

Use of E-resources and Services by Users at Indian Institute of Management Ahmedabad: A Study

Vinod Kumar Singh

Assistant Professor, Department of Library & Information Science, University of Jammu, Jammu-6, India

Abstract: *The study investigated the use of electronic resources by the students, research scholars and faculty members of IIM Ahmedabad. It examined the user's awareness of the different types of e-resources available in the IIM Ahmedabad Library, purpose and frequency of using e-resources by the users, the factor affecting resource utilization, impact of e-resources and services on the academic work of the users, suggest the ways and means for the effective use of e-resources and services available in the IIM Ahmedabad Library, etc.*

Keywords: *E-resources, IIM Ahmedabad Library, Indian Institutes of Management*

I. Introduction

The Information and Communication Technology (ICT) revolution and the advent of the Internet has had drastic and far-reaching impacts on the knowledge and information sector and added a new dimension to information retrieval platforms. It has created an environment where rapid continuous changes have become the norms. Developments in information and communication technologies have a profound impact on every sphere and academic activities. Academic libraries are not an exception for this. It has reduced the library stature from the custodian of our literature heritage to being a competitor among many others in the information society changes have been noticed in the academic libraries in professionals, collection and policies. Changes have also seen in information seeking behaviour of users. Their preferences have been changed. User satisfaction level has been increasing. Now libraries have been able to provide fast and seamless access of information to its users. In the 21st century, most of the library resources are being made available in electronic formats such as e-journals, e-books, e-databases, etc. Libraries are moving from print to e-resources either subscribing individually or through consortia because of its advantages over print resources [1].

The appropriate selection of e-resources is one of the most difficult jobs faced by LIS professionals because there are too many products available in the market, making the task of a selector extremely difficult. For this a survey is conducted to find out the use and awareness of e-resources (management and related disciplines) available in the library for the users and the impact of these resources on their academic work.

II. Indian Institutes of Management

The Indian Institutes of Management (IIMs) are a group of 19 autonomous institutes of management in India. They were established with the objective of providing quality management education and research. The nineteen IIMs established in India at Calcutta (1961, West Bengal), Ahmedabad (1961, Gujarat), Bangalore (1973, Karnataka), Lucknow (1984, Uttar Pradesh), Kozhikode (1996, Kerala), Indore (1996, Madhya Pradesh), Shillong (2007, Meghalaya), Rohtak (2010, Haryana), Ranchi (2010, Jharkhand), Raipur (2010, Chhattisgarh), Tiruchirappalli (2011, Tamil Nadu), Udaipur (2011, Rajasthan) Kashipur (2011, Uttarakhand) Amritsar (2015, Punjab), Bodh Gaya (2015, Bihar), Sambalpur (2015, Odisha), Sirmaur (2015, Himachal Pradesh), Vishakhapatnam (2015, Andhra Pradesh) and Nagpur (2015, Maharashtra). One more to come up later in Jammu (Jammu & Kashmir).

The IIMs primarily offer postgraduate, doctoral and executive education programmes. The overall strategy of IIMs is overseen by the IIM council. The IIM Council is headed by India's Minister of Human Resource Development and consists of the chairpersons and directors of all IIMs and senior officials from the Ministry of Human Resource Development of the Government of India.

III. Indian Institute of Management Ahmedabad and its Library

Indian Institute of Management (IIM) Ahmedabad was established in 1961 by the Government of India as a national level school of excellence in management science. This institute has well known library naming Vikram Sarabhai Library. The library has a total collection of 1,79,902 books, 226 current volume journals, 42,004 back volume journals, 30,000 reports, 265 dissertations/theses, 132 audio-visual materials, 3,000 e-journals, 7,000 e-books, 2,197 CD/DVD ROM databases, 3,000 working papers and subscribing 50 magazines and 25 newspapers. The library subscribes 3 databases through the IIM Consortium, 12 databases through the INDEST-AICTE Consortium and 49 databases are individually subscribed.

IV. Review of Literature

Some of the studies related to the use of e-resources by users at Indian Institutes of Management in India are:

1. Singh and Meera conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Lucknow. The major findings of the study are: (i) The majority of the respondents (58.14%) visit to the library 2-3 times a week (ii) The majority of the respondents (93.33%) indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow & return the books (89.53%) and for research work/project (84.88%) (iv) The majority of the respondents (100%) are well aware of e-resource services and facilities provided by the IIM Lucknow Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (81.39%) and INDEST-AICTE Consortium (67.44%) (vi) Friends/colleagues (69.77%) and library orientation programmes (65.12%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (68.60%) using e-resources 2-3 times a week (viii) The majority of the respondents (72.09%) take the guidance by friends/colleagues to access e-resources (ix) The majority of the respondents prefer field (74.42%) and simple search (55.81%) to retrieve the information (x) The majority of the respondents (65.12%) have participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (93.67%) subscribed by the library as well as how to search & retrieve the content (82.28%) (xii) The majority of the respondents using e-resources for research work/project (80.23%) and writing articles/ research papers (80.23%) (xiii) The majority of the respondents (86.05%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-journals, online databases are frequently used by most of the respondents. E-books, e-research reports/projects are occasionally used by most of the respondents (xv) Springer Link (Kluwer), Sage HSS Collection, Taylor & Francis and Wiley Interscience (Blackwell) are occasionally used by most of the respondents (xvi) Business Source Complete (Ebsco), IEL Online, INSIGHT (AERC) and CRIS INFAC (CRISIL Research) are frequently used by most of the respondents, whereas ABI/Inform (Proquest), ACM Digital Library, Science Direct (Elsevier), Emerald Management Extra, Euromonitor (GMID), J-Gate Custom Content for Consortia, and Capitaline Plus are occasionally used by most of the respondents (xvii) CMIE-Business Beacon, CMIE-India Trades, CMIE-Prowess, ISI Emerging Markets, Jstor, MarketLine Advantage (Datamonitor 360) and PsycARTICLES are occasionally used by most of the respondents. Proquest Dissertations & Theses is never used by most of the respondents (xviii) The majority of the respondents (90.70%) stated that e-resources enhance the efficiency of their academic work (xix) The majority of the respondents (43.02%) faced non-friendly user interface problem while accessing and using e-resources (xx) The majority of the respondents (87.21%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (86.05%) are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, reference sources, e-journals and online are adequate, whereas collection of periodicals, theses & dissertations, e-books and CD/DVDs are moderate [2].
2. Singh and Meera conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Indore. The major findings of the study are: (i) The majority of the respondents (66.67%) visit to the library 2-3 times a week (ii) The majority of the respondents (87.50%) indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow & return the books (88.89%) and for to consult print resources (76.54%) (iv) The majority of the respondents (88.89%) are well aware of e-resource services and facilities provided by the IIM Indore Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (88.89%) and INDEST-AICTE Consortium (81.48%) (vi) Friends/colleagues (74.07%) and institution website (69.13%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (54.32%) using e-resources 2-3 times a week (viii) The majority of the respondents (62.96%) take the guidance by friends/colleagues to access e-resources (ix) The majority of the respondents prefer field (61.73%) and phrase search (49.38%) to retrieve the information (x) The majority of the respondents (55.55%) have participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (87.32%) subscribed by the library as well as how to search & retrieve the content (85.91%) (xii) The majority of the respondents using e-resources for research work/project (75.31%) and writing articles/ research papers (64.20%) (xiii) The majority of the respondents (92.59%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-journals, online

databases are frequently used by most of the respondents. E-books, electronic coursewares, e-reference sources and e-research reports/projects are occasionally used by most of the respondents (xv) Taylor & Francis is frequently used, whereas Springer Link (Kluwer), Sage HSS Collection and Wiley Interscience (Blackwell) are occasionally used by most of the respondents (xvi) ACM Digital Library and CRIS INFAC (CRISIL Research) are frequently used by most of the respondents, whereas ABI/Inform (Proquest), Business Source Complete (Ebsco), Science Direct (Elsevier), IEL Online, INSIGHT (AERC), Euromonitor (GMID), J-Gate Custom Content for Consortia and Capitaline Plus are occasionally used by most of the respondents. Emerald Management Extra is never used by most of the respondents (xvii) CMIE-Business Beacon, CMIE-India Trades, CMIE-Prowess, ISI Emerging Markets, Jstor, MarketLine Advantage (Datamonitor 360) and PsycARTICLES are occasionally used by most of the respondents. Proquest Dissertations & Theses is never used by most of the respondents (xviii) The majority of the respondents (82.71%) stated that e-resources enhance the efficiency of their academic work (xix) The majority of the respondents (51.85%) faced non-friendly user interface problem while accessing and using e-resources (xx) The majority of the respondents (85.18%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (83.95%) are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, periodicals, reference sources, theses & dissertations, e-books, e-journals and online databases are adequate but they can't say about the collection of CD/DVDs [3].

3. Singh conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Bangalore. The major findings of the study are: (i) The majority (37.84%) of the respondents visit the library 2-3 times a week (ii) The majority (94.74%) of the respondents indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow & return the books (87.84%) and for research work/project (79.73%) (iv) The majority of the respondents (97.30%) are well aware of e-resource services and facilities provided by the IIM Bangalore Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (77.03%) and INDEST-AICTE Consortium (72.97%) (vi) Institution website (79.73%) and friends/colleagues (74.65%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (58.11%) using e-resources 2-3 times a week (viii) The majority of the respondents (74.32%) take the guidance by teachers/supervisors to access e-resources (ix) The majority of the respondents prefer field (85.13%) and simple search (68.92%) to retrieve the information (x) 50% of the respondents participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (94.54%) subscribed by the library as well as how to search & retrieve the content (83.64%) (xii) The majority of the respondents using e-resources for writing articles/research papers (94.59%) and research work/project (91.89%) (xiii) The majority of the respondents (94.59%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-books and e-research reports/projects are frequently used by most of the respondents. E-journals, e-theses & dissertations and e-reference sources are occasionally used by the respondents. E-coursewares and CD/DVDs are less used by most of the respondents (xv) Wiley Interscience (Blackwell) is frequently used, whereas Springer Link (Kluwer) and Taylor & Francis are occasionally used by most of the respondents (xvi) ABI/Inform (Proquest), Business Source Complete (Ebsco), Emerald Management Extra and Capitaline Plus are frequently used by most of the respondents. Science Direct (Elsevier), IEL Online, INSIGHT (AERC), Euromonitor (GMID) and CRIS INFAC (CRISIL Research) are occasionally used by most of the respondents. ACM Digital Library and J-Gate Custom Content for Consortia are never used by most of the respondents (xvii) IndiaStat.com, MarketLine Advantage (Datamonitor 360) and PsycARTICLES are frequently used by most of the respondents. CMIE-Business Beacon, ISI Emerging Markets, Sage HSS Collection are occasionally used by most of the respondents. CMIE-CapEx, CMIE-Economic Intelligence, CMIE-Industry Analysis Service, Jstor, Proquest Dissertations & Theses and World Bank-eLibrary are never used by most of the respondents (xviii) The majority of the respondents (78.38%) stated that e-resources enhance the efficiency of their academic work (xix) No problem being faced by most of the respondents (52.70%) while accessing and using e-resources (xx) The majority of the respondents (81.08%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (86.49%) are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, periodicals, e-books, e-journals and CD/DVDs are adequate, whereas collection of reference sources, theses & dissertations and online databases are moderate [4].

4. Singh conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Shillong. The major findings of the study are: (i) The majority of the respondents (42.03%) visit the library 2-3 times a week (ii) The majority of the respondents (72.97%) indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow and return the books (85.51%) and for research work/project (69.56%) (iv) The majority of the respondents (88.40%) are well aware of e-resource services and facilities provided by the IIM Shillong Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (76.81%) and INDEST-AICTE Consortium (65.22%) (vi) Institution website (81.81%) and friends/colleagues (63.77%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (26.09%) using e-resources occasionally (viii) The majority of the respondents (65.22%) take the guidance by teachers/supervisors to access e-resources (ix) The majority of the respondents prefer field (63.77%) and simple search (60.87%) to retrieve the information (x) The majority of the respondents (52.17%) participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (88.89%) subscribed by the library as well as how to search & retrieve the content (85.71%) (xii) The majority of the respondents (91.30%) using e-resources for research work/project and writing articles/ research papers (xiii) Majority of the respondents (97.10%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-research reports/projects are frequently used by most of the respondents. E-books, e-journals, online databases and e-coursewares are occasionally used by most of the respondents. E-reference sources, e-theses and dissertations and CD/DVDs are less used by most of the respondents (xv) Springer Link (Kluwer), Taylor & Francis and Wiley Interscience (Blackwell) are occasionally used by most of the respondents (xvi) Insight (AERC) and Capitaline Plus are frequently used by most of the respondents (xvii) Business Source Complete is frequently used by most of the respondents. ABI/Inform (Proquest), CMIE-Prowess, IndiaStat.com, ISI Emerging Markets and MarketLine Advantage (Datamonitor 360) are occasionally used by most of the respondents but World Bank-eLibrary is never used by most of the respondents (xviii) The majority of the respondents (84.06%) stated that e-resources enhance the efficiency of their academic work (xix) No problem being faced by most of the respondents (71.01%) while accessing and using e-resources (xx) The majority of the respondents (84.06%) are satisfied with the adequacy of e-resources (xxi) The majority (86.96%) of the respondents are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, periodicals, reference sources, theses & dissertations, e-books and e-journals are adequate, whereas collection of online databases and CD/DVDs are moderate [5].

5. Singh conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Kozhikode. The major findings of the study are: (i) The majority of the respondents (49.33%) visit the library 2-3 times a week (ii) The majority of the respondents (92.31%) indicate that they do not visit the library frequently because all the collection (e-resources) of the library are accessible from their workplace through WiFi/LAN (iii) The majority of the respondents visit the library to borrow and return the books (78.67%) and for research work/project (66.67%) (iv) The majority of the respondents (90.67%) are well aware of e-resource services and facilities provided by the IIM Kozhikode Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (90.67%) and INDEST-AICTE Consortium (78.67%) (vi) Friends/colleagues (80%) and library orientation programmes (60%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (45.33%) using e-resources 2-3 times a week (viii) The majority of the respondents (58.67%) equally takes the guidance from friends/colleagues and teachers/supervisors to access e-resources (ix) The majority of the respondents prefer field (66.67%) and simple search (58.67%) to retrieve the information (x) The majority of the respondents (60%) participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (94.03%) subscribed by the library as well as how to search & retrieve the content (79.10%) in the databases (xii) The majority of the respondents (86.67%) using e-resources for a research work/project (xiii) The majority of the respondents (92%) indicates that due to a wide range of online databases/journals available, they have been using e-resources (xiv) E-journals (70.67%) and online databases (50.67%) are frequently used by most of the respondents. E-books (45.33%), e-coursewares (41.33%) and e-reference sources (48%) are occasionally used by most of the respondents. CDs/DVDs (58.67%), e-theses & dissertations (60%) and e-research reports/projects (45.33%) are less used by most of the respondents (xv) Taylor & Francis (46.67%) is frequently used by most of the respondents. Springer Link (Kluwer) (46.67%), Sage HSS Collection (56%), and Wiley Interscience (Blackwell) (57.33%) are occasionally used by the respondents (xvi) ACM

Digital Library (41.33%), Business Source Complete (Ebsco) (45.33%) and Capitaline Plus (40%) are frequently used by most of the respondents. ABI/Inform (Proquest) (45.33%), Science Direct (Elsevier) (41.33%), IEL Online (41.33%), Euromonitor (GMID) (46.67%), INSIGHT (AERC) (36%) and CRIS INFAC (CRISIL Research) (46.67%) are occasionally used by most of the respondents. Emerald Management Extra (38.67%) is never used by most of the respondents. There is a balance in occasionally and never used of Jstor (40%) by the respondents (xvii) CMIE-CapEx (44%), MarketLine Advantage (Datamonitor 360) (48%), ISI Emerging Markets-India (45.33%) and PsycARTICLES (44%) are frequently used by most of the respondents. CMIE-Business Beacon (52%), CMIE-India Trades (46.67%), CMIE-Economic Intelligence Service (37.33%), CMIE-Prowess (49.33%), Indiatat.com (45.33%) and Ebrary (48%) are occasionally used by the respondents (xviii) The majority of the respondents (96%) stated that e-resources enhance the efficiency of their academic work (xix) Lack of training problem is being faced by most of the respondents (42.67%) while accessing and using e-resources (xx) The majority of the respondents (90.67%) are satisfied with the adequacy of e-resources (xxi) The majority (80%) of the respondents are expecting a number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of periodicals (48%), e-books (53.33%), e-journals (54.67%) and online databases (49.33%) are adequate, whereas collection of CD/DVDs (38.67%) are inadequate [6].

V. Scope of the Study

The study is limited to IIM Ahmedabad Library and its users (students, research scholars and faculty members).

VI. Objectives of the Study

Specific objectives of the study are:

1. To know the different types of e-resources and services available in the IIM Ahmedabad Library.
2. To know the awareness and use of different types of e-resources among the users.
3. To know the purpose and frequency of using the e-resources by the users.
4. To identify the frequently used databases for the purpose of literature searching by the users.
5. To identify the major problems faced by the users while accessing e-resources.
6. To ascertain the need for user orientation/training programmes in accessing e-resources.
7. To know the impact of e-resources and services on the academic work of the users.
8. To suggest the ways and means for the effective use of the e-resources and services available in the IIM Ahmedabad Library.

VII. Research Methodology

A questionnaire was designed and was pre-tested before using it for the survey. The questionnaires were distributed personally among the students, research scholars and faculty members.

VIII. Data Analysis and Interpretation

A total of 100 questionnaires were randomly administered among the user community, i.e. 50 for students, 30 for research scholars and 20 for faculty members. Out of 100 questionnaires, 79 questionnaires (79%) were received.

Table I: Size of Sample

| Categories of the Respondents | Distributed | Responded |
|-------------------------------|-------------|-----------|
| Student | 50 | 43 (86) |
| Research Scholars | 30 | 24 (80) |
| Faculty Members | 20 | 12 (60) |
| Total | 100 | 79 (75) |

Note: Figures in parenthesis indicate percentages.

The TABLE I indicates that a response rate of students is high (86%), whereas the response rate of faculty members is low (60%).

Table II: Sex Wise Total of Questionnaires

| Sex | Categories of the Respondents | | | Total (N=79) |
|--------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Male | 30 (69.77) | 19 (79.17) | 10 (83.33) | 59 (74.68) |
| Female | 13 (30.23) | 05 (20.83) | 02 (16.67) | 20 (25.32) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE II indicates that responded to the questionnaire from male respondents are high in faculty members (83.33%) and low in students (69.77%), whereas responded to a questionnaire from female respondents are high in students (30.23%) and low in faculty members (16.67%).

Table III: Library Membership

| Membership | Categories of the Respondents | | | Total (N=79) |
|------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 43 (100) | 24 (100) | 12 (100) | 79 (100) |
| No | - | - | - | - |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE III indicates that all the students (100%), research scholars (100%) and faculty members (100%) are having a membership of their library.

Table IV: Frequency of Visit to the Library

| Frequency | Categories of the Respondents | | | Total (N=79) |
|-------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Daily | 06 (13.95) | 04 (16.67) | - | 10 (12.66) |
| 2-3 times a week | 09 (20.93) | 06 (25) | 05 (20.83) | 20 (25.32) |
| Once a week | 08 (18.60) | 03 (12.5) | 02 (8.33) | 13 (16.45) |
| 2-3 times a month | 06 (13.95) | 02 (8.33) | 01 (4.17) | 09 (11.39) |
| Once a month | 03 (6.98) | - | 02 (8.33) | 05 (6.33) |
| Occasionally | 11 (25.58) | 09 (37.5) | 02 (8.33) | 22 (27.85) |
| Never | - | - | - | - |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE IV indicates that the majority of the students (25.58%) and research scholars (37.5%) visit the library occasionally, whereas faculty members (20.83%) visit the library 2-3 times a week.

Table V: Reasons for do not Visit the Library Frequently

| Reasons | Categories of the Respondents | | | Total (N=49) |
|-------------------------------------------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=28) | Research Scholars (N=14) | Faculty Members (N=07) | |
| The Library is far off from my work place | 09 (32.14) | 02 (14.28) | - | 11 (22.45) |
| Library working hours are inconvenient | 02 (7.14) | - | - | 02 (4.08) |
| Library collection doesn't fulfil my information needs | - | - | - | - |
| The Library collection is accessible from my workplace through WiFi/LAN | 25 (89.28) | 12 (85.71) | 07 (100) | 44 (89.79) |
| Any other | - | - | - | - |

The TABLE V indicates that the majority of the students (89.28%), research scholars (85.71%) and faculty members (100%) stated the reason for do not visit the library frequently (Daily or 2-3 times a week) is library collection is accessible from their workplace through WiFi/LAN.

Table VI: Purpose of Visit to the Library

| Purposes | Categories of the Respondents | | | Total (N=75) |
|------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| To borrow & return the books | 38 (88.37) | 22 (91.67) | 12 (100) | 72 (91.14) |
| For research work/project | 35 (81.39) | 18 (75) | 07 (58.33) | 60 (75.95) |
| To study | 22 (51.16) | 07 (29.17) | - | 29 (36.71) |
| To consult print resources | 18 (41.86) | 21 (87.50) | 08 (66.67) | 47 (59.49) |
| To access e-resources | 12 (27.91) | 16 (66.67) | 06 (50) | 34 (43.04) |
| Any other | 06 (13.95) | 02 (8.33) | - | 08 (10.13) |

The TABLE VI indicates that the majority of the students (88.37%), research scholars (91.67%) and faculty members (100%) visit the library to borrow & return the books.

Table VII: Awareness about E-resources Services and Facilities

| Awareness | Categories of the Respondents | | | Total (N=79) |
|-----------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 36 (83.72) | 21 (87.5) | 12 (100) | 69 (87.34) |

| | | | | |
|-------|------------|------------|----------|------------|
| No | 07 (16.28) | 03 (12.50) | - | 10 (12.66) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE VII indicates that the majority of the students (83.72%), research scholars (87.5%) and faculty members (100%) are well aware of e-resource services and facilities provided by the library.

Table VIII: Awareness about Library Consortiums

| Awareness | | Categories of the Respondents | | | Total (N=79) |
|-------------------------|-----|-------------------------------|--------------------------|------------------------|--------------|
| | | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| IIM Consortium | Yes | 33 (76.74) | 22 (91.67) | 09 (75) | 64 (81.01) |
| | No | 10 (23.25) | 02 (8.33) | 03 (25) | 15 (18.99) |
| INDEST-AICTE Consortium | Yes | 26 (60.46) | 19 (79.17) | 07 (58.33) | 52 (65.82) |
| | No | 17 (39.53) | 05 (20.83) | 05 (41.67) | 27 (34.18) |

The library is a member of both IIM Consortium and INDEST-AICTE Consortium. The TABLE VIII indicates that majority of the students (7.74%), research scholars (91.67%) and faculty members (75%) are well aware about library is a member of the IIM Consortium. The table also indicates that the students (60.46%) research scholars (79.17%) and faculty members (58.33%) are also well aware about library is a member of the INDEST - AICTE Consortium.

Table IX: Source of Awareness about E-resources Services and Facilities

| Sources of Awareness | Categories of the Respondents | | | Total (N=79) |
|----------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Library orientation programmes | 23 (53.49) | 12 (50) | 04 (33.33) | 39 (49.37) |
| Library staff | 08 (18.60) | 03 (12.50) | 02 (16.67) | 13 (16.45) |
| Friends/colleagues | 29 (67.44) | 18 (75) | 08 (66.67) | 55 (69.62) |
| Teachers/research supervisors | 31 (72.09) | 14 (58.33) | 05 (41.67) | 50 (61.73) |
| Institution website | 13 (30.23) | 21 (87.50) | 09 (75) | 43 (54.43) |
| Printed sources | 06 (13.95) | 02 (8.33) | 02 (16.67) | 10 (12.66) |
| E-mail notification from Library | 33 (76.74) | 22 (91.67) | 07 (58.33) | 62 (78.48) |
| Self Awareness | 08 (18.60) | 02 (8.33) | 04 (33.33) | 14 (17.72) |
| Any other | - | - | - | - |

The TABLE IX indicates that the most popular sources of awareness about e-resource services and facilities provided by the library. Students stated e-mail notification from library (76.74%) and teachers/research supervisors (72.09%). Research scholars stated e-mail notification from library (75%) and institution website (87.50%). Faculty members stated fiends/colleagues (66.67%) and e-mail notification from library (58.33%).

Table X: Place of Access E-resources

| Place of Access | Categories of the Respondents | | | Total (N=79) |
|---------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Central Library | 17 (39.53) | 06 (25) | 02 (16.67) | 25 (31.64) |
| Computer Centre | 09 (20.93) | 03 (12.50) | - | 12 (15.19) |
| Chamber/Hostel/Residential Flat | 38 (88.37) | 22 (91.67) | 12 (100) | 72 (91.14) |
| Any other | - | - | - | - |

The TABLE X indicates that students (88.37%), research scholars (91.67%) and faculty members (100%) are accessing e-resources in their chamber/Hostel/Residential.

Table XI: Frequency of Using E-resources

| Frequency | Categories of the Respondents | | | Total (N=79) |
|-------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Daily | 03 (6.98) | 02 (8.33) | - | 05 (6.33) |
| 2-3 times a week | 21 (48.84) | 16 (66.67) | 08 (66.67) | 45 (56.96) |
| Once a week | 06 (13.95) | 03 (12.50) | 02 (16.67) | 11(13.92) |
| 2-3 times a month | 05 (11.63) | 01 (4.17) | - | 06 (7.59) |
| Once a month | 03 (6.98) | - | - | 03 (3.80) |
| Occasionally | 05 (11.63) | 02 (8.33) | 02 (16.67) | 09 (11.39) |
| Never | - | - | - | - |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XI indicates that the majority of the students (48.84%), research scholars (66.67%) and faculty members (66.67%) responded 2-3 times a week frequency of using e-resources.

Table XII: Method Used to Access E-resources

| Methods | Categories of the Respondents | | | Total (N=79) |
|------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Trial and error | 08 (18.60) | 06 (25) | 07 (58.33) | 21 (26.58) |
| Guidance from friends/colleagues | 25 (58.14) | 18 (75) | 03 (25) | 46 (58.23) |
| Guided by library staff | 17 (39.53) | 07 (29.17) | 01 (8.33) | 25 (31.64) |
| Guided by teachers/supervisors | 36 (83.72) | 13 (54.17) | 02 (16.67) | 51 (62.96) |
| Courses offered by the institution | 16 (37.21) | 04 (16.67) | 05 (41.67) | 25 (31.64) |
| Library brochures/pamphlets | 03 (6.98) | 01 (4.17) | 02 (16.67) | 06 (7.59) |
| Any other | - | - | - | - |

The TABLE XII indicates that the majority of the students (83.72%) guided by teachers/supervisors, research scholars (75%) guidance from friends/colleagues to access e-resources, whereas faculty members (58.33%) responded trial and error method to access e-resources.

Table XIII: Method Used to Locate E-resources

| Methods | Categories of the Respondents | | | Total (N=79) |
|-----------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Through institution website | 40 (93.02) | 24 (100) | 10 (83.33) | 74 (93.67) |
| Through publisher's website | 11 (25.58) | 08 (33.33) | 03 (25) | 22 (27.85) |
| Through search engines | 17 (39.53) | 02 (8.33) | 02 (16.67) | 21 (26.58) |

The TABLE XIII indicates that the majority of the students (93.02%), research scholars (100%) and faculty members (83.33%) are used to locate e-resources through the institution website.

Table XIV: Commonly Used Search Techniques to Retrieve Information

| Search Techniques | Categories of the Respondents | | | Total (N=79) |
|-------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Simple search | 26 (60.46) | 08 (33.33) | 07 (58.33) | 41 (51.90) |
| Phrase search | 16 (37.21) | 12 (50) | 09 (75) | 37 (46.83) |
| Field search | 13 (30.23) | 18 (75) | 10 (83.33) | 41 (51.90) |
| Boolean search | 07 (16.28) | 06 (25) | 04 (33.33) | 17 (21.52) |
| Any other | 02 (4.65) | 04 (16.67) | 02 (16.67) | 08 (10.13) |

The TABLE XIV indicates that the majority of the students (60.46%) prefer simple search, whereas research scholars (75%) and faculty members (83.33%) prefer field search to retrieve the information.

Table XV: Method Used for Reading Full Text Articles

| Methods | Categories of the Respondents | | | Total (N=79) |
|-----------------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Read online | 41 (95.35) | 15 (62.5) | 08 (66.67) | 64 (81.01) |
| Take print out | 17 (39.53) | 08 (33.33) | 12 (100) | 37 (46.83) |
| Save in storage devices for further reference | 36 (83.72) | 21 (87.50) | 09 (75) | 66 (83.54) |

The TABLE XV indicates that the majority of the students (95.35%) read online, research scholars (87.50%) save full text articles in storage devices for further reference, whereas faculty members (100%) take print to read full text articles.

Table XVI: Participation in Orientation/Training Programmes

| Participation | Categories of the Respondents | | | Total (N=79) |
|---------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 23 (53.49) | 12 (50) | 04 (33.33) | 39 (49.37) |
| No | 20 (46.51) | 12 (50) | 08 (66.67) | 40 (50.63) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XVI indicates that the majority of the students (51.35%) have participated in orientation/training programmes, there is balance found in research scholars (50%), whereas most of the faculty members (66.67%) have not participated in orientation/training programmes.

Table XVII: Whether Faced Problem During Participation in Orientation/Training Programmes

| Problems Faced | Categories of the Respondents | | | Total (N=39) |
|----------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=23) | Research Scholars (N=12) | Faculty Members (N=04) | |
| Yes | 08 (34.78) | 03 (25) | 01 (25) | 12 (30.77) |
| No | 15 (65.22) | 09 (75) | 03 (75) | 27 (69.23) |
| Total | 23 (100) | 12 (100) | 04 (100) | 39 (100) |

The question asked to the respondents whether they faced problems during participation in orientation and training programmes. The TABLE XVII indicates that the majority of the students (65.22%), research scholars (75%) and faculty members (75%) have not faced any problem.

Table XVIII: Problem Faced During Participation in Orientation/Training Programmes

| Problems | Categories of the Respondents | | | Total (N=12) |
|-----------------------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=08) | Research Scholars (N=03) | Faculty Members (N=01) | |
| Participants were from different subject background | 03 (37.50) | - | - | 03 (25) |
| The period was too short | 05 (62.50) | 02 (66.67) | 01 (100) | 07 (58.33) |
| Programmes were lectured oriented | 01 (12.50) | - | - | 01 (8.33) |
| Too many participants | 02 (25) | 01 (33.33) | - | 03 (25) |
| Any other | - | - | - | - |

The question asked to those respondents who faced the problem during orientation/training programmes. The TABLE XVIII indicates that the majority of the students (62.50%), research scholars (66.67%) and faculty members (100%) stated that the period was too short.

Table XIX: Reason for Non Participation in Orientation/Training Programmes

| Reasons | Categories of the Respondents | | | Total (N=40) |
|---------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=20) | Research Scholars (N=12) | Faculty Members (N=08) | |
| Lack of information | 03 (15) | 01 (8.33) | - | 04 (10) |
| Not required | 03 (15) | - | 02 (25) | 05 (12.50) |
| Lack of time | 14 (70) | 11 (91.67) | 06 (75) | 31 (77.5) |
| Any other | - | - | - | - |

The question asked to the respondents give the reason for not participated in orientation/training programmes. The TABLE XIX indicates that the majority of the students (70%), research scholars (91.67%) and faculty members (75%) stated the lack of time reason for not participating in any orientation/training programmes.

Table XX: Whether Need of Specialised Orientation/Training Programmes

| Need | Categories of the Respondents | | | Total (N=79) |
|-------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 38 (88.37) | 22 (91.67) | 08 (66.67) | 68 (86.07) |
| No | 05 (11.63) | 02 (8.33) | 04 (33.33) | 11 (13.92) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XX indicates that the majority of the students (88.37%), research scholars (91.67%) and faculty members (66.67%) need a specialised orientation/training programmes.

Table XXI: Area Where Need of Specialised Orientation/Training Programmes

| Areas | Categories of the Respondents | | | Total (N=68) |
|--------------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=38) | Research Scholars (N=22) | Faculty Members (N=08) | |
| To know all the e-resources & its coverage | 38 (100) | 20 (90.91) | 06 (75) | 64 (94.12) |
| How to search & retrieve the content | 35 (92.10) | 16 (72.73) | 04 (50) | 55 (80.88) |
| Any other | - | - | - | - |

The question asked to the respondents in which area they need a specialized orientation/training programmes. The TABLE XXI indicates that the majority of the students (100%), research scholars (90.91%) and faculty members (75%) stated that to know all the e-resources & its coverage subscribed by the library.

Table XXII: Purpose of Using E-resources

| Purposes | Categories of the Respondents | | | Total (N=79) |
|--------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| For studying course work | 37 (86.07) | 16 (66.67) | 06 (50) | 59 (74.68) |
| For research work/Project | 41 (95.35) | 24 (100) | 09 (75) | 74 (93.67) |
| For teaching purposes | - | - | 12 (100) | 12 (15.19) |
| To update the subject knowledge | 31 (72.09) | 18 (75) | 08 (66.67) | 57 (74.68) |
| For writing articles/research papers | 43 (100) | 22 (91.67) | 10 (83.33) | 75 (94.94) |
| Any other | - | - | - | - |

The TABLE XXII indicates that the majority of the students (100%) using e-resources for writing articles/research papers, research scholars (100%) using e-resources for a research work/project, whereas most of the faculty members (100%) are using e-resources for teaching purposes.

Table XXIII: Option Which Motivate to Use E-resources

| Options | Categories of the Respondents | | | Total (N=79) |
|-------------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Archival access | 17 (3.53) | 12 (50) | 04 (33.33) | 33 (41.77) |
| Core journals | 23 (53.49) | 19 (79.17) | 09 (75) | 51 (62.96) |
| A wide range of online databases/journals | 39 (90.70) | 24 (100) | 12 (100) | 75 (94.94) |
| Expert assistance from library staff | 04 (9.30) | 08 (33.33) | 02 (16.67) | 14 (17.72) |
| Abstract of the articles | 02 (4.65) | 06 (25) | 04 (33.33) | 12 (15.19) |
| Table of content | 07 (16.28) | 02 (8.33) | 01 (8.33) | 10 (12.66) |
| Any other | 05 (11.63) | 02 (8.33) | 04 (33.33) | 11 (13.92) |

The TABLE XXIII indicates that the majority of the students (90.70%), research scholars (100%) and faculty members (100%) stated that the due to a wide range of online databases/journals available, they have been using e-resources.

Table XXIV: Regularly Used E-resources

| Types of E-resources | | Categories of the Respondents | | | Total (N=79) |
|-----------------------------|--------------|-------------------------------|--------------------------|------------------------|--------------|
| | | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| E-books | Frequently | 09 (20.93) | 06 (25) | 03 (25) | 18 (22.78) |
| | Occasionally | 20 (46.51) | 13 (54.17) | 08 (66.67) | 41 (51.90) |
| | Never | 14 (32.56) | 05 (20.83) | 01 (8.33) | 20 (25.32) |
| E-journals | Frequently | 26 (60.46) | 15 (62.50) | 09 (75) | 50 (61.73) |
| | Occasionally | 17 (39.53) | 09 (37.5) | 03 (25) | 29 (36.71) |
| | Never | - | - | - | - |
| Online Databases | Frequently | 14 (32.56) | 18 (75) | 07 (58.33) | 39 (49.37) |
| | Occasionally | 29 (67.44) | 06 (25) | 05 (41.67) | 40 (50.63) |
| | Never | - | - | - | - |
| CDs/DVDs | Frequently | 10 (23.25) | 06 (25) | 02 (16.67) | 18 (22.78) |
| | Occasionally | 21 (48.84) | 08 (33.33) | 06 (50) | 35 (44.30) |
| | Never | 12 (27.91) | 10 (41.67) | 04 (33.33) | 26 (32.91) |
| E-theses & Dissertations | Frequently | 08 (18.60) | 07 (29.17) | 01 (8.33) | 16 (20.25) |
| | Occasionally | 11 (25.58) | 12 (50) | 08 (66.67) | 31 (39.24) |
| | Never | 24 (55.81) | 05 (20.83) | 03 (25) | 32 (40.51) |
| E-Coursewares | Frequently | 20 (46.51) | 04 (16.67) | 03 (25) | 27 (34.18) |
| | Occasionally | 16 (37.21) | 08 (33.33) | 07 (58.33) | 31 (39.24) |
| | Never | 07 (16.28) | 12 (50) | 02 (16.67) | 21 (26.58) |
| E-reference sources | Frequently | 10 (23.25) | 04 (16.67) | 04 (33.33) | 18 (22.78) |
| | Occasionally | 27 (62.79) | 14 (58.33) | 03 (25) | 44 (55.70) |
| | Never | 06 (13.95) | 06 (25) | 05 (41.67) | 17 (21.52) |
| E-research reports/projects | Frequently | 22 (51.16) | 12 (50) | 06 (50) | 40 (50.63) |
| | Occasionally | 12 (27.91) | 08 (33.33) | 05 (41.67) | 25 (31.64) |
| | Never | 09 (20.93) | 04 (16.67) | 01 (8.33) | 14 (17.72) |

The TABLE XXIV indicates that the e-journals (60.46%), e-coursewares (46.51%) and e-research reports/projects (51.16%) are frequently used by most of the students, e-journals (62.50%) and e-research

reports/projects (50%) are frequently used by research scholars, whereas e-journals (75%), online databases (58.33%) and e-research reports/projects (50%) are frequently used by most of the faculty members.

Table XXV: Frequency of Using E-journal Databases Subscribed through IIM Consortium

| Frequency of Using E-journal Databases | | Categories of the Respondents | | | Total (N=79) |
|----------------------------------------|--------------|-------------------------------|--------------------------|------------------------|--------------|
| | | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Springer Link (Kluwer) | Frequently | 07 (16.28) | 08 (33.33) | 03 (25) | 18 (22.78) |
| | Occasionally | 23 (53.49) | 10 (41.67) | 07 (58.33) | 40 (50.63) |
| | Never | 13 (30.23) | 06 (25) | 02 (16.67) | 21 (26.58) |
| Sage HSS Collection | Frequently | 13 (30.23) | 03 (12.5) | 02 (16.67) | 18 (22.78) |
| | Occasionally | 16 (37.21) | 12 (50) | 05 (41.67) | 33 (41.77) |
| | Never | 14 (32.56) | 09 (37.5) | 05 (41.67) | 28 (35.44) |
| Taylor & Francis | Frequently | 21 (48.84) | 07 (29.17) | 04 (33.33) | 32 (40.51) |
| | Occasionally | 17 (39.53) | 09 (37.5) | 06 (50) | 32 (40.51) |
| | Never | 05 (11.63) | 08 (33.33) | 02 (16.67) | 15 (18.99) |
| Wiley Interscience (Blackwell) | Frequently | 12 (27.91) | 06 (25) | 02 (16.67) | 20 (25.32) |
| | Occasionally | 24 (55.81) | 10 (41.67) | 07 (58.33) | 41 (51.90) |
| | Never | 07 (16.28) | 08 (33.33) | 03 (25) | 18 (22.78) |

The TABLE XXV indicates that Springer Link (Kluwer) is occasionally used by the students (53.49%), research scholars (41.67%) and faculty members (58.33%). Sage HSS Collection is occasionally used by the students (37.21%), research scholars (50%) and faculty members (41.67%). Wiley Interscience (Blackwell) is also occasionally used by the students (55.81%), research scholars (41.67%) and faculty members (58.33%). Taylor and Francis is frequently used by the students (48.84%) but occasionally used by the research scholars (37.5%) and faculty members (50%).

Table XXVI: Frequency of Using E-journal Databases Subscribed through INDEST-AICTE Consortium

| Frequency of Using E-journal Databases | | Categories of the Respondents | | | Total (N=79) |
|----------------------------------------|--------------|-------------------------------|--------------------------|------------------------|--------------|
| | | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| ABI/Inform (Proquest) | Frequently | 11 (25.58) | 08 (33.33) | 04 (33.33) | 23 (29.11) |
| | Occasionally | 15 (34.88) | 10 (41.67) | 06 (50) | 31 (39.24) |
| | Never | 17 (39.53) | 06 (25) | 02 (16.67) | 25 (31.64) |
| ACM Digital Library | Frequently | 13 (30.23) | 05 (20.83) | 03 (25) | 21 (26.58) |
| | Occasionally | 18 (41.86) | 15 (62.5) | 07 (58.33) | 40 (50.63) |
| | Never | 12 (27.91) | 04 (16.67) | 02 (16.67) | 18 (22.78) |
| Business Source Complete (Ebsco) | Frequently | 16 (37.21) | 12 (50) | 02 (16.67) | 30 (37.97) |
| | Occasionally | 21 (48.84) | 07 (29.17) | 06 (50) | 34 (43.04) |
| | Never | 06 (13.95) | 05 (20.83) | 04 (33.33) | 15 (18.99) |
| Science Direct (Elsevier) | Frequently | 10 (23.25) | 08 (33.33) | 03 (25) | 21 (26.58) |
| | Occasionally | 14 (32.56) | 06 (25) | 08 (66.67) | 28 (35.44) |
| | Never | 19 (44.19) | 10 (41.67) | 01 (8.33) | 30 (37.97) |
| Emerald Management Extra | Frequently | 14 (32.56) | 13 (54.17) | 04 (33.33) | 31 (39.24) |
| | Occasionally | 17 (39.53) | 06 (25) | 03 (25) | 26 (32.91) |
| | Never | 12 (27.91) | 05 (20.83) | 05 (41.67) | 22 (27.85) |
| IEL Online | Frequently | 07 (16.28) | 05 (20.83) | 07 (58.33) | 19 (24.05) |
| | Occasionally | 27 (62.79) | 11 (45.83) | 01 (8.33) | 39 (49.37) |
| | Never | 09 (20.93) | 08 (33.33) | 04 (33.33) | 21 (26.58) |
| Euromonitor (GMID) | Frequently | 26 (60.46) | 14 (58.33) | 06 (50) | 46 (58.23) |
| | Occasionally | 11 (25.58) | 03 (12.50) | 03 (25) | 17 (21.52) |
| | Never | 06 (13.95) | 07 (29.17) | 03 (25) | 16 (20.25) |
| INSIGHT (AERC) | Frequently | 16 (37.21) | 08 (33.33) | 02 (16.67) | 26 (32.91) |
| | Occasionally | 19 (44.19) | 07 (29.17) | 04 (33.33) | 30 (37.97) |
| | Never | 08 (18.60) | 09 (37.50) | 06 (50) | 23 (29.11) |
| J-Gate Custom Content for Consortia | Frequently | 12 (27.91) | 03 (12.5) | 02 (16.67) | 17 (21.52) |
| | Occasionally | 09 (20.93) | 14 (58.33) | 03 (25) | 26 (32.91) |
| | Never | 22 (51.16) | 07 (29.17) | 07 (58.33) | 36 (45.56) |
| Capitaline Plus | Frequently | 08 (18.60) | 06 (25) | 02 (16.67) | 16 (20.25) |
| | Occasionally | 24 (55.81) | 13 (54.17) | 08 (66.67) | 45 (56.96) |
| | Never | 11 (25.58) | 05 (20.83) | 02 (16.67) | 18 (22.78) |
| CRIS INFAC (CRISIL Research) | Frequently | 10 (23.25) | 08 (33.33) | 02 (16.67) | 20 (25.32) |
| | Occasionally | 26 (60.46) | 03 (12.5) | 06 (50) | 35 (44.30) |
| | Never | 07 (16.28) | 13 (54.17) | 04 (33.33) | 24 (30.38) |
| Project Muse | Frequently | 17 (39.53) | 09 (37.5) | 04 (33.33) | 30 (37.97) |
| | Occasionally | 16 (37.21) | 12 (50) | 07 (58.33) | 35 (44.30) |
| | Never | 10 (23.25) | 03 (12.50) | 01 (8.33) | 14 (17.72) |

The TABLE XXVI indicates that Euromonitor (GMID) (60.46%) and Project Muse (39.53%) are frequently used by most of the students. Business Source Complete (Ebsco) (50%), Emerald Management Extra (54.17%), Euromonitor (GMID) (58.33%) and Capitaline Plus (54.17%) are frequently used by most of the research scholars. IEL Online (58.33%) and Euromonitor (GMID) (50%) are frequently used by most of the faculty members.

Table XXVII: Frequency of Using E-journal Databases Subscribed Individually by IIM Ahmedabad

| Frequency of Using E-journal Databases | | Categories of the Respondents | | | Total (N=79) |
|----------------------------------------|--------------|-------------------------------|--------------------------|------------------------|--------------|
| | | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| CMIE-Business Beacon | Frequently | 13 (30.23) | 13 (54.17) | 02 (16.67) | 28 (35.44) |
| | Occasionally | 12 (27.91) | 07 (29.17) | 04 (33.33) | 23 (29.11) |
| | Never | 18 (41.86) | 04 (16.67) | 06 (50) | 28 (35.44) |
| CMIE-CapEx (Online) | Frequently | 15 (34.88) | 08 (33.33) | 04 (33.33) | 27 (34.18) |
| | Occasionally | 08 (18.60) | 05 (20.83) | 03 (25) | 16 (20.25) |
| | Never | 20 (46.51) | 11 (45.83) | 05 (41.67) | 36 (45.56) |
| CMIE-Economic Intelligence | Frequently | 12 (27.91) | 06 (25) | 01 (8.33) | 19 (24.05) |
| | Occasionally | 14 (32.56) | 08 (33.33) | 09 (75) | 31 (39.24) |
| | Never | 17 (39.53) | 10 (41.67) | 02 (16.67) | 29 (36.71) |
| CMIE-Industry Analysis Service | Frequently | 16 (37.21) | 05 (20.83) | 02 (16.67) | 23 (29.11) |
| | Occasionally | 19 (44.19) | 13 (54.17) | 06 (50) | 38 (48.10) |
| | Never | 08 (18.60) | 06 (25) | 04 (33.33) | 18 (22.78) |
| CMIE-India Trade | Frequently | 07 (16.28) | 03 (12.50) | 04 (33.33) | 14 (17.72) |
| | Occasionally | 08 (18.60) | 09 (37.50) | 05 (41.67) | 22 (27.85) |
| | Never | 28 (65.12) | 12 (50) | 03 (25) | 43 (54.43) |
| CMIE-Prowess | Frequently | 11 (25.58) | 05 (20.83) | 03 (25) | 19 (24.05) |
| | Occasionally | 14 (32.56) | 13 (54.17) | 02 (16.67) | 29 (36.71) |
| | Never | 18 (41.86) | 06 (25) | 07 (58.33) | 21 (26.58) |
| JSTOR | Frequently | 18 (41.86) | 12 (50) | 03 (25) | 33 (41.77) |
| | Occasionally | 13 (30.23) | 07 (29.17) | 05 (41.67) | 25 (31.64) |
| | Never | 12 (27.91) | 05 (20.83) | 04 (33.33) | 21 (26.58) |
| Proquest Dissertations & Theses | Frequently | 07 (16.28) | 14 (58.33) | 02 (16.67) | 23 (29.11) |
| | Occasionally | 10 (23.25) | 08 (33.33) | 03 (25) | 21 (26.58) |
| | Never | 26 (60.46) | 02 (8.33) | 07 (58.33) | 35 (44.30) |
| Ebrary | Frequently | 14 (32.56) | 05 (20.83) | 03 (25) | 22 (27.85) |
| | Occasionally | 12 (27.91) | 06 (25) | 07 (58.33) | 25 (31.64) |
| | Never | 17 (39.53) | 13 (54.17) | 02 (16.67) | 32 (40.51) |
| Indiastat.com | Frequently | 13 (30.23) | 08 (33.33) | 02 (16.67) | 23 (29.11) |
| | Occasionally | 19 (44.19) | 09 (37.50) | 08 (66.67) | 36 (45.56) |
| | Never | 11 (25.58) | 07 (29.17) | 02 (16.67) | 20 (25.32) |
| ISI Emerging Markets | Frequently | 08 (18.60) | 03 (12.5) | 06 (50) | 17 (21.52) |
| | Occasionally | 21 (48.84) | 10 (41.67) | 04 (33.33) | 35 (44.30) |
| | Never | 14 (32.56) | 11 (45.83) | 02 (16.67) | 27 (34.18) |
| MarketLine Advantage (Datamonitor 360) | Frequently | 18 (41.86) | 08 (33.33) | 03 (25) | 29 (36.71) |
| | Occasionally | 10 (23.25) | 13 (54.17) | 05 (41.67) | 28 (35.44) |
| | Never | 15 (34.88) | 03 (12.5) | 04 (33.33) | 22 (27.85) |
| FT.Com | Frequently | 12 (27.91) | 12 (50) | 02 (16.67) | 26 (32.91) |
| | Occasionally | 15 (34.56) | 04 (16.67) | 06 (50) | 25 (31.64) |
| | Never | 16 (37.21) | 08 (33.33) | 04 (33.33) | 28 (35.44) |
| World Bank e-Library | Frequently | 07 (16.28) | 07 (29.17) | 03 (25) | 17 (21.52) |
| | Occasionally | 09 (20.93) | 11 (45.83) | 05 (41.67) | 25 (31.64) |
| | Never | 27 (62.79) | 06 (25) | 04 (33.33) | 37 (46.83) |

The TABLE XXVII indicates that JSTOR (41.86%) and MarketLine Advantage (Datamonitor 360) (41.86%) are frequently used by most of the students. JSTOR (50%), Proquest Dissertations & Theses (58.33%) and FT.Com (50%) are frequently used by most of the research scholars. ISI Emerging Markets-India (50%) is frequently used by most of the faculty members.

Table XXVIII: Way of Access Full Text Articles Not Subscribed by Library

| Way of Access Full Text Articles | Categories of the Respondents | | | Total (N=79) |
|-----------------------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Through friends/colleagues | 36 (83.72) | 19 (79.17) | 08 (66.67) | 63 (79.75) |
| Through library's document delivery services | 27 (62.79) | 22 (91.67) | 06 (50) | 55 (69.62) |
| From other libraries | 12 (27.91) | 03 (12.50) | 02 (16.67) | 17 (21.52) |
| Obtain reprints/soft copy directly from the authors | 03 (6.98) | 04 (16.67) | 05 (41.67) | 12 (15.19) |

| | | | | |
|-----------|---|---|---|---|
| Any other | - | - | - | - |
|-----------|---|---|---|---|

The TABLE XXVIII indicates that the majority of the students (83.72%) and faculty members (66.67%) access full text articles not subscribed by the library through friends/colleagues, whereas research scholars (91.67%) access full text articles not subscribed by the library through library's document delivery services.

Table XXIX: Time Spent for Searching and Downloading of E-resources

| Time Spent | Categories of the Respondents | | | Total (N=79) |
|-------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Less than 1 hour | - | 01 (4.17) | - | 01 (1.26) |
| Less than 3 hours | 03 (6.98) | 07 (29.17) | 01 (8.33) | 11 (13.92) |
| Less than 5 hours | 14 (32.56) | 07 (29.17) | 04 (33.33) | 25 (31.64) |
| More than 5 hours | 26 (60.46) | 09 (37.5) | 07 (58.33) | 42 (53.16) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XXIX indicates that the majority of the students (60.46%), research scholars (37.5%) and faculty members (58.33%) spent time more than 5 hours for searching and downloading of e-resources.

Table XXX: Number of Full Text Articles Downloaded Per Month

| Full Text Articles Downloaded | Categories of the Respondents | | | Total (N=79) |
|-------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| 0 to 5 | - | - | - | - |
| 5 to 9 | 02 (4.65) | - | - | 02 (2.53) |
| 10 to 19 | 07 (16.28) | 03 (12.50) | - | 10 (12.66) |
| 20 to 29 | 13 (30.23) | 03 (12.50) | 02 (16.67) | 18 (22.78) |
| 30 to 49 | 12 (27.91) | 05 (20.83) | 03 (25) | 20 (25.32) |
| More than 50 | 09 (20.93) | 13 (54.17) | 07 (58.33) | 29 (36.71) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XXX indicates that the majority of the students (30.23%) downloaded 20 to 29 full text articles in a month, whereas research scholars (54.17%) and faculty members (58.33%) downloaded more than 50 full text articles in a month.

Table XXXI: E-resources Enhance the Efficiency of Academic Work

| Opinion | Categories of the Respondents | | | Total (N=79) |
|---------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 32 (74.42) | 24 (100) | 10 (83.33) | 66 (83.54) |
| No | 11 (25.58) | - | 02 (16.67) | 13 (16.45) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XXXI indicates that the majority of the students (74.52%), research scholars (100%) and faculty members (83.33%) stated that e-resources enhance the efficiency of their academic work.

Table XXXII: Influence of E-resources on the Efficiency of Academic Work

| Influence | Categories of the Respondents | | | Total (N=66) |
|-----------------------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=32) | Research Scholars (N=24) | Faculty Members (N=10) | |
| Expedited the research/project process | 29 (90.62) | 24 (100) | 08 (80) | 61 (77.21) |
| Improved profession competence | 32 (100) | 21 (87.50) | 10 (100) | 63 (79.75) |
| Expedited the teaching process | - | - | 10 (100) | 10 (12.66) |
| Access to wider range of information | 32 (100) | 22 (91.67) | 10 (100) | 64 (81.01) |
| Easier and faster access to information | 27 (84.37) | 24 (100) | 09 (90) | 60 (75.95) |
| Any other | - | - | - | - |

The TABLE XXXII indicates that the majority of the students (100%) stated e-resources help in access to a wider range of information and improved profession competence. Research scholars (100%) stated that e-resources help in expedited the research/project process and easier and faster access to information. The majority of the faculty members (100%) stated that e-resources help in improved profession competence, expedited the teaching process and easier and faster access to information.

Table XXXIII: Problem Faced While Accessing and Using E-resources

| Problems | Categories of the Respondents | | | Total (N=79) |
|-----------------------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Non-friendly user Interface | 16 (37.21) | 04 (16.67) | 01 (8.33) | 21 (26.58) |
| Not enough coverage | 02 (4.65) | - | - | 02 (2.53) |
| Lack of training | 12 (27.91) | 07 (29.17) | 02 (16.67) | 21 (26.58) |
| No problem being faced | 21 (48.84) | 15 (62.50) | 08 (66.67) | 44 (55.70) |
| Any other | 02 (4.65) | - | 01 (8.33) | 03 (3.80) |

The TABLE XXXIII indicates that no problem being faced by most of the students (48.84%), research scholars (62.50%) and faculty members (66.67%) while accessing and using e-resources.

Table XXXIV: Satisfaction Towards Adequacy of E-resources

| Satisfaction | Categories of the Respondents | | | Total (N=79) |
|--------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 38 (88.37) | 17 (70.83) | 11 (91.67) | 66 (83.54) |
| No | 05 (11.63) | 07 (29.17) | 01 (8.33) | 13 (16.45) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XXXIV indicates that the majority of the students (88.37%), research scholars (70.83%) and faculty members (91.67%) are satisfied with the adequacy of e-resources.

Table XXXV: Expectation Towards Included More Number of E-resources

| Expectation | Categories of the Respondents | | | Total (N=79) |
|-------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 34 (79.07) | 21 (87.50) | 08 (66.67) | 63 (79.75) |
| No | 09 (20.93) | 03 (12.50) | 04 (33.33) | 16 (20.25) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XXXV indicates that the majority of the students (79.07%), research scholars (87.50%) and faculty members (66.67%) are expected number of e-resources added to the collection.

Table XXXVI: Subscription of Print version of E-resources

| Opinion | Categories of the Respondents | | | Total (N=79) |
|---------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 16 (37.21) | 05 (20.83) | - | 21 (26.58) |
| No | 27 (62.79) | 19 (79.17) | 12 (100) | 58 (73.42) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The question asked to the respondents that library also subscribes the print version of e-resources. The TABLE XXXVI indicates that the majority of the students (62.79%), research scholars (79.17%) and faculty members (100%) are not agreed.

Table XXXVII: Suggestion Regarding E-resources Subscription

| Suggestion | Categories of the Respondents | | | Total (N=79) |
|------------|-------------------------------|--------------------------|------------------------|--------------|
| | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Yes | 11 (25.58) | 04 (16.67) | 03 (25) | 18 (22.78) |
| No | 32 (74.42) | 20 (83.33) | 09 (75) | 61 (77.21) |
| Total | 43 (100) | 24 (100) | 12 (100) | 79 (100) |

The TABLE XXXVII indicates that the majority of the students (74.42%), research scholars (83.33%) and faculty members (75%) haven't suggested to the librarian for subscribing the relevant e-resources.

Table XXXVIII: Consideration of Request Regarding E-resources Subscription

| Consideration | Categories of the Respondents | Total |
|---------------|-------------------------------|-------|
|---------------|-------------------------------|-------|

| | Students (N=11) | Research Scholars (N=04) | Faculty Members (N=03) | (N=18) |
|-------|--------------------|-----------------------------|---------------------------|------------|
| Yes | 03 (27.27) | 01 (25) | 03 (100) | 07 (38.89) |
| No | 08 (72.73) | 03 (75) | - | 11 (61.11) |
| Total | 11 (100) | 04 (100) | 03 (100) | 18 (100) |

The TABLE XXXVIII indicates that the majority of the students (72.73%) and research scholars (75%) stated that whatever they have suggested to purchase the relevant materials related to e-resources their request was not attended, whereas most of the faculty members (100%) stated that the request was attended.

Table XXXIX: Adequacy of Library Collection

| Sources | | Categories of the Respondents | | | Total (N=79) |
|------------------------|------------|-------------------------------|-----------------------------|---------------------------|-----------------|
| | | Students (N=43) | Research Scholars (N=24) | Faculty Members (N=12) | |
| Books | Adequate | 08 (18.60) | 09 (37.50) | 03 (25) | 20 (25.32) |
| | Moderate | 21 (48.84) | 12 (50) | 07 (58.33) | 40 (50.63) |
| | Inadequate | 08 (18.60) | 03 (12.50) | 02 (16.67) | 13 (16.45) |
| | Can't say | 06 (13.95) | - | - | 06 (7.59) |
| Periodicals | Adequate | 19 (44.19) | 05 (20.83) | 06 (50) | 30 (37.97) |
| | Moderate | 17 (39.53) | 16 (66.67) | 05 (41.67) | 38 (48.10) |
| | Inadequate | 05 (11.63) | 02 (8.33) | 01 (8.33) | 08 (10.13) |
| | Can't say | 02 (4.65) | 01 (4.17) | - | 03 (3.80) |
| Reference Sources | Adequate | 24 (55.81) | 14 (58.33) | 08 (66.67) | 46 (58.23) |
| | Moderate | 12 (27.91) | 04 (16.67) | 04 (33.33) | 20 (25.32) |
| | Inadequate | 07 (16.28) | 06 (25) | - | 13 (16.45) |
| | Can't say | - | - | - | - |
| Theses & Dissertations | Adequate | 09 (20.93) | 13 (54.17) | 02 (16.67) | 24 (30.38) |
| | Moderate | 15 (34.88) | 06 (25) | 06 (50) | 27 (34.18) |
| | Inadequate | 03 (6.98) | 04 (16.67) | 04 (33.33) | 11 (13.92) |
| | Can't say | 16 (37.21) | 01 (4.17) | - | 17 (21.52) |
| E-books | Adequate | 19 (44.19) | 16 (66.67) | 05 (41.67) | 40 (50.63) |
| | Moderate | 12 (27.91) | 05 (20.83) | 06 (50) | 23 (29.11) |
| | Inadequate | 09 (20.93) | 03 (12.50) | 01 (8.33) | 13 (16.45) |
| | Can't say | 03 (6.98) | - | - | 03 (3.80) |
| E-journals | Adequate | 23 (53.49) | 11 (45.83) | 08 (66.67) | 42 (53.16) |
| | Moderate | 08 (18.60) | 06 (25) | 04 (33.33) | 18 (22.78) |
| | Inadequate | 06 (13.95) | 07 (29.17) | - | 13 (16.45) |
| | Can't say | 06 (13.95) | - | - | 06 (7.59) |
| Online Databases | Adequate | 17 (39.53) | 08 (33.33) | 07 (58.33) | 32 (40.51) |
| | Moderate | 13 (30.23) | 15 (62.50) | 03 (25) | 31 (39.24) |
| | Inadequate | 11 (25.58) | 01 (4.17) | 02 (16.67) | 14 (17.72) |
| | Can't say | 02 (4.65) | - | - | 02 (2.53) |
| CDs/DVDs | Adequate | 14 (32.56) | 07 (29.17) | 02 (16.67) | 23 (29.11) |
| | Moderate | 18 (41.86) | 11 (45.83) | 07 (58.33) | 36 (45.56) |
| | Inadequate | 07 (16.28) | 06 (25) | 03 (25) | 16 (20.25) |
| | Can't say | 04 (9.30) | - | - | 04 (5.06) |

The TABLE XXXIX indicates the adequacy of the library collection. The majority of the students stated that collection of periodicals (44.19%), reference sources (55.81%), e-books (44.19%), e-journals (53.49%) and online databases (39.53%) are adequate. The majority of the research scholars stated that collection of reference sources (58.33%), theses & dissertations (54.17%), e-books (66.67%) and e-journals (45.83%) are adequate. The majority of the faculty members stated that collection of periodicals (50%), reference sources (66.67%), e-journals (66.67%) and online databases (58.33%) are adequate.

IX. Findings of the study

Major findings of the study are:

- [1] The majority of the respondents (27.85%) visit the library occasionally.
- [2] The majority of the respondents (89.79%) indicate that they do not visit the library frequently because all the collection (e-resources) of the library are accessible from their workplace through WiFi/LAN.
- [3] The majority of the respondents visit the library to borrow and return the books (91.14%) and for research work/project (75.95%).
- [4] The majority of the respondents (87.34%) are well aware of e-resource services and facilities provided by the IIM Ahmedabad Library.
- [5] The majority of the respondents is well aware that library is a member of the IIM Consortium (8.01%) and the INDEST-AICTE Consortium (65.82%).
- [6] E-mail notification from library (78.48%) and friends/colleagues (69.62%) are the most popular sources of awareness about e-resource services and facilities among respondents.

- [7] The majority of the respondents (56.60%) using e-resources occasionally.
- [8] The majority of the respondents (62.96%) take the guidance from teachers/supervisors to access e-resources.
- [9] The majority of the respondents prefer field (51.90%) and simple search (51.90%) to retrieve the information.
- [10] The majority of the respondents (50.63%) have not participated in orientation/training programmes.
- [11] The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (94.12%) subscribed by the library as well as how to search & retrieve the content (80.88%).
- [12] The majority of the respondents (94.94%) using e-resources for writing articles/research papers.
- [13] The majority of the respondents (94.94%) indicate that due to a wide range of online databases/journals available, they have been using e-resources.
- [14] E-journals (61.73%) and e-research reports/projects (50.63%) are frequently used by most of the respondents. E-books (51.90%), online databases (50.63%), CDs/DVDs (44.30%), e-coursewares (39.24%) and e-reference sources (55.70%) are occasionally used by most of the respondents. E-theses and dissertations (40.51%) are never used by most of the respondents.
- [15] Springer Link (Kluwer) (50.63%), Sage HSS Collection (41.77%), Taylor & Francis (40.51%) and Wiley Interscience (Blackwell) (51.90%) are occasionally used by most of the respondents.
- [16] Emerald Management Extra (39.24%) and Euromonitor (GMID) (58.23%) are frequently used by most of the respondents. ABI/Inform (Proquest) (39.24%), ACM Digital Library (50.63%), Business Source Complete (Ebsco) (43.04%), IEL Online (49.37%), INSIGHT (AERC) (37.97%), J-Gate Custom Content for Consortia (32.91%), Capitaline Plus (56.96%), CRIS INFAC (CRISIL Research) (44.30%) and Project Muse (44.30%) are occasionally used by most of the respondents. Science Direct (Elsevier) (37.97%) is never used by most of the respondents
- [17] CMIE-Business Beacon (35.44%), JSTOR (41.77%) and MarketLine Advantage (Datamonitor 360) (36.71%) are frequently used by most of the respondents. CMIE-Economic Intelligence (39.24%), CMIE-Industry Analysis Service (48.10%), CMIE-Prowess (36.71%), Indiastat.com (45.56%) and ISI Emerging Markets (44.30%) are occasionally used by most of the respondents. CMIE-CapEx (Online) (45.56%), CMIE-India Trade (54.43%), Proquest Dissertations & Theses (44.30%), Ebrary (40.51%), FT.Com (35.44%) and World Bank e-Library (46.83%) are never used by most of the respondents.
- [18] The majority of the respondents (83.54%) stated that e-resources enhance the efficiency of their academic work.
- [19] No problem being faced by most of the respondents (55.70%) while accessing and using e-resources.
- [20] The majority of the respondents (83.54%) are satisfied with the adequacy of e-resources.
- [21] The majority of the respondents (79.75%) are expecting a number of e-resources included in the collection.
- [22] The majority of the students, research scholars and faculty members stated that collection of reference sources (58.23%), e-books (50.63%), e-journals (53.16%) and online databases (40.51%) are adequate, whereas collection of books (50.63%), periodicals (48.10%), theses & dissertations (34.18%) and CD/DVDs (45.56%) are moderate.

X. Conclusion

The present survey clearly indicates that electronic sources of information are highly useful for the research, teaching and learning processes. In order to make it successful and best use of the available e-resources, authorities of the Institution Library should conduct regular orientation/training programmes to maximize the use of electronic sources of information more effectively and efficiently.

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