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Use of Internet Facility among Researchers and Faculty members of Social Science Research Libraries in Karnataka State: A Study

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Abstract

The Internet facility plays a very significant role in terms of supporting the teaching, learning, research and development activities of faculty members, research scholars, students, policymakers etc. The main aim of the study was to examine the levels of availability and utilization of Internet facility among researchers and faculty members of social science research institutes in Karnataka state. A structured questionnaire was distributed among 255 researchers and faculty members of social science research libraries located in Karnataka state; 183(64.21%) responses were received. The present study demonstrates and elaborates on the various aspects of Internet use, such as frequency of Internet use, purpose of Internet access, since how long the internet is used, most preferred search engines, problems faced while using internet and satisfaction levels. The study findings reveal that most of the respondents use internet on a daily basis and mostly prefer Google search engine and also that most of the respondents use internet for doing research work, sending E-mails and sharing ideas or thoughts with others. However, they face some challenges while using the Internet such as slow access speed, privacy problem, difficulty in retrieving relevant information and unawareness important sites in a specific field etc. Finally, the study concludes by suggesting that, social science research libraries provide better and high-speed Internet facility to researchers and faculty members so as to help them carry on their research activities.

Keywords: Internet facility, Social Science libraries, Use of Internet, Search engines, Researchers, Faculty

1. Introduction

The 21st century has come to be characterised by the most significant technological developments with information technology activity being one of them. Infact Internet has become one of the most important modes of communication the world over, as every aspect of our daily life is affected by the Internet such as business, banking, education, medicine, science, among others. The internet today is a worldwide digital phenomenon with its utility being an integral part of modern life. To many, the internet is a large computer network linking together millions of smaller computers at numerous sites in various countries belonging to thousands of business, government, research, educational and other organisations (Emeka, 2016). Moreover, in the recent decades the internet has been playing a vital role in the field of teaching, learning, research process in terms of providing easy access to electronic information resources available at libraries everywhere and at all times across academic and research institutions. The emergence of World Wide Web (WWW), computer and telecommunication technologies has had a great impact on the library and information centres. Many of the libraries have adopted these technologies in their day-to-day library operations such as acquisition, cataloguing, circulation, reference services, interlibrary loan etc, as part of providing fast and effective library services to the end-users. More importantly, the social science research libraries users such as faculty members, research scholars, project staff and policymakers increasingly depend on the internet facility for their teaching and research activities and for information on the recent developments in the areas of their interest rather than conventional sources.

2. Review of Literature

There are many studies conducted on Internet use in India. Here an attempt is made to review some of the studies:

Uloaku, Ikegwuiri Patience (2017) in his study, has examined the Internet utilization by researchers with respect to two selected special libraries in Kaduna state, using a survey method. The study observes that researchers use the internet for obtaining data for research and publication, accessing e-journals, sending and receiving emails etc. The study also points out the faced by Internet users such as slow internet service, internet connection failure, inadequate numbers of connecting systems. The study recommends that efforts be made to increase the speed of the Internet access and shorten the time it takes to view and download web pages by providing more bandwidths and also that institutions install better internet services for the use of research community.

A study by Sahoo and Sharma (2015) examines the impact of the Internet on various library processes and services. The study observes that Internet has revolutionised the traditional library activities such as document acquisition, technical processing, circulation, reference service, resource sharing, document delivery etc and that in the modern world, the Internet has become a necessity for the library day-to-day activities better as part of providing services to the user community.

Yet another study by Emeka and Nyeche (2016) is an attempt at investigating the impact of Internet usage on the academic performance of undergraduate students: A case study of the University of Abuja, Nigeria, using a survey method for data collection. The results show that Internet has become one of the beneficial tools in all areas, especially from an academic point of view, in terms of enhancing the skill and capability of students which in turn, assist them in their studies and professional life. The study also points out some of the problems associated with the usage of Internet such as lack of computer skills, slow Internet server and

the problem of paying for online services. The study recommends that university libraries organise user orientation programmes in order to make use of various web-based electronic resources effectively and efficiently.

Hadagali, S and Kumbar, B.D (2011), conducted a research study on the use of Internet by faculty members and research scholars in the 21st century with respect to the university libraries of Karnataka State, India. The study focused on the use of Internet, such as frequency of Internet use, place of access, purposes of Internet access, motivating factors of access to Internet and preference for search engines. The study results reveal that the Internet has become a vital instrument for teaching, research and learning process of these respondents. The study observes that university libraries in Karnataka should provide better Internet services for the faculty members and research scholars.

Owuwatumbi, OSO and Olubunmi (2017) conducted a study on the availability and utilization of Internet facilities among undergraduate students of colleges of education Nigeria. The study examined the use of Internet facility among undergraduate students of, Ikere Ekiti Nigeria, using a survey method for data collection. The study reveals that, the Internet facilities are not adequately available and hence, low utilization and that a poor electric power supply the major disadvantages. The study finds that students belonging to better socio-economic backgrounds use Internet frequently than those coming from poor socio-economic backgrounds. Finally, the study recommends that both the government and college authorities should ensure that Internet facilities and regular power supply are made available to students their research.

Adegbija, et.al (2012), in their article study, focused on the availability and utilization of Internet facilities by postgraduate students in federal universities of Southwest Nigeria, using researchers a survey method with a designed questionnaire. The study results revealed the level of utilization of Internet resources at 83.4% and 80.4% by the respondents who often

used some Internet resources such as search engines and e-mails, while other resources such as telnet, skype, and newsgroup and so on were seldom used and others such as scientific and satellite imaging, gopher, among others, were never used. The study recommended that since the Internet was being very much utilized, postgraduate students be exposed to other Internet resources through workshops or other public awareness programmes and those Internet facilities be made available to postgraduate students in their hostels.

Ivwithreghweta and Igere (2014) conducted a study on the impact of Internet use on the academic performance of students in tertiary institutions in Nigeria. A survey research design was adopted in conducting this research. The study also points out that a majority of the respondents were computer literate, and that the students frequently accessed the Internet from cyber cafes, and that they consulted the Internet in order to retrieve relevant academic materials, while a majority of the students rated the Internet use for academic purposes as average with E-journals and E-books used on the Internet. The paper indicated that the use of Internet by students made them prepare better for their examinations. The study also found power outage, slow Internet speed, lack of computer terminals, too many hits or information overloads, Insufficient numbers of computers as some of the problems facing Internet users in tertiary institutions in Nigeria. The study made necessary recommendations for improving the situation.

Singh, Neena (2001), in a study Internet: importance and usage for library and information professionals, examined the impact of Internet on various library activities, services and products. The paper investigated the challenging role of librarians and information professionals in the present Internet age. Today, the use of the Internet has revolutionised traditional library activities such as document acquisition, technical processing, circulation, reference service, resource sharing, document delivery, etc. The study observes going further, the study observes that the most important role of librarians and information professionals

lies in designing and maintaining libraries' web pages or websites leading to an increase in library service efficiency.

Butt, Komal et.al (2011), conducted a study on access and use of the Internet in libraries of Lahore, Pakistan. This study examined the level of Internet access in libraries, its uses by library staff and the problems regarding access and use of Internet in libraries. A questionnaire survey method was used by the study for data collection across 48 universities and colleges, 21 special libraries, five public libraries and one school library in the city of Lahore. The study observes that Internet is useful for policymakers to understand the status of the Internet access and its need as well as for schools to revise the curriculum in order to improve the Internet skills of future librarians.

3. Objectives of the study

1. To find out the frequency of Internet facility use
2. To know the duration of time spent on the Internet use provided by libraries
3. To identify the different purposes of browsing the Internet facility by Researchers and Faculty members.
4. To examine the most preferred Internet search engines for locating varied information
5. To find out the problems faced by users while using the Internet facility
6. To understand the degree of satisfaction with respect to the use of Internet facility by Researchers and Faculty members.

4. Methodology

The study was conducted at three social science research libraries of Karnataka state. The selected libraries included Institute for Social and Economic Change (ISEC); National Institute of Advanced Studies (NIAS) and Centre for Multi-Disciplinary Development and Research (CMDR), which are autonomous multidisciplinary social science research institutes located in Karnataka State. The library users included faculty members, research scholars and

research staff engaged in social science research. A survey method of research was adopted for collecting the necessary data from the respondents. A total of 255 structured questionnaires were administered among the research groups, out of which 183 were (64.21%) filled questionnaires received from respondents and used a descriptive statistical tool such as simple percentages with tables for analysis and interpretation of the data.

5. Data Analysis and Interpretation

The collected data was analyzed, organized and tabulated using SPSS (Version 22) for table entry, columns, charts etc. The purpose of this analysis was to translate the data into an intelligible and interpretable form. The data analysis-based results are presented in the following section.

6. Demographic Profile of the Respondents

SL. No	Demographic information	Particulars	Nos.	Percentage
1	Gender	Male	110	60.11%
		Female	73	39.89%
2	Age groups	Below 30	97	53.01%
		31-40	40	21.86%
		41- 50	31	16.94%
		Above 51	15	8.20%
3	Designation	Researchers	129	70.49%
		Faculty	54	29.51%
4	Educational Qualification	PhD	55	30.05%
		MPhil	13	7.10%
		Masters	115	62.84%

Table 1: Demographic Profile of the Respondents

Table 1 shows that, out of a total of 183 (73.02%) respondents, 110(60.11%) are male and 73(39.89%) female. Next in the order, most of the respondents belong to the age group of below 30 years i.e., 97(53.01%) while 40(21.86%) respondents come under the age group of 31-40 years, and only 31(16.94%) and 15(8.20%) of the respondents fall in the age groups of 41-50 and above 51 years, respectively. In terms of designation, a majority of the respondents

129(70.49%) are researchers and 54(29.51%) faculty members. The basic educational qualification of the respondents shows that a majority of the respondents i.e., 115(62.84%) have an only masters degree and 55(30.05%) and 13(7.10%) respondents have completed PhD and MPhil degree, respectively.

7. Frequency of Internet use

Internet is a network for providing various services that are available with it. Its significance lies in its ability to provide electronic information resources available with libraries every time and anywhere. Hence, an attempt has been made here to explore the frequency of Internet use as part of understanding the importance of those services for their teaching and research activities. The details are presented in Table.2

SL. No	How often you use the Internet	No. of respondents with percentage		
		Researchers	Faculty	Total
1	Daily	109 (84.50%)	48 (88.89%)	157 (85.79%)
2	At least once a week	13 (10.08%)	4 (7.41%)	17 (9.29%)
3	At least once a fortnight	1 (0.78%)	1 (1.85%)	2 (1.09%)
4	At least once a month	1 (0.78%)	0 (0.00%)	1 (0.55%)
5	Rarely	5 (3.88%)	0 (0.00%)	5 (2.73%)

Table: 2 Frequency of Internet use

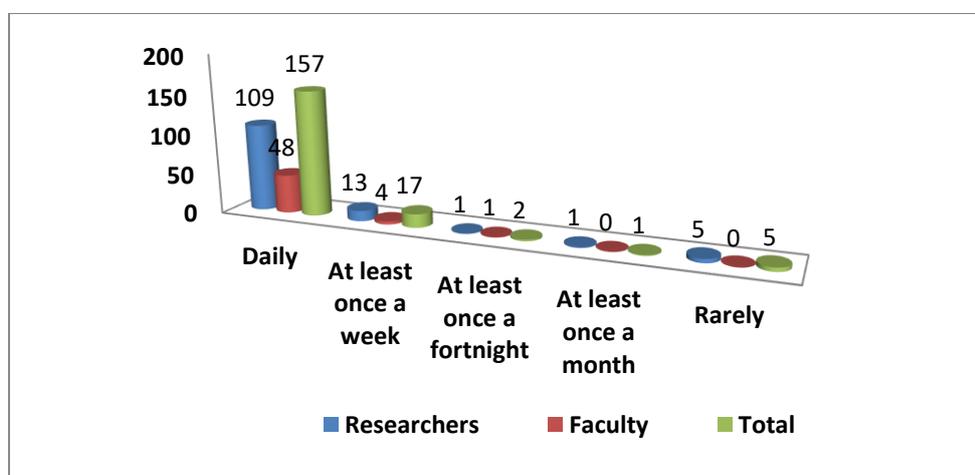


Figure.1: Frequency of Internet use

Figure 1 show that the frequency of Internet use among the users. It is evident that a majority of them i.e., 109(84.50%) Researchers and 48(88.89%) Faculty members use Internet on a “Daily” basis, While 13(10.08%) Researchers and 4(7.41%) Faculty members use Internet “At least once a week”, and only “Rarely basis” 5(3.88%) Researchers use Internet rarely. Further, it can be observed that 1(0.78%) from Researcher category users Internet services “At least once a month”, While Researchers 1(0.78%) and Faculty 1(1.85%) member use Internet “At least once a fortnight”.

Based on the above analysis it becomes evident that the majority of the users both Researchers and Faculty members use the Internet “Daily” basis.

8. The use of Internet - since how long

SL. No	Since how long have you been using the Internet	No. of respondents with percentage		
		Researchers	Faculty	Total
1	Less than 6 months	13	5	18
		(10.08%)	(9.26%)	(9.84%)
2	6 months - 1 year	13	1	14
		(10.08%)	(1.85%)	(7.65%)
3	1 - 2 years	22	2	24
		(17.05%)	(3.70%)	(13.11%)
4	2 - 4 years	6	1	7
		(4.65%)	(1.85%)	(3.83%)
5	More than 4 years	75	45	120
		(58.14%)	(83.33%)	(65.57%)

Table 3: The use of Internet - since how long

Table 3 reveals that the majority of the respondents i.e., 75(54.14%) Researchers and 45(83.33%) Faculty groups have been using Internet more than four years, While 22(17.05%) Researchers and 2(3.70%) Faculty members have been accessing Internet since “one to two years”. Further, it can be observed that 13(10.08%) Researchers and 5(9.26%) Faculty members have been accessing Internet for “Less than six months”, while 13(10.08%) Researchers and 1(1.85%) Faculty member have been using Internet since “Six months to One Years” and lastly, 6(4.65%) Researchers and 1(1.85%) Faculty member have been using Internet since “Two years to Four years”.

Thus, based on the analysis, it can be concluded that the majority of the users-both Researchers (58.14%) and Faculty (83.33%) members have been using the Internet for “More than four years”.

9. Duration of time spent on Internet search

Users spend their time using internet facility in support of their works. The question of how much of average time each category of users spends per week is also important. The following questions investigate their issue.

SL. No	Average time spent	No. of respondents with percentage		
		Researchers	Faculty	Total
1	Less than 5 hours/week	35	19	54
		(27.13%)	(35.19%)	(29.51%)
2	5 to 9 hours/week	24	8	32
		(18.60%)	(14.81%)	(17.49%)
3	10 to 14 hours/week	13	7	20
		(10.08%)	(12.96%)	(10.93%)
4	15 to 19 hours/week	15	7	22
		(11.63%)	(12.96%)	(12.02%)
5	20 to 24 hours/week	11	2	13
		(8.53%)	(3.70%)	(7.10%)
6	Over 25 hours/week	31	11	42
		(24.03%)	(20.37%)	(22.95%)

Table 4: Duration of time spent on Internet search

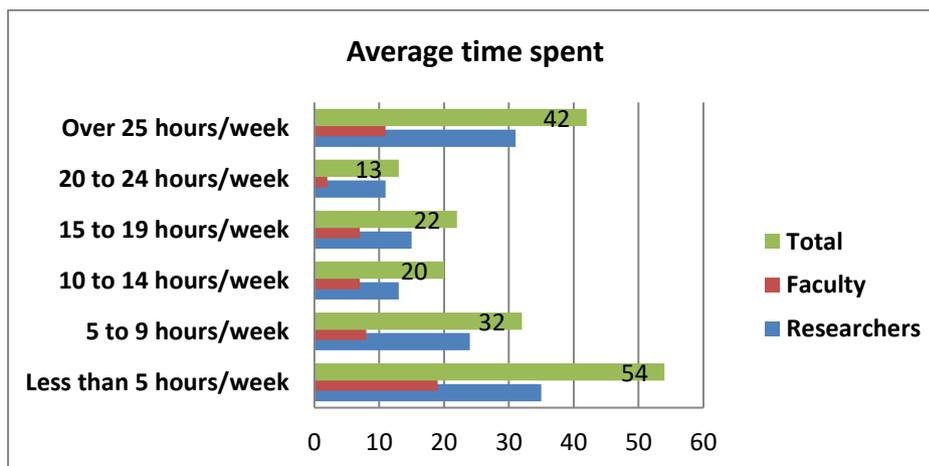


Figure.2: Duration of time spent on Internet search

The above Table 4 shows the average time spent by the respondents on the use of Internet services. It can be observed that the majority of Researchers 35(27.13%) and Faculty members 19(35.19%) spend “Less than 5 hours/week”, on the Internet, while 31(24.03%) Researchers and 11(20.37%) Faculty members spend time “Over 25 hours/week”. Further, it can be observed that 24(18.60%) Researchers and 8(14.81%) Faculty members spend “5 to 9 hours/week”, 15(11.63%) Researchers and 7(12.96%) Faculty members spend “15 to 19 hours/week”. Next in order 13(10.08%) Researchers and 7(12.96%) Faculty members spend “10 to 14 hours/week”. Lastly, 11(8.53%) Researchers and 2(3.70%) Faculty members spend “20 to 24 hours/week.

Thus, based on the analysis, it can be concluded that the majority of the users both Researchers and Faculty members spend “Less than 5 hours/week” on the search of Internet facility available with the libraries.

10. Purpose of Use the Internet

After examining the frequency of Internet use and duration of time spent on the Internet we proceed to understand the purpose of accessing Internet facility provided by social science research libraries to the users both Researchers and Faculty members. The following Table (No.5) shows the details.

SL. No	Purpose of using Internet	No. of respondents		
		Researchers	Faculty	Total
1	For updating knowledge	106	44	150
		(82.17%)	(81.48%)	(81.97%)
2	For doing research work	119	44	163
		(92.25%)	(81.48%)	(89.07%)
3	For preparing class lectures / papers etc	62	36	98
		(48.06%)	(66.67%)	(53.55%)
4	For sending e-mails	105	46	151
		(81.40%)	(85.19%)	(82.51%)
5	For guiding researchers	47	28	75
		(36.43%)	(51.85%)	(40.98%)
6	Social media	69	23	92
		(53.49%)	(42.59%)	(50.27%)

Table: 5 Purpose of using the Internet among the respondents

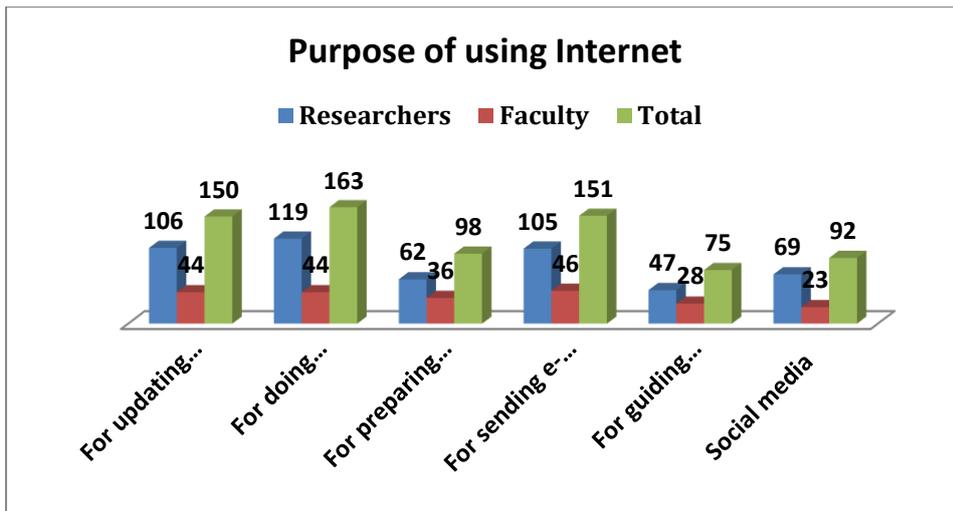


Figure.3: Purpose of using Internet

It is evident from the above Table 4 that 119(92.25%) Researchers use the Internet “For doing research work”, whereas, interestingly 46(85.19%) Faculty members use the Internet “For sending e-mails”. Further, it can be observed that the purposes of using the Internet by the Researcher category are as follows:

1. For updating knowledge (82.17%)
2. For sending e-mails (81.40%)
3. Social media (53.49%)
4. For preparing class lectures / papers etc (48.06%)
5. For guiding researchers (36.43%)

Similarly, the purposes of using Internet services by Faculty members are as follows:

1. For updating knowledge (81.48%)
2. For doing research work (81.48%)
3. For preparing class lectures / papers etc (66.67%)
4. For guiding researchers (51.85%)
5. Social media (42.59%)

Thus, it can be concluded that 96.75% Researchers of access Internet services for doing research work and 86.02% of Faculty members for sending e-mails.

11. Most preferred Search engines

Respondents were asked to indicate their most preferred search engines for gathering electronic information resources for their research and development work. The collected responses are presented in Table 6.

SL. No	Types of Search engine	No. of respondents		
		Researchers	Faculty	Total
1	Google	129	28	157
		(100%)	(51.85%)	(85.79%)
2	Yahoo	33	19	52
		(25.58%)	(35.19%)	(28.42%)
3	Excite	7	7	14
		(5.43%)	(12.96%)	(7.65%)
4	MSN	8	1	9
		(6.20%)	(1.85%)	(4.92%)
5	Altavista	2	0	2
		(1.55%)	(0.00%)	(1.09%)
6	Lycos	2	0	2
		(1.55%)	(0.00%)	(1.09%)

Table: 6 Most preferred search Engines

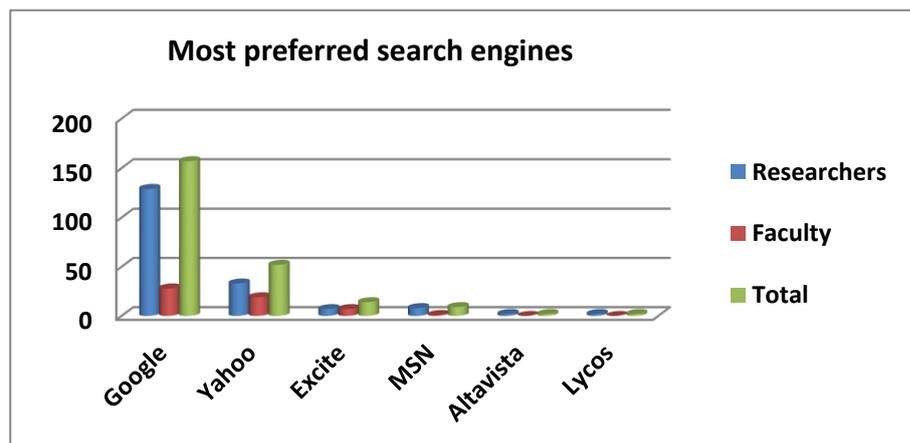


Figure.4: Most preferred search engines

Table 6 shows that 129(100%) Researchers and 28(51.85%) Faculty members Google as the most preferred search engine in their work, while 33(25.58) Researchers and 19(35.19%) Faculty members access Yahoo as their most preferred search engine. Further, 7(5.43%)

Researchers and 7(12.96%) Faculty members use Excite; 8(6.20%) Researchers and 1(1.85%) Faculty members access MSN; 2(1.55%) Researchers use Altavista, and Researchers access Lycos. From the analysis, it is observed that Google and Yahoo search engine is widely used as compared to other search engines because these search engines provide up-to-date information regularly and are fast in accessing information.

12. Problems faced by users while using the Internet

The respondents both researchers and faculty members were asked the question to indicate the specific problems faced by them while using the Internet facility provided by social science research libraries. Table 7 shows the details

SL. No	Types of problems	No. of respondents		
		Researchers	Faculty	Total
1	Slow access speed	44	17	61
		(34.11%)	(31.48%)	(33.33%)
2	Difficulty in retrieving relevant information	16	7	23
		(12.40%)	(12.96%)	(12.57%)
3	Frequently power cut	11	5	16
		(8.53%)	(9.26%)	(8.74%)
4	Overload of Information on the Internet	8	8	16
		(6.20%)	(14.81%)	(8.74%)
5	Time slot is very less	8	4	12
		(6.20%)	(7.41%)	(6.56%)
6	Privacy Problem	18	7	25
		(13.95%)	(12.96%)	(13.66%)
7	Unaware of the important sites in a specific field	17	6	23
		(13.18%)	(11.11%)	(12.57%)

Table:7 Problems involved in using Internet

Table 6 shows that 44(34.11%) Researchers and 17(31.48%) Faculty members agree that Internet is slow to access and hence, one of the major problems faced by them. Further, it can be observed that 18(13.95%) Researchers and 7(12.96%) Faculty members face “Privacy problem” in their work. Followed by this, 17(13.18%) Researchers and 6(11.11%) Faculty members are “Unaware of the important sites in specific field”, whereas, 16(12.40%) Researchers and 7(12.96%) Faculty members find it difficult to retrieve relevant information. Also 11(8.53%) Researchers and 5(9.26%) Faculty members find frequent power cuts as one

of the challenges being faced by them, while, Researchers 8(6.20%) and 8(14.81%) Faculty members view “Overload of Information on the Internet” as one of the problems being faced by them. . Lastly, 8(6.20%) Researchers and 4(7.41%) Faculty members find “Time slot is very less” as one of the problems.

Thus, it can be concluded that both Researchers and Faculty members face more are less common problems as reported in the above table, especially slow access speed.

13. Satisfactory Level related to Internet use

Satisfaction is very important in the use of Internet facility by the users. Therefore, users were asked to indicate their levels of satisfaction with regard to Internet facility. The following table (No.8) shows the details.

SL. No	Level of Satisfaction	No. of respondents		
		Researchers	Faculty	Total
1	Highly satisfied	55	25	80
		(42.64%)	(46.30%)	(43.72%)
2	Moderately satisfied	62	22	84
		(48.06%)	(40.74%)	(45.90%)
3	Partially satisfied	12	7	19
		(9.30%)	(12.96%)	(10.38%)

Table: 8 Level of Satisfaction

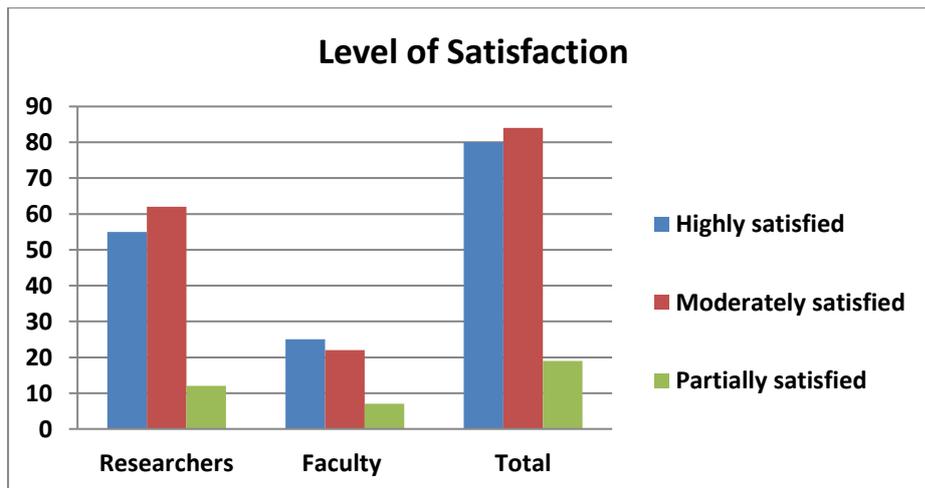


Figure.5: Level of Satisfaction

The above Table 8 shows the users levels of satisfaction with respect to the use of Internet. It is evident from the table that 62(48.06%) Researchers are moderately satisfied with the

Internet facilities provided by libraries, whereas, 25(46.30%) Faculty members are highly satisfied. Followed by this 55(42.64%) Researchers are highly satisfied, while 22(40.74%) Faculty members are moderately satisfied with Internet facilities provided by libraries. 12(9.30%) Researchers and 7(12.96%) Faculty members are partially satisfied. Based on the analysis it can be concluded that both Researchers and Faculty members are highly and moderately satisfied with Internet services.

14. Major findings

- Majority of the respondents (60.11%) are males and the rest females and most of the respondents belong to the age group of below 30 years, constituting 53.01%; Researchers constitute major portion of the respondents (70.49%), followed by faculty members (29.51%). Analysis of basic educational qualification reveals that 62.81% have of the respondents only, master's degree, while 30.05% and 7.10% of the respondents have completed PhD and MPhil degrees, denoting a higher level of research experience.
- Based on the above analysis, the majority (85.79%) of the users both Researchers and Faculty groups are using the Internet on a "Daily" basis.
- The majority (65.57%) of the respondents both Researchers and Faculty members have been using the Internet for "More than four years".
- From the study, it is found that a majority (29.51%) of the users both Researchers and Faculty members spend "Less than 5 hours/week" on Internet facility.
- It is found that 89.07% and 82.51% of both the Researchers and Faculty members use purpose of using Internet services for doing research work and sending e-mails.
- It can be observed that 85.79% and 28.43% of the respondents mainly use Google and Yahoo search engines as compared to other search engines because these search

engines provide up-to-date information regularly and are fast in accessing information.

- It can be observed that a majority of the respondents both Researchers and Faculty members face more or less common problems while using the Internet, such as slow access speed.
- Based on the analysis it can be concluded a majority of the (48.06%) Researchers are moderately satisfied and 46.30% of Faculty members are highly satisfied with Internet services.

15. Conclusion

The Internet facility available with social science research libraries plays an important role in terms of supporting the teaching, learning and research activities of researchers and faculty members. Further, these have also revolutionised the traditional library activities such as acquisition, technical processing, circulation, reference service, resource sharing, document delivery etc. As a result, social science researchers are able to access relevant and up-to-date information in their fields of interest. Researchers spend a fair amount of time on the Internet for doing research work, sending e-mails and updating their knowledge. The present study clearly shows that most of the social science researchers mostly prefer Google and Yahoo search engines for retrieving relevant information from the Internet and also that most of them are highly and moderately satisfied with Internet services. However, they face serious challenges while using the Internet in their R&D work such as slow access speed, privacy problem, difficulty in retrieving relevant information etc. The study suggests that social science researchers make the maximum use of Internet facility provided by social science research institutions in Karnataka state. It is also important that social science research librarians ensure that adequate Internet services are provided to their users for meeting their study requirements.

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