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September 2020

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Carvalho e Rodrigues, Maya Dr. and Mandrekar, Bala, "IMPACT OF ACADEMIC LIBRARY SERVICES ON STUDENTS SUCCESS AND PERFORMANCE" (2020). *Library Philosophy and Practice (e-journal)*. 4246. <https://digitalcommons.unl.edu/libphilprac/4246>

IMPACT OF ACADEMIC LIBRARY SERVICES ON STUDENTS SUCCESS AND PERFORMANCE

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ABSTRACT

Libraries play an important role as a reliable and beneficial information provider in the students academic success and performance. The aim of this study is to investigate the students satisfaction with library resources and services provided by the academic library. Random surveying was conducted to find out the problem and difficulties faced by the students in accessing the library resources and its impact on their academic success and performance. The finding in the study showed that there is a significant and remarkable relationship between the library usage and the students' academic performance and success. the major finding of the study is to conduct the information literacy programme for the students to promote awareness about the resources, services and facilities available in the library so that the students can take maximum advantage of the benefits provided by the library . One way to overcome this problem is to encourage the students to embrace using the library in their academic studies and explain its benefits.

KEY WORDS: Students Success, Library Services, Library Resources, student performance, Information literacy.

INTRODUCTION

The purpose of this study was to examine the use of the academic library and whether it co-relates to the performance and achievement of the student's roles in their studies. The library is considered as an integral component of any educational system .It plays a vital role in the

improvement of academic achievement. Andaleeb and Simmonds (1998) reveals that the academic library usage is mostly influenced by users' awareness and resources of the library. An understanding of the information needs as well as ways students use the libraries is crucial for efficiently meeting their information needs. The academic library performs a crucial role in the educational process. Chamani Gunasekera (2010) in his study, the student usage of an academic library; finds that the undergraduates are overall satisfied with available library resources, services and facilities. But it further found that library resources and services are not being fully utilized by undergraduates. he suggested that the information literacy program should be conducted to promote awareness and use of electronic information resources. He also recommends that the library should increase its usage. Providing access to information about the resources available in academic libraries play a significant role in helping the students discover the facilities available in the library. Many factors of library usage play an imperative part in determining students' performance such as individual behaviour, Library staff co-operation, library services, and proper guidance to use the resources, better communication and learning facilities and atmosphere and harmonious relationship between librarian and students. A library is considered as a heart of any educational institute. The main motive and objective of any academic library is to impart knowledge and skills to its students in higher education. Library plays an essential and indispensable role in teaching and learning which directly supports the library usage which contributes to student's achievement. Basil (2012) in his study and reveals that the facilities, services, information resources are the major facets which make more impact on the satisfaction of the users of the library. Information literacy programme have a direct effect on the utilization of the library resources and usefulness of the library .It basically includes orientation to library amenities , assets & holding and services & application of information tools to locate the resources. For the optimum exploitation of the academic library, the students should have knowledge to access its resources to their full benefit. Sohail and Pandye (2012) in their study on use of library resources by the students of University of Kalyani found that to meet the information needs of students guidance and help is required to use the library resources and services. They suggested that the latest edition of text book and reference materials should be added to the library collection.

The librarian must essentially have a thorough knowledge about student's needs. For this the librarian and faculty have to collaborate and see what exactly is the requirement of books and journals, how best the books that are already available could be best use and the use of

effectively and efficiently the library resources available. Singh, H., and Mahajan, P. (2015) express users assessment is one of the important activities of an academic library. The assessment process provides necessary information to develop the library into a right direction. Assessment of users' needs is important aspect for collection development and starting new services as well as the improvement in the existing services. A well organized and up-to-date collections help users to find their materials and fulfil their needs. Hence, academic libraries must assess the need of their users.

Library is a fundamental and essential part of the educational institution but the libraries are underutilized by the students and faculties. This could be that the users have a distorted view of the knowledge of library skills. The overall objective of the library should to see that students acknowledge the value of information and to impart library skills and study skills.

The importance of satisfaction in libraries is stressed by Wang and Shieh (2006) who maintain that libraries should be concerned with bringing satisfactory services when offering information and data to readers even though they are non-profit organization. Information sources are accessible in various forms such as journal articles, research papers, books, CD's, Databases, open access, open educational resources and various other formats. As the literature grows in volume, variety and complexity it has put a serious restrictions and curtailment of the users search for much needed information. In today's world where Information Communication technology has become an integral part of higher education it has influenced student's attitude towards learning. In this modern trend the students prefer surfing the Internet for ready information that is readily available. and which is less complicated to search. The students who regularly visit the library knows the library resources are comprehensive, reliable and scholarly than most of the web sites. Academic library is a unique and valuable resource centre and an important source of knowledge. It develops the habit of reading. Verma (2015) in his study explored the role of academic library to achieve academic excellence in academic institution and pointed out that academic library has to play very important role because academic institutions are incomplete without a good library. Academic library helps to impact positivity on the academic achievement. It supports various educational programme develops students skills in locating and using information. The academic library provides student with lifelong learning skills and develops the interest and creativity empowering them to live as responsible citizen. Librarians and library staff do help students to access and use quality information and resources which help them to enhance their study and explain to them how to browse the latest technologies which

will help them to improve and strengthen their learning. Students do visit the library to find out about the availability of scholarly sources and reference materials. The purpose of student's visiting the library was established to find out whether they come to satisfy their information needs or for general reading or for research requirements. .Secondly libraries are observed and regarded as the community hub of any academic institution. An information source is a person thing or place from which comes, arises or obtained. There are however many other references of information which should not be overlooked. Such sources include Internet, newspaper clipping or cutting, journals, notes, projects, Library web page etc. Users must be able to critically evaluate the appropriateness of all types of information sources prior to relying on sources. Academic Library provides equitable approach to information for students to use in their daily work, whether their purpose is for academic success, to solve problems or to create new knowledge. Academic library proves quiet and social space for meeting and studying, providing support services and circulates materials documents that assist academic study. Librarians and Library staff help student learn the best ways to access and use quality information and resources which help them to enhance their study and explain how to utilize the latest technologies to enhance their learning. Students tend to be more engage with learning the various library resources; interact with library staff and spend more time in libraries if the library staff is helpful towards them. Academic library that is attached to higher education which supports the curriculum which keeps changing due to various changes in syllabus, Here the library has to keep abreast with the latest changes .They have to collaborate with Faculty and see how best they could improve in their collection of books and try to update their library collection. Effects of using academic libraries-Students benefit from library directive and guidance during the orientation done by the Librarian. In this way the library use increases and students' performance increases. Collaboration between faculty and Librarian enhances the academic programme and a service involving the library which enhances student's learning which enhances students learning and Information literacy guidance definitely strengthens the general education outcome

REVIEW OF LITERATURE

The academic library has become vital and indispensable in providing information The rapid growth and fast changing environment in the field of technology has left behind many information providers and the users struggling to get the current information from the library

Since the Library is a powerhouse where information is stored, generated and retrieved and disseminated to fulfil the students' need.

Adeniran (2011) has examined the user satisfaction with academic libraries services: Academic staff and students perspectives. The finding of this study reveals that users' satisfaction is a function of the quality of staff and services of a library. The study also revealed that provision of relevant information materials, access point and conducive environment for learning, teaching and research lead to an increase in the use of library.

Afebende and Ebaje (2008) reveal that the success of the library depends on the effective exploitation and use of resources by the users and not only depend on collection and facilities provided by library. While the librarian has the responsibility of creating awareness among the users about collection and organization of information materials.

Fidzani (1998) specified that the library staff assistance is important in the usage of library services and resources which helps the students to meet their information needs.. He came to conclusion that the faculties makes the use of library resources for personal research and classroom teaching. They borrow most of these resources for use outside the library. Members of faculty also take advantage of the library's media centre to access materials from the internet. However, most faculties claim they are not aware of all available library resources / services. They also indicated inability to access electronic data bases and materials from the shelves as problems inhibiting library use. The adequate use of libraries impacts high academic success among students.

.Kaur and Verma (2006) conducted a survey to explored purpose of using library vary from person to person. Majority of users visit library for issue/ return of books, then for consulting periodical/journals, and many were for photocopying work.

Norliya (2009) conducted a study and pointed out that the university libraries need to adopt the direction of the vital planning in creation and delivery of service according to the satisfaction of the users which plays a vital role and also found that the average respondents were fairly satisfied with the collection of the library infrastructure, space, place and library services.

Larson and Owusu (2012) their study based on sample method by distributed questionnaire to the users. The findings of the study reveals that majority of users satisfied with Library service, Library budget should be increased. The findings of the study also suggested the users regarding extending the opening hours of the Library and provide Xerox facilities for the users.

Pandey and Singh (2014) in their study found that a large number of respondents were satisfied with library resources and services and books are most widely used resources and most preferred services used by the users is circulation service. Respondents has given suggestions to make library resources and services effective and can be used in a efficient manner.

Poll (2008), expresses that there are basic issues which apply to the overall quality of service delivery in libraries such as accuracy and reliability, speed and accuracy of the services, accessibility, competence and effective and efficient helpfulness of library staff. In order words, the services to be effective. library staff should not only be competent and willing to help users but should also ensure that services provided are accurate and reliable

Saika and Chandel (2012) investigated the user's satisfaction about library resources, services and information seeking behaviour of students and research scholars of Tezpur University. It was seen that if the Librarians gives guidance to the user it will help them to meet the information needs of the user and makes available all resources in the form of print or e-resources to the users.

Sohail et al. (2012) in his study the use of library resources by the students of University of Kalyani. Authors found that instruction given in the use of library resources and services was necessary to help students to meet their information needs. They also found that journals, text books and lecture notes were the most popular sources of information for the students. They have suggested that the latest edition of text books and reference materials should be added to the library collection and users should be guided towards the use of the library resources

Suresha (2016) He studied the users' satisfaction with library resources and services among the faculty members and students of St. Claret Degree College, Bangalore. In the study it is found that a large number of respondents were satisfied with library resources and services. He also found out that the books are the most widely used by the users and circulation services is considered as the most preferred service in the library. Users has given suggestions to make library services more effective and efficient.

Tiefel (2004) most library users are ignorant of the quality and variety of information available in the academic library. He pointed out that the students are often satisfied with materials that the experienced librarian would find inadequate and /or inappropriate. It was identified that discipline has a major influence on usage patterns and preferences, and that faculty members in science tend to use the library more intensively than their counterparts in the humanities or social sciences

Veena and Kotari (2016) in their findings shows that 59% of respondents have the habit to visit to the library daily, majority 86.7% of respondents are highly satisfied with the collection of general books, and 70.0% are highly satisfied with collection of text books and 53.3% respondents considered circulation services as excellent. The study suggested that college library should carry out user studies at regular intervals, in order to identify user's information needs

IMPACT OF LIBRARY INSTRUCTIONS ON STUDENTS

- Students benefit from library instructions in the beginning of the academic year course work .Information literacy instruction delivered to student's at the beginning of the year with the orientation programme helps them to obtain a set of accomplishment
- Usage of Library increases student's success. When students use the library there seems to be increase in their academic success and performance . They achieve higher level of academic performance when they used the library for reference and updating their notes.
- Collaborative academic programs and services involving the library, enhances student's learning. Academic library partnership and collaboration with faculty members helps the student's to use the library resources and exploit the same.
- Information Literacy instruction given by the librarian at the beginning of the academic year strengthens general education outcomes. Library instruction improves

student's attainment of institutional core capacity and proficiency. It also pointed out that information literacy contributes to inquiry based and problem learning consisting and involving effective identification and use of information, critical thinking and ethical reasoning.

IMPACT OF USING THE ACADMEIC LIBRARY

- The library assists to improved student retention
- Library instruction adds value to a student long term academic experience
- The library supports academic rapport of the student
- Use of library space relates positively to students learning and better academic performance
- Collaborative academic programs and services involving the library enhances students learning skills.
- Information literacy instruction strengthens general education outcomes

OBJECTIVE OF THE STUDY

- To find out the magnitude of use of the academic library.
- To explore and examine the relationship between the study habits, use of library and academic performance
- To recommend ways to improve the resources in the library
- To measure the satisfaction level of users towards the library resources and services

METHODOLOGY

The study used a questionnaire as a research tool for data collection through Google forms circulated among the academic students. A random survey was conducted to find out the students who use the library and all about the library use and students' academic performance. 150 questionnaires were mailed to various students from different academic colleges in Goa. Total 103 (68.66%) students responded to the questionnaire.

ANALYSIS OF DATA

Table 1. Visit to the library

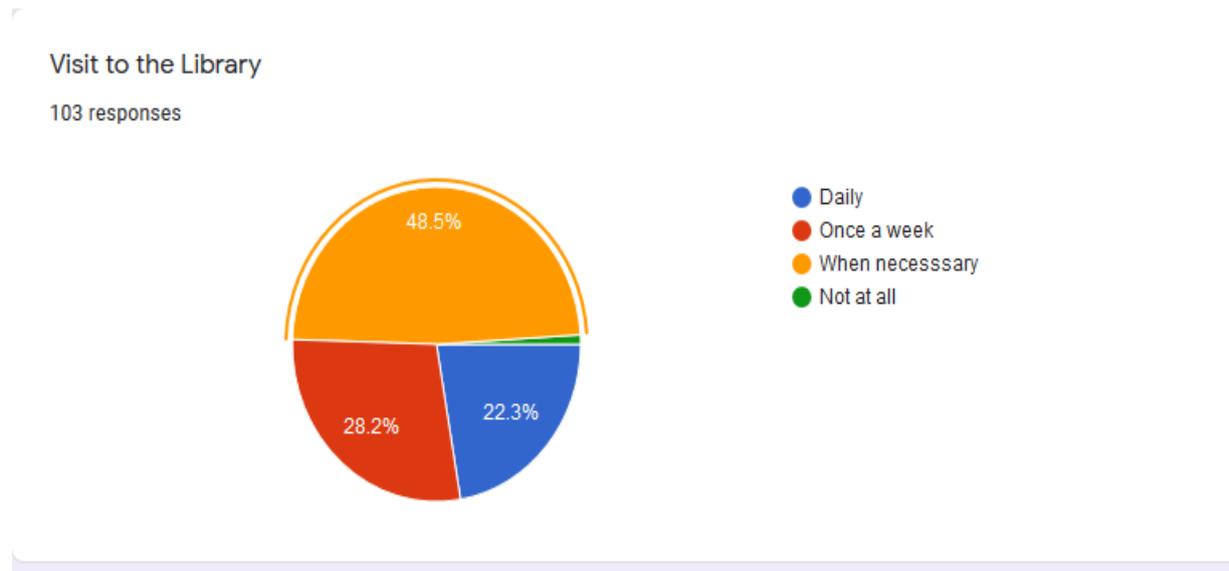


Table 1 indicates 48.5% students visits the library whenever they fell necessary. The libraries need to take appropriate steps such as library orientation, information literacy programme to educate these students about the availability of library resources and services so that the maximum utilization of these resources is possible. 28.2% visit the library once in a week to refer to question paper or do all the reference at one time and use the photocopy services. 22.3% students visit the library every day because library engage with students learning in many ways by providing access to quality information and resources available in library and it enhance their learning skills.

Table 2. PURPOSE OF VISIT TO THE LIBRARY

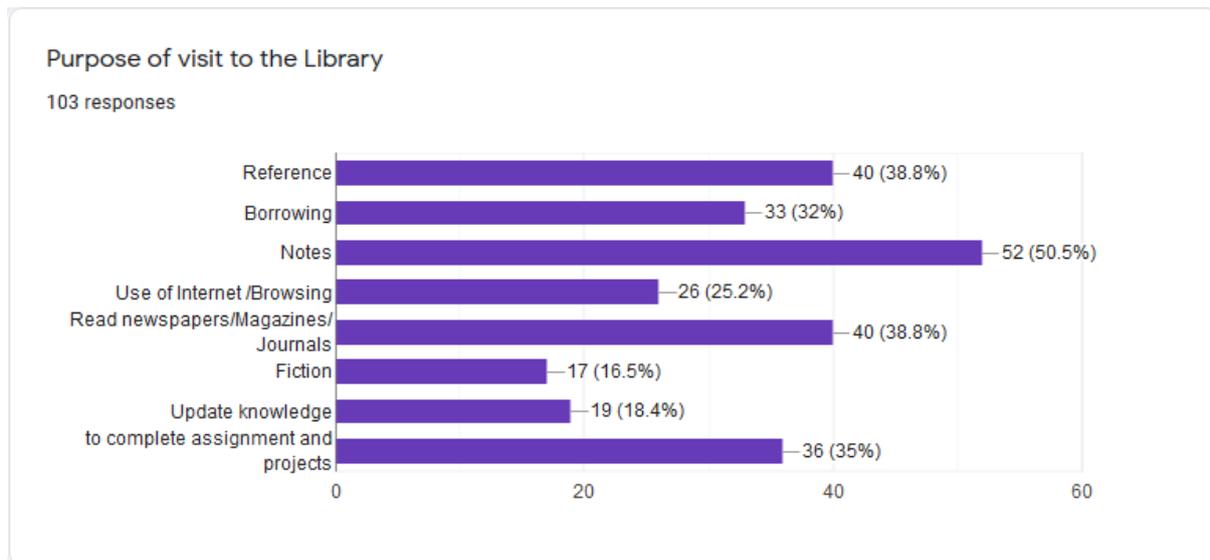


Table 2 shows that 50.5% of the student's come to the library to refer notes kept by the faculty in the library so that they can enhance their final grades. since the academic journal are of great importance from the research point of view around 38.8% students refer to these journals so that they can get the required quality information for their assignment and project work. They know that library is the place where they will find accurate and reliable information and also get access to some very rare information which they will not find anywhere else .About 35% of student's do come to the library to complete their projects work and assignments. It can lead to increased understanding of the subject through the process of locating information related to the subject. 25.2% students visit the library for internet browsing. So from the study it can be determine that around 75% of the students using their own internet facility for accessing the information. There is a need to increase the ratio of the students towards updating their knowledge which is possible only through information literacy programme.

Table. 3. SOURCES OF INFORMATION USED BY THE STUDENTS

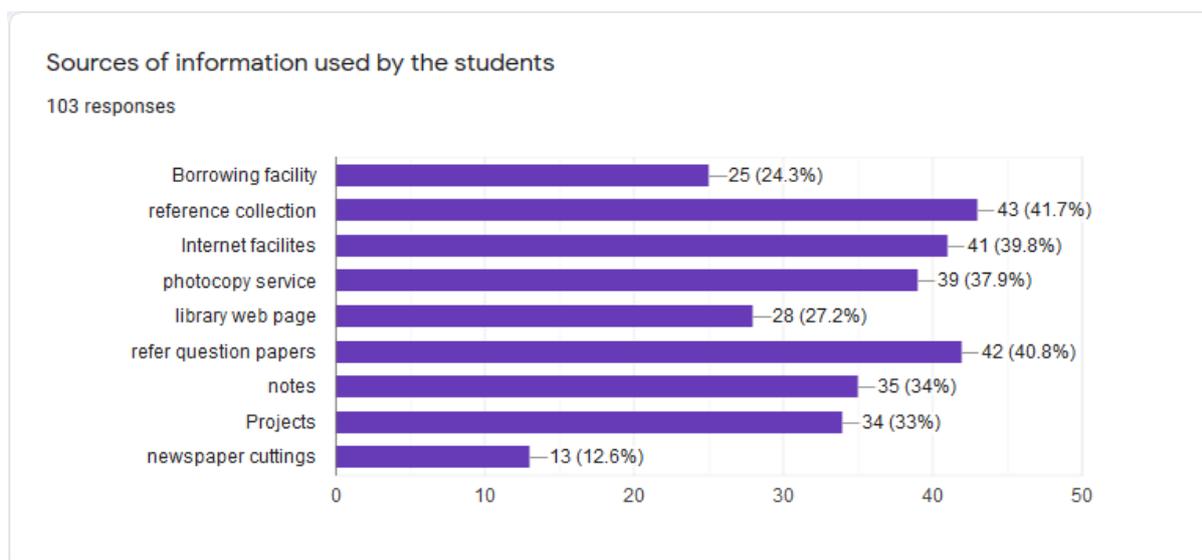


Table 3 shows that 41.7% of students utilizes the reference collection from the library for their daily need that are prescribed in the concerned authority in the syllabus. 40.8 % of student's refer to question papers of the past academic years which sharpening their answering and writing skills. It also equips a student to perform much better in their exams. It is seen that 39.8 % of student's prefer to use the Internet facilities for downloading the required information for their assignment and project work. Since the information is found in digital format and it requires less space to store the students are highly using internet facility. It is also seen that 37.9% of students using the photocopy facility since many of the books such as reference or rare books are not allowed to be issued for home reference and secondly instead of carry the books at home they prefer photocopy of the specific sections which are important from the examination point of view.

Table 4. USER OPINION ABOUT THE LIBRARY

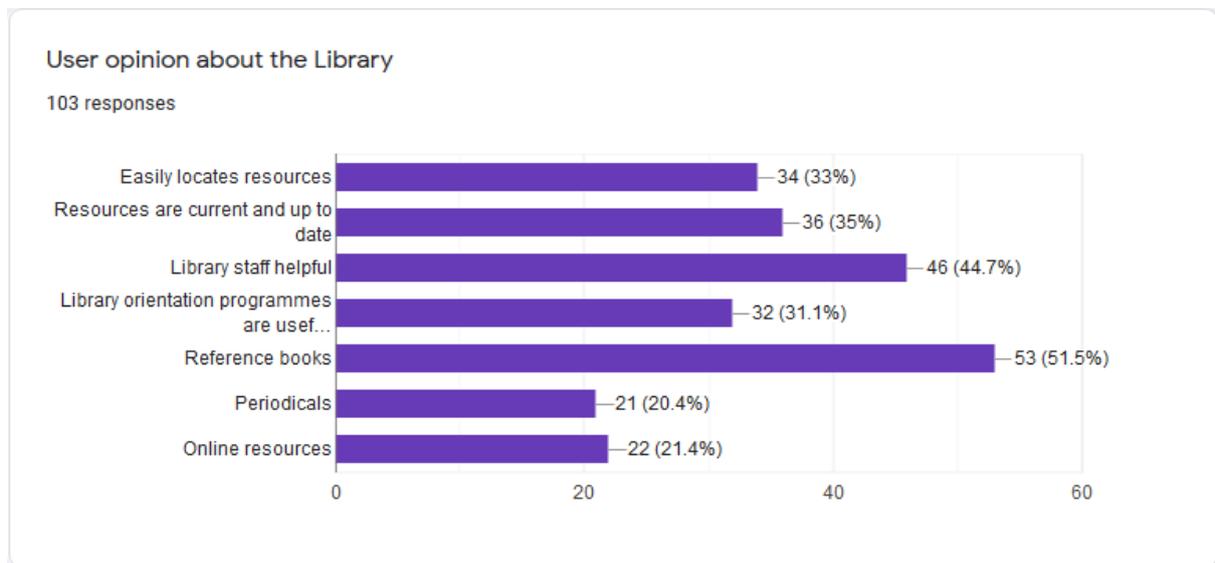
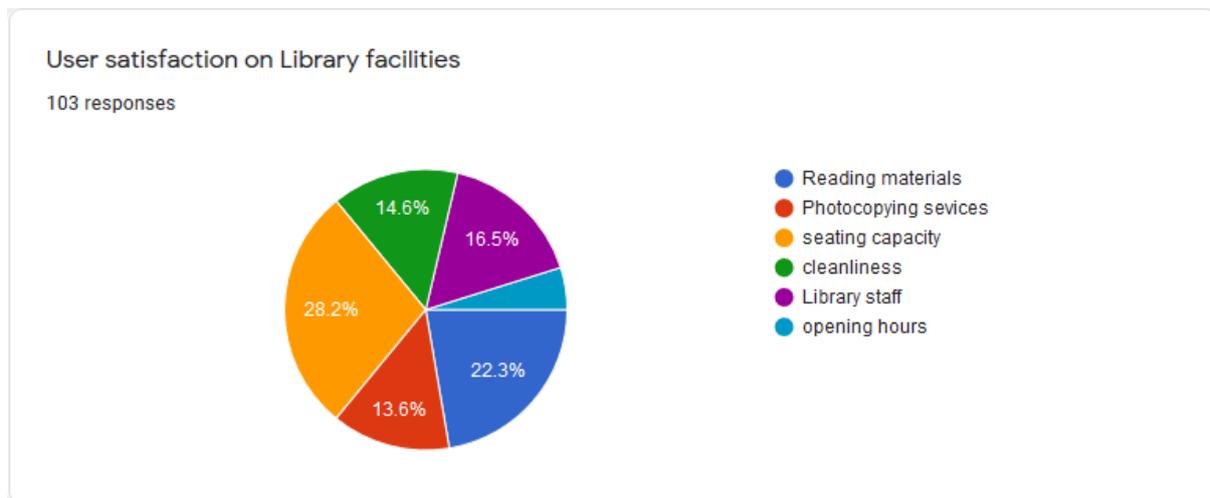


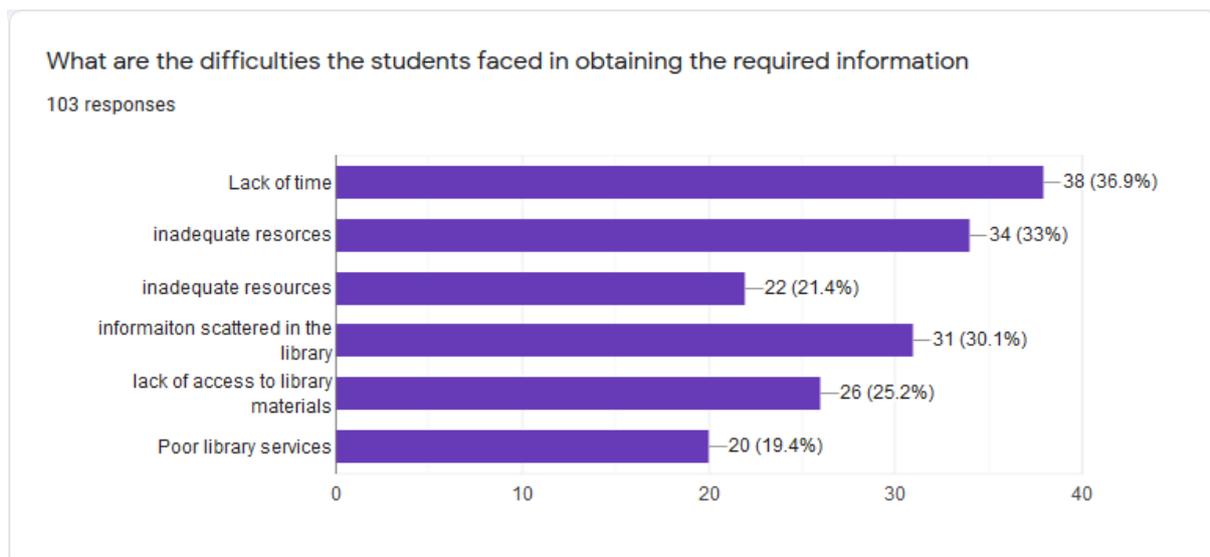
Table 4 indicates that 51.5% of student's found reference sources are useful for their needs. The library needs to improve the reference section service which will satisfy more users. Around 56% of the students are not satisfy with the services provided by library staff. The library staff needs to build harmonious relationship with students so more and more students will visit the library to acquire information. 35% students found the resources are update in the library. The students and faculties like to know the happening in their particular subject, new addition and if any articles acquired are to their related subjects. The librarian shall provide attention towards the acquiring of required and necessary documents which will meet the users need in updating their knowledge. It is also seen that 33% of the students found that the resources in the library can be easily located. There is a need to pay attention by the library staff towards the other users (67%) who finds difficulty in locating the resources. The appropriate step such as orientation programme, arranging the books and other resources in convenient way will help to make the library user friendly. so that they can easily locate the resources in the library.

Table 5. USERS SATISFACTION IN THE LIBRARY



The library must provide a conducive environment for the study so that more and more users will visit the library. User's satisfaction shall be the pre-requisites in the academic libraries. The library needs to improve all its sections. The above figure no. 5 shows that the user satisfaction about the library facilities is very low.

Table 6. WHAT ARE THE DIFFICULTIES FACED BY THE STUDENT'S IN OBTAINING THE REQUIRED INFORMATION?

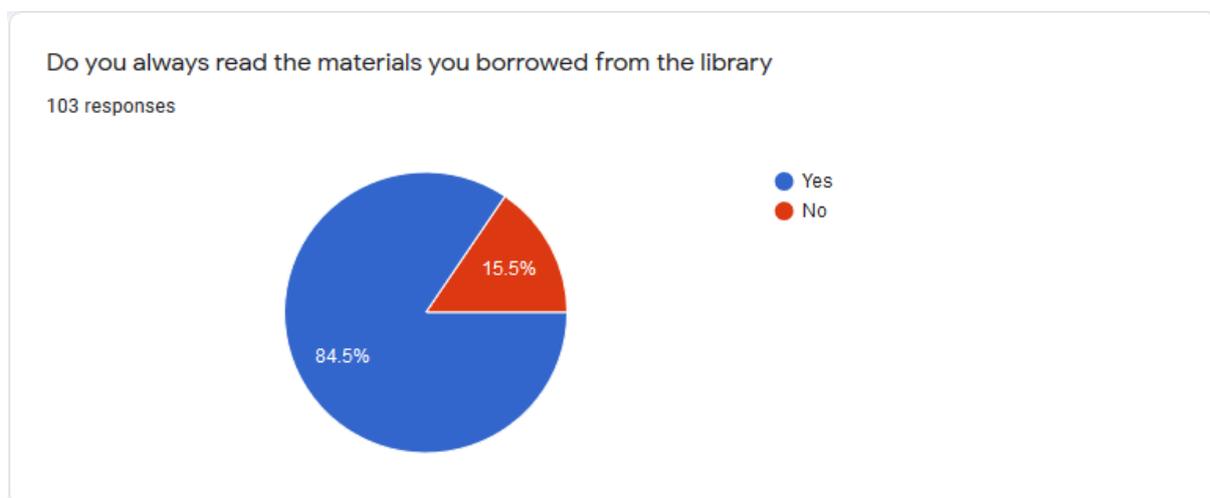


There are many difficulties that student's face while obtaining information from the academic library such as lack of knowledge, on how to use information retrieval skills,

insufficient user education, lack of computer knowledge, Information and communication technology in accessing information use in the library

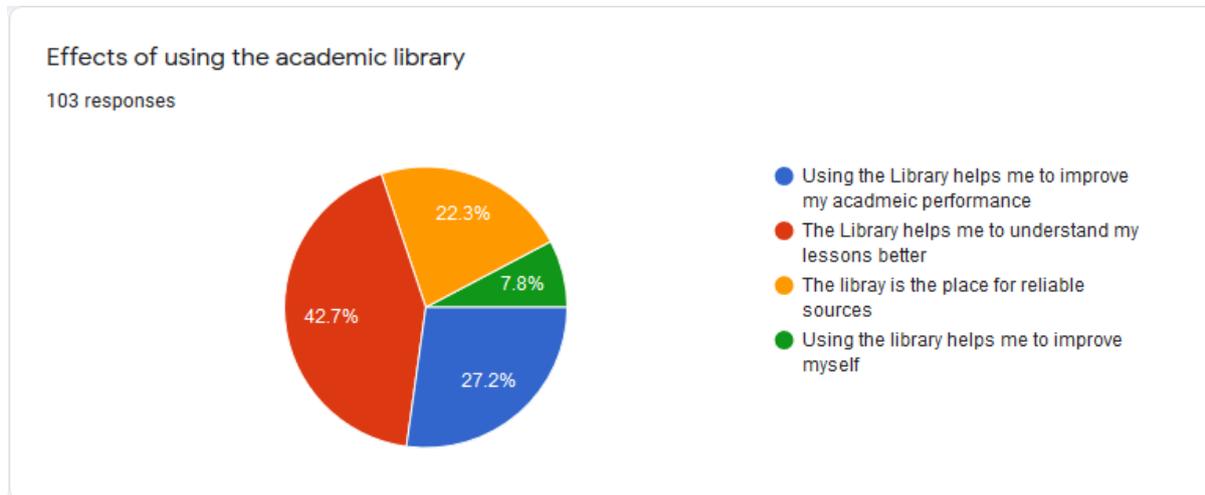
36.9% of student's say that there is barely any time to go to the library because of the lectures which are happening and there is merely any time to access the resources available in the library.33% of the students feel that the library has inadequate resources within the library. With a very tight budge the academic libraries are not in a position to acquire all the books, journals and resources including online journals and e-resources for the library.30% of the students say that the information is scattered in the library. They do not find all the resources when they are searching for. One reason could be where the library follows a particular classification orders and the student is not aware of the same.25.2% of the students feel that is lack of access to library materials. Most of the libraries are open access and the students do not realise or understand how to access the same. At times the students do not like to co-operate with the Librarian or the library staff.

Table 7. DO YOU ALWAYS READ THE MATERIALS YOU BORROW FROM THE LIBRARY?



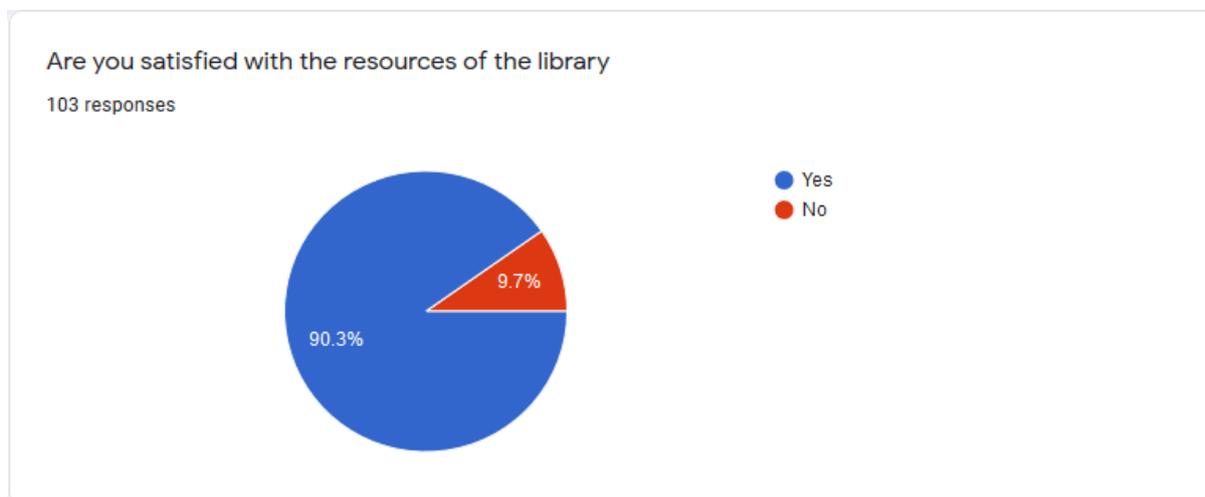
Above figure indicates that the 84.5% of students who borrows the material from library always use for their information needs and requirements which is a highly satisfactory ratio.

Table 8. EFFECT OF USING THE ACADEMIC LIBRARY



42.7% students feel that the library helps them in understanding their lessons better. After attending the class lecture the students visits the library for supplementary information which understand them the lessons better that thought in the classroom teaching. 27.2 % students thinks that the library will help them in improving their final grades and academic performance which is highly appreciable. 22.3% students feels that the library is a place for reliable information. At a one click google will display thousands of results but the librarians will lead to the user to a accurate path which will provide the necessary required information.

Table 9. ARE YOU SATISFIED WITH THE RESOURCES OF THE LIBRARY.



Library provides quality information and best services to their users which reflects the image of the library. The above figure indicates that 90.3% of users who visits the library and uses the library resources frequently are satisfied with the library services. The satisfaction level of the students shows that the library plays an vital role in their academic excellence and improvement in final grades.

SUGGESTIONS

- The library authorities should educated the users regarding the library services like current awareness service, interlibrary loan service, Newspaper Clipping Services provided to them and to entitle the same.
- Most of the users should attend the Library Orientation Programme which should be conducted regularly to the fresher's to make them aware and utilize the library resources.

CONCLUSION

The main purpose of any library is to provide relevant and up- to-date materials with a view to satisfying the information needs of users. Academic libraries play an important role in the institution they serve. The libraries hold different collections of reading materials including books, periodicals, newspapers, clippings, projects etc. and also a wide range of electronic documents. The core objectives of an academic library are to support the parent institutions to achieve its objective and goals. The physical library is still very important and still appreciated by the students. Libraries should focus on being more adequately resourceful. Students are easily discouraged when they do not get proper response so to make them familiar with the resources the librarian should be friendly and, co-operative. Students should be made aware of the importance and types of materials available in the academic library during library orientation and how best these sources could be used for various assignments, projects, notes and improve one's academic performance.

While using the academic library, commitment and preferences of students is important because good academic achievement shows positive correlation. With all the variables the findings suggest that there is a positive impact of library use on students' academic achievement and performance. Based on the findings a comprehensive information literacy programme show be conducted to promote awareness so that there is a proper utilisation of

library resources which can be achieved only by providing good resources, services and facilities.

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