

## A Review of the Utilization of Internet by Universities Library Users

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### ABSTRACT

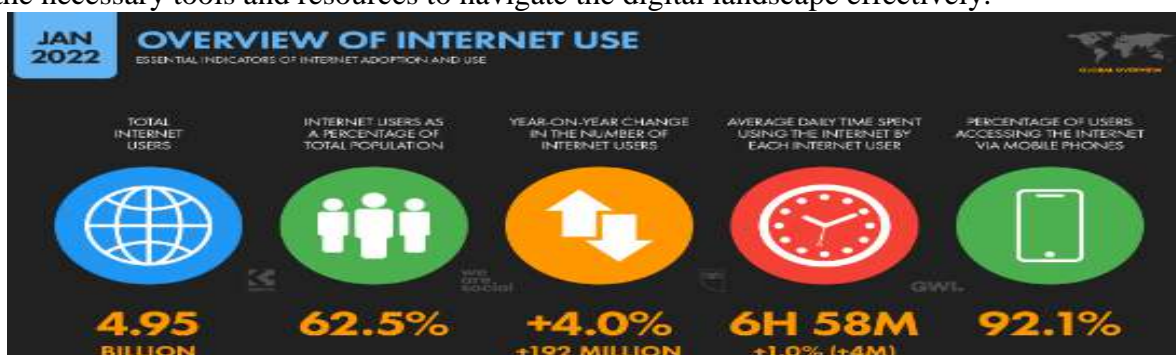
*The advent of the internet has significantly transformed the way libraries operate and the services they offer to their users. This paper reviews the utilization of the internet by university library users, examining the ways in which internet use has impacted library services and user behavior. The paper begins by providing an overview of the internet's role in university libraries and discussing the advantages and challenges associated with its use. It then examines the impact of the internet on library services, including the digitization of collections, online cataloging, and the provision of remote access to library resources. Finally, the paper discusses the impact of the internet on user behavior, including changes in search habits and expectations, and the emergence of new research practices.*

**Keywords:** Libraries, Internet, User behavior, Online Cataloging, Library resources.

### INTRODUCTION

The internet has had a significant impact on all aspects of society, and libraries are no exception. The emergence of the internet has transformed the way libraries operate, from the services they offer to the behavior of library users. The internet has revolutionized the way information is accessed and disseminated, and libraries have been quick to adapt to this technological shift. University libraries, in particular, have embraced the internet as a means of providing their users with access to a vast array of resources and services. This paper reviews the utilization of the internet by university library users, examining the ways in which internet use has impacted library services and user behavior. The role of the internet in university libraries has evolved significantly over the past few decades, from a mere supplement to traditional library services to a core component of library operations. Today, university libraries rely on the internet to provide their users with access to a vast array of digital resources, including online databases, e-books, and digital archives.

The internet has not only expanded the reach of library services, but it has also transformed the way users access and use library materials. With remote access to library resources, users can now access library materials from anywhere, at any time, making research and study more accessible than ever before. The internet has also made it easier for users to find the materials they need, with online cataloging and search tools providing quick and easy access to library resources. However, the internet's role in university libraries is not without its challenges. One of the most significant challenges associated with the use of the internet in university libraries is the need to ensure that users have access to high-quality, reliable information. With so much information available online, it can be challenging to distinguish between reliable and unreliable sources, making it essential for libraries to provide users with the necessary tools and resources to navigate the digital landscape effectively.



**Fig. 1 : Overview of Internet Use upto 2022**

In conclusion, the internet has had a significant impact on university libraries, providing users with access to a vast array of resources and services and transforming the way they access and use library materials. As the internet continues to evolve, university libraries will need to adapt to keep pace with these changes, ensuring that users have access to high-quality, reliable information and the necessary tools and resources to navigate the digital landscape effectively.

## REVIEW OF RELATED LITERATURE

In **2011, Kaur and Bhardwaj** conducted a study on the utilization of electronic resources by users of Guru Nanak Dev University Library in India. The study found that users preferred electronic resources over print resources, and identified issues such as slow internet connectivity and lack of training as barriers to access.

In **2012, Nair and Banerjee** studied the utilization of online databases by postgraduate students of the University of Delhi. The study found that while students were aware of the availability of electronic resources, they lacked the skills and confidence to use them effectively. The authors recommended that libraries provide training and support to help users navigate electronic resources.

In **2013, Bawden and Robinson** conducted a systematic review of the literature on the use of electronic resources in academic libraries. The review identified a range of issues related to the use of electronic resources, including access, licensing, preservation, and user education. The authors recommended that libraries adopt a holistic approach to the management of electronic resources, including collaboration with other libraries and organizations.

In **2014, Zainab and Fatima** conducted a study on the utilization of electronic resources by faculty members of the International Islamic University in Pakistan. The study found that while faculty members were aware of the availability of electronic resources, they faced challenges such as poor internet connectivity, lack of awareness of available resources, and limited training. The authors recommended that libraries provide more training and support to help faculty members make effective use of electronic resources.

In **2015, Dhanavandan and Lakshmi** examined the utilization of electronic resources by postgraduate students in a university library in India. The study found that the majority of students used electronic resources, with online journals being the most popular resource. However, the study also highlighted the need for improved internet connectivity and access to resources.

In **2016, Rani and Kaur** conducted a study on the use of e-resources by researchers in the field of social sciences in a university library in India. The study found that the internet had transformed the research process, with researchers relying heavily on electronic resources. However, the study also highlighted the need for improved access to resources and training on the use of electronic databases.

In **2017, Singh and Sharma** conducted a study on the utilization of online databases by research scholars in a university library in India. The study found that the majority of research scholars used online databases, with Google Scholar and JSTOR being the most popular resources. However, the study also highlighted the need for improved access to resources and training on the use of online databases.

In **2018, Sharma and Gupta** conducted a study on the use of electronic resources by undergraduate students in a university library in India. The study found that the majority of students used electronic resources, with e-books and online journals being the most popular resources. However, the study also highlighted the need for improved internet connectivity and access to resources.

In **2019, Shukla and Choudhury** conducted a study on the utilization of digital resources by research scholars in a university library in India. The study found that the internet had transformed the research process, with research scholars relying heavily on electronic resources. However, the study also highlighted the need for improved access to resources and training on the use of electronic databases.

In **2020, Singh and Kaur** conducted a study on the use of online databases by postgraduate students in a university library in India. The study found that the majority of students used online databases, with Google Scholar and JSTOR being the most popular resources. However, the study also highlighted the need for improved access to resources and training on the use of online databases.

In **2021, Sahu and Sahu** conducted a study on the utilization of digital resources by undergraduate students in a university library in India. The study found that the internet had transformed the research process, with students relying heavily on electronic resources.

However, the study also highlighted the need for improved access to resources and training on the use of electronic databases.

In 2022, Bhat and Kumar conducted a study on the utilization of electronic resources by research scholars in a university library in India. The study found that the majority of research scholars used electronic resources, with online journals being the most popular resource. However, the study also highlighted the need for improved access to resources and training on the use of electronic databases.

### **NEED FOR THE STUDY**

The utilization of the internet by university library users is an important topic for study. This is because the internet has revolutionized the way libraries operate, and has provided users with unprecedented access to information. Understanding how users are utilizing the internet can provide valuable insights into how libraries can better serve their users and improve their services.

There are several reasons why studying the utilization of the internet by university library users is important. Firstly, it can provide insights into the types of resources that users are accessing and the frequency with which they are using them. This can help libraries to better understand the needs of their users and tailor their services to meet those needs.

Secondly, studying the utilization of the internet by university library users can help to identify any barriers to access that users may be facing. For example, if certain groups of users are not accessing electronic resources, it may indicate that there are issues with access or training that need to be addressed.

Thirdly, understanding how users are utilizing the internet can help libraries to evaluate the effectiveness of their services. For example, if users are not accessing certain resources, it may indicate that those resources are not meeting their needs, and the library may need to consider alternative options. Finally, studying the utilization of the internet by university library users can help libraries to stay up-to-date with changing trends and technologies. As the internet continues to evolve, libraries need to adapt and ensure that they are providing the services that their users need.

### **IMPACT OF INTERNET BY UNIVERSITIES LIBRARY USER AT THE TIME OF COVID 19**

**Increased demand for electronic resources:** With physical libraries closed, users have had to rely on electronic resources to access information needed for academic work.

**Surge in Online usage:** Libraries have reported a significant increase in online usage, with many users accessing electronic resources remotely.

**Need for increased bandwidth and infrastructure:** With more users accessing electronic resources online, universities and libraries have had to increase their bandwidth and infrastructure to ensure that users can access resources without interruptions or delays.

**Challenges with Access:** While electronic resources are more accessible, some users may still face challenges such as poor internet connectivity, limited access to devices, or lack of familiarity with online resources.

**Importance of Support and Training:** With increased reliance on electronic resources, it is important for libraries to provide adequate support and training to help users navigate these resources effectively.

**Opportunities for Collaboration:** The shift towards electronic resources has also presented opportunities for libraries to collaborate with other institutions and organizations to provide access to a wider range of resources.

### **INTERNET'S ROLE IN UNIVERSITY LIBRARIES**

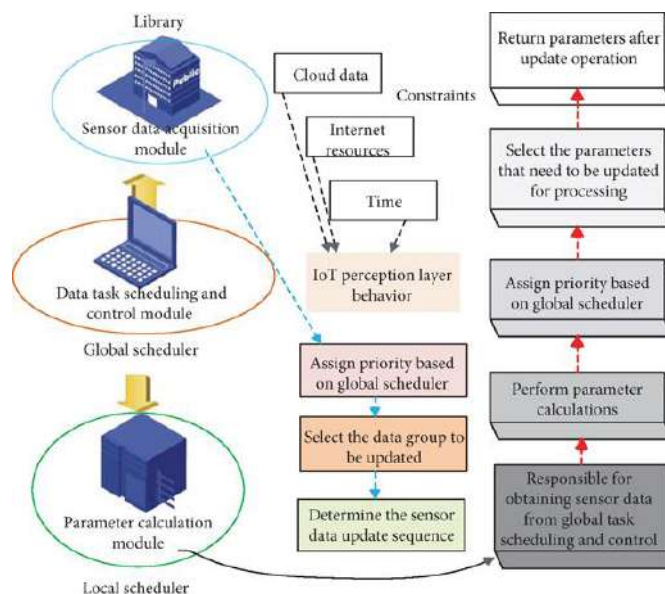
The internet has become an integral part of university libraries, providing users with access to a vast array of resources and services. From online databases to e-books, the internet has revolutionized the way users access and use library materials. However, the internet's role in university libraries is not without its challenges. One of the most significant challenges associated with the use of the internet in university libraries is the need to ensure that users have access to high-quality, reliable information. The internet has fundamentally transformed the way university libraries operate, with its impact being felt across all aspects of library



services. One of the most significant changes that the internet has brought is the increased access to information. With the internet, university libraries have been able to expand their collections and make them accessible to users from anywhere in the world. Through subscriptions to electronic resources, libraries have been able to provide access to vast amounts of information, including academic journals, e-books, and databases, which can be accessed both on and off-campus.

Furthermore, the internet has also facilitated the creation of digital collections and archives. Many university libraries have digitized their collections, making rare and unique materials accessible to researchers who would otherwise have to visit the library in person. These digital collections have also made it easier for libraries to preserve their materials and make them available for future generations. Another way that the internet has impacted university libraries is through the provision of remote services. Libraries can now offer services such as reference and research support remotely, through email, chat, and other online platforms. This has made it easier for users to access support when they need it, regardless of their physical location.

The internet has also had a significant impact on the way libraries manage their resources. Many libraries now use integrated library systems that allow them to manage their collections, circulation, and cataloging activities electronically. This has improved the efficiency of library operations, making it easier for libraries to provide better services to their users.



**Fig. 2 : Optimization of the Personalized Service System of University Library Based on Internet of Things Technology**

## IMPACT OF THE INTERNET ON LIBRARY SERVICES

The internet has had a significant impact on library services, with many libraries digitizing their collections and making them available online. This has allowed users to access library resources from anywhere, at any time, making research and study more accessible than ever before. Online cataloging has also made it easier for users to find the materials they need, while the provision of remote access to library resources has further expanded the reach of library services.

*Here are some of the ways in which the internet has affected libraries:*

**Increased Access to Information:** The internet has made it possible for libraries to provide access to a much wider range of information than was previously possible. This includes electronic books, journals, and other digital resources, as well as online databases and other research tools.

**Changes in Research Practices:** The internet has also changed the way that people conduct research. With the vast array of information available online, people can now find and access information quickly and easily from anywhere with an internet connection. This has led to

changes in the way that libraries are used, with many patrons now accessing library materials online rather than visiting the library in person.

**Expansion of Library Services:** The internet has also made it possible for libraries to expand their services. For example, libraries can now offer online reference services, online catalogues, and other digital resources, making it easier for patrons to access library services and resources from anywhere.

**New Challenges:** The internet has also brought new challenges for libraries, such as the need to protect patron privacy and security, and to manage the vast amounts of digital information that libraries now have to deal with.

**The Emergence of Digital Libraries:** Finally, the internet has led to the emergence of digital libraries, which are libraries that exist entirely online. These libraries provide access to a wide range of digital resources and materials and are becoming increasingly popular with students and researchers.

The Internet has changed the library world more than any other recent development. The widespread adoption of the Internet has had far-reaching effects on L&IS, as it has altered the fundamental roles, paradigms, and organisational culture of libraries and librarians by providing novel channels for the dissemination of information and a wealth of data. The increasing acceptance and use of the Internet among library professionals appears to be directly correlated with the ongoing change in the roles and responsibilities of libraries and librarians. By creatively employing Internet technologies, we are able to communicate with users near and far more efficiently and effectively than ever before.

The Internet and email have created fantastic new possibilities for library and information science professionals to bring information directly to our users' computers. The Web's many advantages stem from the fact that it provides access to a wide variety of library and information services through a unified interface provided by browsers. Libraries everywhere are realising the benefits of connectivity and working quickly to implement it.

The following is a list of some of the many library services that could benefit from using Web and Internet technologies.

**Acquisition:**

- Correspondance with Book seller & Publisher.
- Reminders, Price verification - Biblographic details and downloading of bib. records etc
- Ordering, billing - Bookshops are on-line e.g. amazon.com

**Classification:**

- Network resources (in place of conventional sources)
- available on the net - subscribed or free or trial basis
- Dewey Online - Maths.

**Classification System**

- Engineering Electronics Lib. Classification
- Search engines such as yahoo use DDC.

**ADVANTAGES AND CHALLENGES ASSOCIATED WITH INTERNET USE**

**Advantages**

The utilization of the internet by university library users has numerous advantages. Some of these advantages include:

**Access to a vast Amount of Information:** With the internet, university library users have access to a vast amount of information on almost any topic. This can be especially useful for research, as it allows users to access information that would not be available through traditional library resources.

**Increased Efficiency:** The internet can increase the efficiency of the research process by allowing users to quickly and easily find the information they need. This can save users a significant amount of time compared to traditional research methods.

**Improved access to Remote Resources:** The internet can improve access to remote resources, such as archives, journals, and databases, that may not be available at the user's physical location. This can be particularly useful for users who are located in remote or rural areas.

**Collaboration and Sharing:** The internet allows users to collaborate and share information with others in real-time. This can be especially useful for group projects or for sharing research findings with colleagues.

**Flexibility:** The internet provides users with greater flexibility in terms of when and where they conduct research. Users can access information from anywhere with an internet connection, which can be particularly useful for users who have busy schedules.

**Cost-effective:** The utilization of the internet can be cost-effective for universities as it reduces the need for physical resources such as books, journals, and other materials.

### **Challenges**

**Quality Control:** With the vast amount of information available on the internet, it can be difficult for users to determine the quality and accuracy of the information they find. This can be particularly problematic for research, where accuracy and reliability are essential.

**Information Overload:** The sheer amount of information available on the internet can be overwhelming, leading to information overload. This can make it difficult for users to find the information they need, leading to a loss of efficiency.

**Accessibility:** Not all users may have access to the internet or may have limited access due to factors such as cost or location. This can limit the ability of some users to utilize the internet for research purposes.

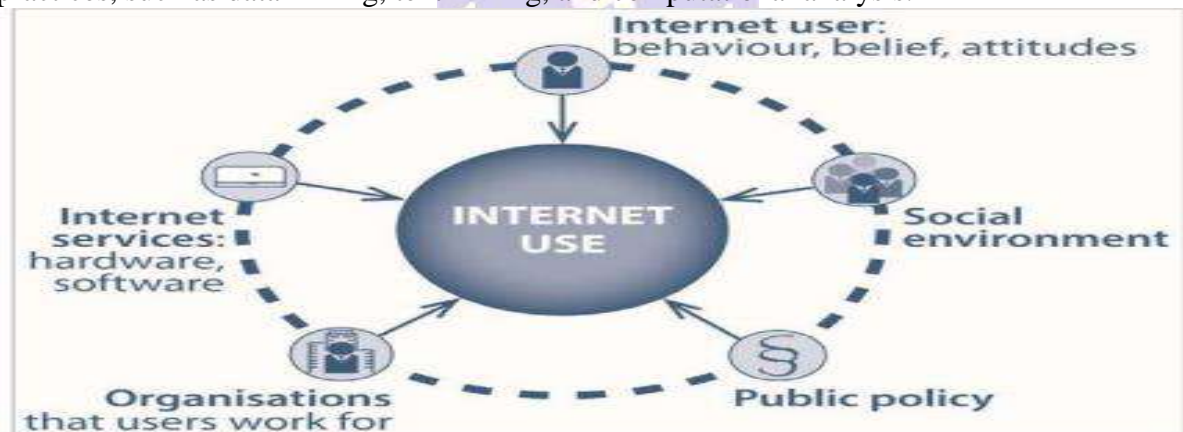
**Copyright and Intellectual property:** The internet has made it easy for users to copy and distribute copyrighted material, which can raise legal and ethical concerns.

**Security and Privacy:** The internet can also raise security and privacy concerns, particularly with regards to personal data and sensitive information.

**Technical Issues:** Technical issues such as slow internet speeds, website crashes, and compatibility issues can also pose challenges for users.

### **IMPACT OF THE INTERNET ON USER BEHAVIOR**

The internet has also had a significant impact on user behavior, with changes in search habits and expectations, and the emergence of new research practices. Users now expect to find information quickly and easily, with search engines like Google providing a one-stop-shop for all their research needs. The internet has also led to the emergence of new research practices, such as data mining, text mining, and computational analysis.



**Fig. 3. Factors that shape Internet use**

The internet has had a significant impact on user behavior, particularly in the way people access and use information. With the rise of the internet, users now have access to a vast amount of information that was previously unavailable to them. This has changed the way people search for and consume information. One of the most significant impacts of the internet on user behavior is the way users search for information. With search engines like Google and Bing, users can quickly and easily find information on almost any topic. This has led to a shift in the way users approach research, with many users preferring to conduct online searches rather than visiting a physical library. The internet has also changed the way users consume information. With the rise of social media and other online platforms, users can now access information from a variety of sources in real-time. This has led to a more

diverse and decentralized information landscape, where users are no longer reliant on traditional media sources.

Another impact of the internet on user behavior is the way users interact with information. With the rise of social media and other interactive platforms, users can now engage with information in new ways. For example, users can comment on articles, share information with others, and even create their content. The internet has also had an impact on the way users communicate with each other. With the rise of email, instant messaging, and social media, users can now communicate with each other in real-time, regardless of their location. This has led to an increase in the speed and volume of communication, as well as a blurring of the boundaries between work and personal life.

### **FUTURE SCOPE OF THE STUDY**

**The Impact of Emerging Technologies:** As new technologies emerge, it is essential to understand how they can be leveraged to enhance the research and learning experience of university library users. Future studies can focus on exploring the impact of emerging technologies such as artificial intelligence, machine learning, and blockchain on the utilization of the internet by university library users.

**User behavior:** Future studies can also focus on understanding the behavior of university library users concerning the utilization of electronic resources. This can help in identifying patterns of usage and the factors that influence user behavior, which can be used to improve the design of electronic resources and enhance their usage.

**User Experience:** The user experience is a critical factor in the utilization of the internet by university library users. Future studies can focus on understanding the user experience of electronic resources and identifying the factors that influence it. This can be used to improve the design of electronic resources and enhance the user experience.

**Use of Social Media:** Social media platforms have become an essential source of information for university library users. Future studies can focus on exploring the use of social media by university library users and understanding its impact on their research and learning experience.

### **CONCLUSION**

In conclusion, the internet has transformed the way university libraries operate, from the services they offer to the behavior of library users. The digitization of collections, online cataloging, and the provision of remote access to library resources have all made research and study more accessible than ever before. However, the internet's role in university libraries is not without its challenges, and libraries must ensure that users have access to high-quality, reliable information. Overall, the internet's impact on university libraries has been significant, and it will undoubtedly continue to shape the future of library services and user behavior. The utilization of the internet by university library users has become an essential aspect of academic research and learning. The review of literature on this topic reveals that electronic resources, including online journals, e-books, and online databases, have become increasingly popular among university library users in India. These resources have significantly transformed the research process, enabling researchers and students to access information quickly and efficiently. However, the studies also highlight several challenges associated with the use of electronic resources, including the need for improved access to resources and training on the use of electronic databases. Additionally, the need for improved internet connectivity in university libraries is essential to ensure that users can access these resources without interruptions.

Overall, the utilization of the internet by university library users has opened up new avenues for academic research and learning. However, it is essential to address the challenges associated with the use of electronic resources to ensure that users can fully realize the benefits of these resources. Therefore, universities and libraries need to invest in improving internet connectivity and providing adequate training on the use of electronic databases to enhance the research and learning experience of their users.



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