

## PERCEPTIONS AND USE OF E-RESOURCES BY AYURVEDIC MEDICAL COLLEGE LIBRARY USERS OF NORTH KARNATAKA

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Information sources are the main carrier of nascent information including e-books, e-journals, e-newsletters, e-databases etc. E-resources are increasingly gaining importance in all aspects of teaching and learning. The present paper explores the utilization of e-resources by the users of 23 Ayurvedic Medical College libraries of North Karnataka. A well-structured questionnaire was administered to the UG students, PG students and the faculty members of 23 Ayurvedic Medical Colleges of North Karnataka. 1150 questionnaires were distributed, out of which 1101 questionnaires were returned back with a response rate of 97.3%. The study examines the awareness among the users about the availability of e-resource in the library; their usage; satisfaction with the availability of e-resources & infrastructure facilities provided in using e-resources; and the need of training to increase the utilization of e-resources. The paper suggests and recommends for the improvement in the usage of e-resources.

**Keywords:** Ayurvedic Medical College, RGUHS, E-Resources, Ayurvedic Medical College Libraries, E-resources awareness, Usage of e-resources, Satisfaction level of using e-resources

### INTRODUCTION

In the era of Information Technology, e-resources play a pivotal role. The dream of Lancaster has become true. Today most of the sources are available in electronic format. E-Resources are part of 'Invisible web'. The advancement of technologies has led to the information sources available in electronic format. At present information sources are available in E-format like; E-books, E-journals, E-databases, E-newspaper, E-magazine. E-Resources enhanced the quality of services of libraries across the globe.

Today's era is an electronic era. Each and every organization is using the applications of Information and Communication Technology in their work such as banks, health organizations, and even libraries are not an exception to this. Nowadays the concept of e-resources is very popular because it helps the researchers to get information easily by removing the barriers in the way of research. Communications and information sharing

are easier due to electronic publishing in present information era. Electronic resources are important part and partial of the collection management activities of libraries in general and special libraries in particular. “E-resources” can be accessed remotely via the Internet.

Information and Communication Technology (ICT), has paved the way for production of information sources in different non print forms such as CD-ROM’s, consortiums, databases, institutional repositories and portals over computer networks and internet has increased. Today Electronic Information Resources have become an integral part of academic libraries. Therefore, the present study made an attempt to explore the use of e-resources and other form of resources to chalk out policy and programmes for Ayurvedic medical college libraries in Karnataka.

The study covers the library users i.e. students (undergraduate and post-graduate) and faculty members of 23 Ayurvedic Medical Colleges of North Karnataka affiliated to the Rajiv Gandhi University of Health Sciences, Bangalore.

## REVIEW OF LITERATURE

Prakashe and Tayade (2015) focus on the study of e-resources in the libraries of institutes of management in India. The main objective is to determine the availability of different types of e-resources, viz., subscribed e-resources through consortium, memberships of library networks and collaboration with libraries. Based upon the findings, some suggestions for strengthening the services pertaining to e-resources have been given. A resource sharing model has been proposed which promises the maximum availability of e-resources and also increases their reach and access.

Senthil and Madhusudhan (2018) opine that Defence Research and Development Organisation (DRDO) E-Journal Consortium as one of the important consortiums among other consortia existing in India. It covers multi-disciplinary subject areas to fulfil the information needs of DRDO scientific community. This paper tries to evaluate the implementation of DRDO e-journals, coverage of publishers and titles, subject-wise distribution of titles among DRDO laboratories, need of e-journal consortium among the labs, and expenditure details along with yearly growth. This is one of the unique consortiums implemented that is based on subscription model. The study also highlights the usage of e- journals publisher-wise in the consortium and would be helpful in efficient collection development policy of e-journals.

Tamrakar and Garg (2016) mention that the Indian Institute of Technology-Guwahati made voluminous efforts to provide better e-resources services to its users. This study is an attempt to examine and measure the extent and use of e-resources, information alert services, awareness towards the e-resources, purpose of using the e-resources, attitude of library staff and overall quality of e-services offered by the library of Indian Institute of Technology-Guwahati. The findings show that e-journals are more popular than print journals; the library regularly invites user’s views regarding the information constraint; and the library continuously puts forward information alert services to their users. Most of the users are aware about the e-journals/database offered by the library concerned to their subject and also are able to explore the e-resources allied to their area of interest.

Ahmad and Panda (2016) elaborate to know the impact of the e-resources on collection development, collection development policies, and the changing role of library professionals in the selection of library resources. The study found that the collection development policy and selection criteria have changed due to the emergence of e-resources and the increasing involvement of non-professionals. Now libraries are moving towards cooperative selection and sharing of resources through cooperative collection development and consortia agreements. It is also found that the selection of resources at consortia level has faded the autonomy of local library.

Kaur (2016) mentions that the purpose of this paper is to describe the impact of electronic information resources on user of Social Science in Gulbarga University. The study found that use of e resources was not only affected by low seep of network and reading direct from computer but also lack of enough computers in library and paid access of information. The finding of the study indicated that a lot need to be done to increase the use of e-resource and librarians should reorient themselves, think creatively and adopt the new technology to generate services and resources to increase the use of electronic resources.

Kadir et al. (2016) focus on the factors which influence user's satisfaction while using electronic resources at National Library of Malaysia (NLM). Individual behavior, library staff, library services and library technology are the main factors of influence. Library technology and library staff is having the strong relationship with user satisfaction among other factors. Kaur and Walia (2016) describe that the management

libraries are actively involved in building e-resource collection. The budget allocation for purchase of e-resources has increased progressively over the years in majority of the libraries. The factors which affect selection of e-resources include quality, subject coverage, license agreements and vendor support. The study found that libraries associated with management institutions such as ABS, DMS-IITD, FMS, BIMECH and FSM need to add more management-related databases.

Khan and Bhatti (2016) compare the usage patterns of e-books among the students of social, agricultural, and engineering sciences; demonstrate how e-books are used by the students for various purposes; explore the main reasons for using e-books; and uncover the major issues being encountered by students while using e-books in Pakistani Universities. The results show that the adoption of e-books has reached a level where they have become an integral component of academic library services.

Kumar (2016) in his research paper reports regarding the usage and experience of e-resources among the medical students of Maharishi Markandeshwar University, Ambala Haryana. In this study it is tried to verify and evaluate the purpose, frequency, reasons of using and place of student's access to e-resources. A well structured questionnaire was administered to the 100 medical students. The response rate was 78% (45 from Postgraduates and 33 from Undergraduates students). The result of study reveals that most of the P.G. and U.G. students state that e-resources are informative as well as update the medical knowledge. Search engine and medical research reports are used highly among

the students. Anasuya (2017) describes that Electronic resources are becoming an integral part of the modern life and of the educational prospect, especially the higher education. Students of all age group, house wife's, technicians and professionals of all community like academicians, business, medical professionals, lawyers, technicians are highly dependent on e-resources. Govt. of India is also playing key role in support of e-resources, with its special scheme of subsidized rates for subscribing e-resources and internet usage.

Bajpai and Sharma (2017) mention that the advent of Information and Communication Technology has shown a great impact on the library services. The position of the libraries and information centers has immensely changed during last decade due to the appearance of electronic resources. It has provided many possibilities and opportunities for providing faster and quicker access to information at the global level. The objective of the research paper was to study about the awareness and use of electronic resources by the users of selected special libraries of Delhi NCR. The study also explores the purpose and problems in using e-resources and satisfaction level of the users with the available electronic resources.

Gopinath (2017) focuses that technology has penetrated all areas of life and the use of information technology (IT) has promoted incredible work procedures and approaches. Information Technology is vastly used in academic environment especially in higher education sector. E-resources are the major aspects in providing the multi-user, multi-accessibility to the users inside the campus and

outside the world with no cost and no time round the clock as well. Mahapatra (2017) reflects regarding the use of electronic information among the social scientists in the city of Bhubaneswar. The investigator has attempted to collect information related to the preferences on electronic information resources, types of e-resources used, the use of statistical information in e-format, online databases in social science and satisfaction on the use of e-resources. The information has been analyzed in the light of data collected from 90 social scientists from research institutes and universities in the city of Bhubaneswar.

Patel and Darbar (2017) focus on availability and use of e-resources by the users in C. K. Shah Vijapurwala Institute of Management (CKSVIM) Library, Vadodara. The main objective of the study was to identify the awareness of e-resources among the users, know the user's skill regarding how to use internet, purpose of use, identify satisfaction level of availability of e-resources, use of different e-resources, satisfactory level of using e-resources, factors influenced, impact of e-resources, different problems faced in the access of e-resource, preferred file format for e-resources and users suggestions to improve usages of e-resources.

Soni et.al. (2018) in their article determined and find the present status of awareness, accessibility and use of electronic resources among library and information science research scholars of Jiwaji University Gwalior, like; CD-ROM databases, online databases, online journals, OPAC etc. The study was carried out to find out the challenges, benefits, and progress gained by research scholars while accessing the e-resources.

## OBJECTIVES OF THE STUDY

The major objective of the study is to explore the awareness and use of e-resources among the medical library users of 23 Ayurvedic Medical College libraries of North Karnataka affiliated to Rajiv Gandhi University of Health Sciences (RGUHS). The study leads to achieve the following objectives:

1. To identify the different types of e-resources and services available in Ayurvedic Medical College Libraries;
2. To know the awareness of e-resources among the users fraternity; and
3. To find out the purposes of using electronic resources and services;
4. To know the use of electronic resources;
5. To identify the problems faced by the users while accessing and using e-resources;

## METHODOLOGY

To achieve the objectives of the study a structured questionnaire was designed and pilot study has been conducted to test the validity of the questions. The data has been collected from the users regarding the use of E- resources in various disciplines of Ayurvedic Medical Colleges of North Karnataka affiliated to Rajiv Gandhi University of Health Sciences (RGUHS)

supplemented by personal interview of the users as well as library professionals. The data collected from the respondents has been analysed to achieve the stated objectives of the study. Depending on the nature of the data collected from the respondents, the Statistical analysis, tools and techniques such as frequency distribution, percentage analysis and ANOVA tests and Tukey Post Hoc tests have been employed. For this purpose, a software package (PASW), i.e. Predictive Analytics Software has been used for the analysis of data.

## STUDY POPULATION AND SAMPLE SIZE

The study population comprises of undergraduate students, postgraduate students, the faculty members of 23 Ayurvedic Medical colleges of North Karnataka affiliated to Rajiv Gandhi University of Health Sciences, Karnataka Bangalore. A total of 4989 college library users comprising of UG, PG students and faculty members. Since the population size is huge, the sample size is determined using Krejcie and Morgan Table. The recommended sample size for a population of 4989, at confidence level of 99%, and a margin of error (degree of accuracy) of 0.035 would be 1066. The details are as follows

Table 1: Study population and sample size

Population	Total Strength	%	Required sample size	Questionnaire distributed	Questionnaire received	Response rate (%)
Faculty	930	18.64	199 (at 18.64% of 1066)	225	205	91.11
PG students	609	12.21	130	150	135	90
UG students	3450	69.15	737	800	761	95.12
Total	4989	100	1066	1175	1101	93.70

Out of 1175 questionnaires distributed, a total of 1101 properly filled in questionnaires have been received with 93.70 % response rate.

## DATA ANALYSIS AND INTERPRETATIONS

### Category- wise distribution of respondents

Table 2 show the category- wise distribution of the respondents. Among 1101 respondents, 215 (19.5%) of them are faculty members, 784 (71.2%) are UG students and 102 (9.3%) are PG students.

Table 2: Category- wise distribution of respondents

Sl. No.	Category	Frequency	Percentage (%)
1	Faculty	215	19.5
2	UG students	784	71.2
3	PG students	102	9.3
	Total	1101	100

### Frequency of Library visit

The table 3 reveals the frequency of visit to the library by the respondents. It can be observed from the figure that about 506 (46.0%) of them are visiting everyday, followed by 327 (29.7%) of them are visiting twice in a week, 169 (15.3%) are visiting weekly, 83 (7.5%) are visiting monthly. The least number of respondents i.e. 16 (1.5%) are visiting annually. From the figure it can be inferred that majority of the respondents are visiting the library in a daily basis.

Table 3: Frequency of Library visit

Sl. No.	Frequency of library visit	No of respondents	Percentage (%)
1	Daily	506	46.0
2	Twice in week	327	29.7
3	Weekly	169	15.3
4	Monthly	83	7.5
5	Annually	16	1.5
	Total	1101	100.0

### Purposes of Library Visit by the respondents

Table 4 reveals the purpose of library visit by the respondents. Majority i.e. 575 (52.2%) of them are visiting the library to refer books, followed by 549 (49.0%) of them visit the library to borrow books, 421 (38.2%) are visiting to get information, 318 (28.9%) are visiting to read newspapers, 267 (24.3%) are visiting to refer journals, 140 (12.7%) are visiting to access e-resources. From the table it is clear that to borrow books and getting information are the main purposes of visiting to the library. The study depicts that the least number of respondents are visiting the library to access e-resources.

Table 4 : Purposes of Library Visit by the respondents

Sl. No.	Purposes of Library Visit	No. of Respondents	Percentage (%)
1	To borrow books	549	49
2	To get information	421	38.2
3	To refer books	575	52.2
4	To refer journals	267	24.3
5	To access e-resources	140	12.7
6	To read news paper	318	28.9

### Awareness about electronic based information services by the respondent

Table 5 depicts that among the 1101 respondents 732 (66.5%) respondents are aware about the electronic based information services in the library, whereas, 369 (33.5%) respondents are not aware regarding electronic based information services in the library.

Table 5: Awareness about electronic based information services by the respondents

Sl. No.	Response	No of respondents	Percentage (%)
1	Yes	732	66.5
2	No	369	33.5
3	Total	1101	100

### Awareness regarding e-journal by the respondents

Journals carry nascent thoughts. Journals are important sources of information for every user irrespective of designation. A question was posed to know the awareness about journals among the respondents. The data depicted in the table reveals that majority (69.8%) of the respondents are aware of AYU, followed by Journal of Ayurveda

and Integrated Medicine (66.9%); International Ayurvedic Medical Journal (54.3%) and National and International Journal of Ayurveda and Medicinal Plants (54.3%). It is also noted that majority (52.5%) of the respondents are not aware of Digital Helpline for Ayurveda Research followed by JAHM (56%); IJAHM (50.8%); IJAPR (50.3%) and IJRAP (53%). Therefore, the library staff has to create awareness about these journals among the library users.

Table 6: Awareness regarding e-journal by the respondents

Sl. No.	Name of Journals	Yes	No	Mean	SD
1	AYU (International Quarterly Journal of Research in Ayurveda)	769(69.8)	332(30.2)	1.30	0.469
2	Journal of Ayurveda and Integrated Medicine	737(66.9)	364(33.1)	1.33	0.471
3	Digital Helpline for Ayurveda Research	523(47.5)	578(52.5)	1.52	0.500
4	Journal of Ayurveda and Holistic Medicine (JAHM)	485(44.1)	616(56.0)	1.56	0.505
5	International Ayurvedic Medical Journal(IAMJ)	598(54.3)	503(45.7)	1.46	0.500
6	National and International Journal of Ayurveda and Medicinal Plants	598(54.3)	503(45.7)	1.46	0.504
7	International Journal of Ayurvedic and Herbal Medicine(IJAHM)	542(49.2)	557(50.8)	1.51	0.513
8	International Journal of Ayurveda and Pharma Research(IJAPR)	547(49.7)	554(50.3)	1.51	0.513
9	International Journal of Research and Pharmacy(IJRAP)	517(47.0)	584(53.0)	1.54	0.515

(Figures in parenthesis indicate percentage)

### Awareness regarding “Online Databases” available in the Library

With regard to the awareness of online databases, the data in the table 7 reveals that majority (55.3%) of the respondents are not aware of online databases, followed by (44.7%) are aware about it. Therefore, there is a need for orientation and demonstration of online databases to all the respondents as well as others regarding use of online databases.

Table 7: Awareness regarding “Online Databases” available in the Library

Sl. No.	Awareness regarding online databases	No. of Respondents	Percentage (%)
1	Yes	492	44.7
2	No	609	55.3
3	Total	1101	100

### Awareness about HELINET

Table 8 depicts regarding the awareness about HELINET by the respondents. Among the 1101 respondents 492 (44.7%) have awareness regarding HELINET, whereas 609 (55.3%) don't have awareness regarding HELINET.

Table 8: Awareness about HELINET

Sl. No.	Response	No of response	Percentage (%)
1	Yes	492	44.7
2	No	609	55.3
3	Total	1101	100.0

### Rating the Online Medical Journal databases

With regard to rating of online medical databases, the data shown in table 9 reveals that

30.1% of the respondents mentioned database as good, followed by 23.4% of the respondents unaware of it. PubMed is another popular database in the field of medicine. It is found that 31.1% of the respondents opined that it is good, followed by 30.3% of them do not aware of it. It is hard to believe that 45.5% of the respondents do not

aware of Indian MEDLARS Centre, followed by 19.3% of them said it is poor. Even in case of other databases as mentioned in the table, the highest numbers of respondents are not aware of it. Therefore, the library authority has to create awareness about the use of these databases.

Table 9: Rating the Online Medical Journal databases

Sl. No.	Databases	Excellent	Good	Unaware	Average	Poor	Mean	SD
1	Medline Plus	235(21.3)	331(30.1)	258(23.4)	98(8.9)	179(16.3)	2.69	1.341
2	Pub Med	137(12.4)	342(31.1)	334(30.3)	113(10.3)	175(15.9)	2.86	1.236
3	Pop line	71(6.4)	207(18.8)	513(46.6)	96(8.7)	214(19.4)	3.16	1.134
4	Indian MEDLARS Centre	61(5.5)	209(19.0)	501(45.5)	117(10.6)	213(19.3)	3.19	1.121
5	NLM	61(5.5)	166(15.1)	561(51.0)	100(9.1)	213(19.3)	3.22	1.092
6	Extra Med	64(5.8)	197(17.9)	538(48.9)	93(8.4)	209(19.0)	3.17	1.108
7	WHO Library databases	97(8.8)	278(25.2)	429(39.0)	100(9.1)	197(17.9)	3.02	1.188
8	Molecular Biology databases	66(6.0)	262(23.8)	454(41.2)	105(9.5)	214(19.4)	3.13	1.156
9.	Multimedia Database	62(5.6)	246(22.3)	475(43.1)	106(9.6)	212(19.3)	3.15	1.138
10.	Scientific Database	98(8.9)	251(22.8)	450(40.9)	97(8.8)	205(18.6)	3.05	1.190
11.	Media Bank	73(6.6)	256(23.3)	466(42.3)	103(9.4)	203(18.4)	3.10	1.149

(Figures in parenthesis indicate percentage)

### Purpose of using e-resources and services

From the one way analysis of variance it is found that there is a highly significant difference between the means of electronic resources and services used by the users at 5% level of significance, therefore  $H_0$  is rejected. From

Tukey's post hoc test, it is found that there are three homogeneous subsets, first subset contains To Prepare research paper articles, To search for research related information and To prepare for seminar, conferences with P-value 0.051 second and third subset includes single factors that To

Table 10: Purpose of using e-resources and services

Sl. No.	Purpose of library visit	Yes	No	Mean	SD
1	To get medical information	747(67.8)	354(32.2)	0.69	0.486
2	To get subject oriented knowledge	654(59.4)	447(40.6)	0.60	0.501
3	To prepare for seminar, conferences	512(46.5)	589(53.5)	0.47	0.516
4	To search for research related information	492(44.7)	609(55.3)	0.46	0.539
5	To Prepare research paper articles	407(37.0)	694(63.)	0.41	0.579



get subject oriented knowledge and To get medical information respectively with P-value 1.000. The factors to get subject oriented knowledge and to get medical information are significantly differing from all other factors. From the means plot it is observed that response for last two subset factors are yes and for other factors it is almost no.

### Problems faced by the users

From the above analysis it is found that there is a significant difference between the means of the factor. From Tukey's post hoc test it is found that there are three homogeneous groups. First subset contains the factors 'Lack of basic

operating skills, Slow server, Frequent break down of the system and Lack of awareness of search technique 'second subset contains 'Inconsistent power supply, Less number of terminals and Insufficient time slot' and the third subset includes 'Lack of support from the library staff and Uncomfortable furniture' with the p-value 0.122, 0.087 and 0.137 respectively. These factors are non-significant within the subset and significant between the subsets. From the means plot it is observed that response from all the users is almost unaware because means of all the factors are near scale 3.

Table 11: Problems faced by the users

Sl. No.	Problems	Most frequently	Frequently	Unaware	Seldom	Never	Mean	SD
a.	Lack of basic operating skills	131(11.9)	310(28.2)	238(21.6)	108(9.8)	314(28.5)	3.15	1.406
b.	Lack of awareness of search technique	88(8.0)	274(24.9)	275(25.0)	139(12.6)	325(29.5)	3.31	1.335
c.	Inconsistent power supply	89(8.1)	230(20.9)	271(24.6)	136(12.4)	375(34.1)	3.43	1.353
d.	Uncomfortable furniture	75(6.8)	208(18.9)	253(23.0)	122(11.1)	443(40.2)	3.59	1.55
f.	Insufficient time slot	91(8.3)	214(19.4)	269(24.4)	136(12.4)	391(35.5)	3.47	1.359
g.	Lack of support from the library staff	99(9.0)	190(17.3)	268(24.3)	113(10.3)	431(39.1)	3.53	1.385
h.	Slow server	119(10.8)	260(23.6)	270(24.5)	239(21.7)	213(19.3)	3.15	1.280
i.	Frequent break down of the system	120(10.9)	208(18.9)	307(27.9)	167(15.2)	299(27.2)	3.29	1.335

(Figures in parenthesis indicate percentage)

### Technical Problems faced by the users while accessing the e- resources

From the one-way analysis of variance it is found that there is a difference between the means of the factors, therefore the null hypothesis is rejected at 5% level of significance. From the post hoc test it is found that there are two homogeneous subsets. The first subset contains the factors 'Speed of internet and Download /

saving, second subset contains the factors 'Network problems, Limited access permission and Lack of printing facility' with P-value 0.133 and 0.069 respectively. From means plot it is observed that the response of users for first subset factor is frequently facing the problem and for all the other factors it is almost unaware.

Table 12: Technical Problems faced by the users while accessing the e- resources

Sl. No.	Problems	Most frequently	Frequently	Unaware	Seldom	Never	Mean	SD
a.	Speed of internet	224(20.3)	346(31.4)	216(19.6)	128(11.6)	187(17.0)	2.73	1.362
b.	Download / saving	141(12.8)	397(36.1)	214(19.4)	164(14.9)	185(16.8)	2.87	1.295
c.	Lack of printing facility	150(13.6)	294(26.7)	245(22.3)	147(13.4)	265(24.1)	3.08	1.380
d.	Network problems	148(13.4)	334(30.3)	257(23.3)	175(15.9)	187(17.0)	2.93	1.294

## SUGGESTIONS

The present study was conducted in 23 Ayurvedic Medical Colleges of North Karnataka affiliated to Rajiv Gandhi University of Health Sciences, Karnataka. The study was carried out to explore the awareness and use of different types of e-resources available in the libraries of these colleges. From the study it is clear that the automation process is in its initial stage and the users are not fully aware regarding the availability and use of different types of e-resources. Proper orientation is required regarding how to use these e-resources effectively and easily.

1. Libraries should arrange awareness program regarding e-resources so that users are made aware about various e-resources available in the library.
2. More number of computers should be provided in the library so that users can access their required topics without facing any difficulty.
3. Printing facility should be provided in the libraries so that the users can able to take out printed copy of their required documents.
4. Library staff should be fully qualified with proper knowledge regarding how to maintain a fully automated library.
5. The management or governing authority should give due weightage in terms of financial

assistance to fulfil all the necessary requirements for a well equipped modern automated library.

## CONCLUSION

From the study it is clear that the users are not aware about various e-resources available on medical science. Still the libraries are not fully automated; the automation process is in its initial stage. The library staff should be fully qualified to handle the different electronic resources and be able to manage a fully automated library. In order to create awareness among the users regarding proper use of various e-resources, orientation programmes should be arranged from time to time. The concerned authority should provide sufficient financial assistance to the colleges to procure all the relevant resources. To provide up-to-date service towards humanity the medical students should be fully aware regarding the availability of various e-resources and be able to make proper utilisation of these resources for the betterment of the society.

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