement**

**H0:**There is no significant difference between genders in level of satisfaction of Referral services

**H1:** There is a significant difference between genders in level of satisfaction of Referral services

**Table 10 – LEVEL OF SATISFACTION OF REFERRAL SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	12 (28.57 %)	8 (19.05 %)	5 (11.9 %)	8 (19.05 %)	9 (21.43 %)	42 (34.71%)
<b>FEMALE</b>	17 (21.52 %)	17 (21.52 %)	15 (18.99 %)	18 (22.78 %)	12 (15.19 %)	79 (65.29%)
<b>TOTAL</b>	29 (23.97 %)	25 (20.66 %)	20 (16.53 %)	26 (21.49 %)	21 (17.36 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>2.2755</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 2.2755. The p-value for level 0.05 is 0.68523. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Referral services

#### **11. LEVEL OF SATISFACTION OF REPROGRAPHIC SERVICE AMONG GENDERWISE**

##### **Hypothesis Statement**

**H0:** There is no significant difference between genders in level of satisfaction of Reprographic services

**H1:** There is a significant difference between genders in level of satisfaction of Reprographic services

**Table 11 – LEVEL OF SATISFACTION OF REPROGRAPHIC SERVICES AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	18 (42.86 %)	5 (11.9 %)	6 (14.29 %)	6 (14.29 %)	7 (16.67 %)	42 (34.71%)
<b>FEMALE</b>	29 (36.71 %)	25 (31.65 %)	10 (12.66 %)	8 (10.13 %)	7 (8.86 %)	79 (65.29%)
<b>TOTAL</b>	47 (38.84 %)	30 (24.79 %)	16 (13.22 %)	14 (11.57 %)	14 (11.57 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>6.4859</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 6.4859. The p-value for level 0.05 is 0.165679. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Reprographic services

## 12. LEVEL OF SATISFACTION OF WEB 2.0 TOOLS SERVICE AMONG GENDERWISE

### Hypothesis Statement

**H0:** There is no significant difference between genders in level of satisfaction of Web 2.0 Tools services

**H1:** There is a significant difference between genders in level of satisfaction of Web 2.0 Tools services

**Table 12 – LEVEL OF SATISFACTION OF WEB 2.0 TOOLS SERVICE AMONG GENDERWISE**

<b>GENDER</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly Dissatisfied</b>	<b>TOTAL</b>
<b>MALE</b>	14 (33.33 %)	8 (19.05 %)	7 (16.67 %)	5 ( 11.9%)	8 (19.05 %)	42 (34.71%)
<b>FEMALE</b>	12 (15.19 %)	24 (30.38 %)	27 (34.18 %)	7 (8.86 %)	9 (11.39 %)	79 (65.29%)
<b>TOTAL</b>	26 (21.49 %)	32 (26.45 %)	34 (28.1 %)	12 (9.92 %)	17 (14.05 %)	121 (100%)

<b>CHI-SQUARE CALCULATED VALUE</b>	<b>DEGREE OF FREEDOM</b>	<b>LEVEL OF SIGNIFICANCE</b>
<b>9.9247</b>	4	0.05 SIGNIFICANT

The chi-square statistic value is 9.9247. The p-value for level 0.05 is 0.041716. The calculated Chi-square statistic value is greater than critical value. Hence the result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among genders in level of satisfaction of Web 2.0 tools services

## 13. OVERALL SATISFACTION OF DIGITAL LIBRARY SERVICES AMONG GENDERWISE

**Table 13 – OVERALL SATISFACTION OF DIGITAL LIBRARY SERVICES AMONG GENDERWISE**

<b>S.NO</b>	<b>Digital</b>	<b>Library</b>	<b>MALE</b>	<b>FEMALE</b>
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	Services Level of Satification	MEAN	SD	MEAN	SD
1	Highly Satisfied	28.57	10.43	26.12	8.53
2	Satisfied	21.21	6.52	27.39	4.78
3	Neutral	20.13	7.17	22.79	7.49
4	Dissatisfied	15.37	3.26	12.43	5.36
5	Highly Dissatisfied	14.72	3.66	11.28	3.32

## CONCLUSION

In this study, we conclude that post graduate male students of 28.57% were highly satisfied with the digital library services is higher than post graduate female students of 26.12%. Also 14.72 % of post graduate male students were highly dissatisfied with the digital library services were higher than post graduate female students of 11.28%. Also we analyzed that out of 11 parameters, except reference service, all other services had show significant differences in using the digital library services among genderwise. Further we recommend to improve user satisfaction factor by adopting various strategy such as training, helpful assistance, guidance to make aware the user about various digital library services and put up them to utilize at high level in their academic progression.

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