



## INTERNET POTENTIALITY IN ENHANCING LIBRARY USER RELATIONSHIPS – A STUDY OF SELECTED AUTONOMOUS ENGINEERING COLLEGES IN HYDERABAD, TELANGANA

**M. Srinivasa Reddy\***    **Dr. A. Kishore\*\***

*\*Research Scholar, Department of Library and Information Science, Dravidian University, Kuppam, Andhra Pradesh.*

*\*\*Assistant Professor (Sr. Scale) Department of Library and Information Science, Dravidian University, Kuppam, Andhra Pradesh.*

### **Abstract**

*The main purpose of the present study is to assess the Internet potential in enhancing library-user relationships in the selected autonomous engineering college libraries of Hyderabad. It is expected that the assessment of users' opinions through this study will be useful for these libraries in re-orienting their resources, services and facilities to synchronize them with the information needs of their students' learning in an effective way. Out of fifteen autonomous engineering colleges in the study area, nine autonomous engineering colleges which were established in or before the year 2005 were selected as sample for the present study. In total, there are 2530 users arrange the population in nine autonomous engineering college libraries as well as in six branches. As the population is large, the investigator selected a sample of 1265 users (50 percent) out of 2530 users using 'Simple Random Sampling Technique'. A total number of 900 users had responded and the response rate was 71.1 percent. Most (84.7%) of the respondents strongly agreed that libraries have enhanced their potentiality to locate and retrieve the required information on Internet.*

**Keywords:** *Library users, Internet in libraries, Hyderabad, Engineering Education.*

### **1. Introduction**

The paradigm shift of technology has greater impact on the libraries too. The Internet is playing a pivotal role in delivering the resources to the end user. Internet is widely used in the libraries and provides access in the form of e-resources. For this reason there is an exceptional increase in the total spent on the libraries. The challenge that libraries face is to maintain control over information circulated so that they may not lose their importance in the long run. This can be done, if the information is collected and stored according to their relevance and prominence.

Libraries in engineering education and higher education institutes always aim at providing services at different stages of research. The traditional library services have undergone some drastic changes due to the impact of Internet on resources and services of the Engineering College library services. The change in users' perception in getting the information on their fingertip should be considered as one of the reasons. This impact is profound in libraries particularly in engineering education.

### **2. Review of Literature**

**Ogunbodede, Odewusi and Oniovosa (2020)** investigated about internet usage among academic staff in University of Africa, Toru-Orua, Bayelsa State, Nigeria. The research method employed was descriptive research method. The population of the study comprised 100 academic staff in the University Of Africa, out of which 75 were randomly selected. The findings showed that majority of



the staff had access to internet services within the campus for teaching and research. It was also discovered that the use of the internet had a positive impact on lecturer's academic activities.

**Fasiku, Michael and Timothy (2020)** examined types of Internet services available, frequency of use, and also determined the quality of Internet delivered in the selected universities in Southwestern Nigeria. The findings showed that Internet services which were mostly web related were present in the selected Institutions. The research specifically indicated that 97.6% of the respondents used World Wide Web (WWW), followed by e-mail (87.3%) and instant messaging (54.6%).

**Yusuf, et al. (2020)** investigated the prevalence and effect of Internet addiction on the academic performance of Computer Science students in a university in Northern Nigeria. The study recommended that students should be periodically counseled on how to limit and balance their time between Internet based and other academic and social activities in order not to harm their academic activities and performance.

**Lokesh Naik and Kishore Kumar (2020)** investigated why users required Internet in college Libraries. For this analysis the investigator had made a study on the use of the Internet by the students and faculty members of colleges and libraries in Karnataka, India. The results of the study showed that the academic community who participated in this survey were aware of the Internet.

**Santhana Kumar, Balasubramanian and Das (2019)** conducted a study on the use of Internet by Students of SCAD Polytechnic College Library, Tirunelveli. Here majority of the students were searching for information via Google search engine and others followed. Majority of the students used Internet on daily basis (73.73%) followed by weekly (10.17%), monthly (9.32%), and occasionally (6.78%). Finally it could be observed from the findings of the study that 47 students (39.83%) used Internet for preparing homework and assignments followed by 35(29.66%) students who used Internet for keeping up with the current trends related to their field of study.

**Feng, et al. (2019)** explored the effects of the Internet and Facebook usage on students' academic distraction. The implication of the study lied in promoting awareness and reflections of students and educators in regulating the usage behaviour of the Internet and Facebook in the intensive computer-mediated environment.

**Shimray and Ramaiah (2019)** examined the use of Internet through mobile devices. This study was conducted using a questionnaire. The findings revealed that most of the respondents admitted the importance of the Internet in their day-to-day life. Over three fourths (79%) of them had access to the Internet on their mobiles and majority (84.8%) preferred accessing Internet at home.

### **3. Need and Purpose of the Study**

Internet has been of incredible use for the education purpose. The role played by the internet in education enhancement has been tremendous. Students and Faculty use Internet for their class work, teaching-learning and use as supplement for their classes. The Internet has opened the gateway for large amount of knowledge to the users. Internet has wide range of information that can be used by the students for their studies and enhance their educational skills. Many online courses came into existence after the internet induction. Many foreign and Indian Universities are offering online programs for the students. Internet has larger impact on education of about 88 percent even though only 42 percent



people in the world have the access of internet. The education portals are providing information to the students for pursuing the higher education in India and Abroad. The more interesting thing in using internet for education is that there is no teacher involved here. The student has freedom to access whatever he wants and also the very fast updated information.

Keeping these things in mind and as per the present technological situation demands, the present study entitled “**An Assessment of the Internet’s Potential in Enhancing Library User Relationships – A Study of Selected Engineering Colleges in Hyderabad**” has been undertaken. The main purpose of the researcher is to know in-depth all aspects relating to Internet potentiality among the Engineering Students in selected engineering college libraries in Hyderabad, Telangana.

#### **4. Scope and Limitations of the Study**

The study is primarily concerned with selected autonomous engineering colleges in Hyderabad, Telangana State. The united Andhra Pradesh was divided into two states viz., Andhra Pradesh and Telangana on 2<sup>nd</sup> June 2014. After bifurcation there are about fifteen autonomous engineering colleges in the study area and out of them nine autonomous engineering college libraries which were established in or before the year 2005 and the colleges which were offering Under Graduate engineering colleges were selected for the study. Undergraduate IV Year students belonging six engineering braches (CE, ECE, EEE, CSE, ME, IT) were considered for the study. The remaining six autonomous engineering colleges which were established in the year 2006 or later had been excluded. The remaining engineering UG 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> year students, other branches UG students, PG students, Research Scholars and Faculty Members were exempted from the purview of the study.

#### **5. Objectives of the Study**

The main purpose of the present study is to assess the Internet potentiality in enhancing library user relationships among the students of selected engineering colleges in Hyderabad city.

#### **The specific objectives of the study are as follows:**

1. To know the frequency of use of Internet by the select autonomous engineering college students
2. To find out the amount of time spent on the Internet
3. To identify the frequently used web browsers
4. To examine the purpose of using the Internet
5. To know the usage of Internet facility in the college library
6. To know the helpfulness of libraries to enhance user relationships to create awareness on Internet based services/resources.
7. To know the trustworthy services and resources offered by the libraries on Internet.
8. To assess the types of problems faced while using the Internet and
9. To know the level of satisfaction of the users with their respective libraries towards Internet.

#### **6. Methodology**

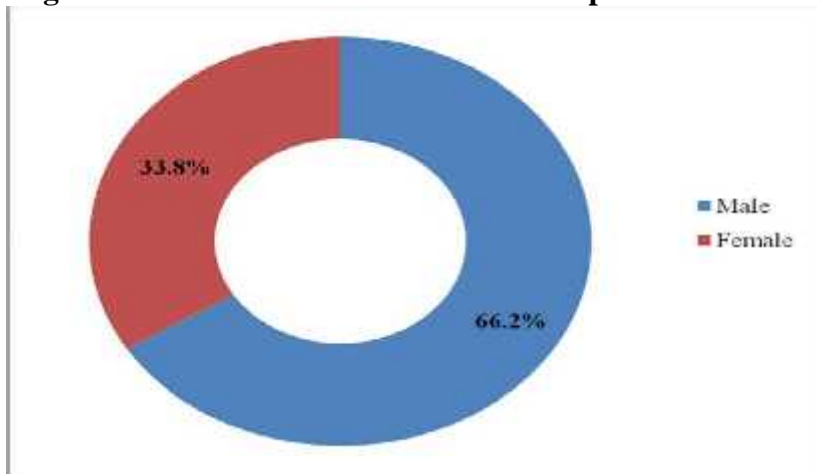
The main criterion for selection of nine autonomous engineering colleges (established up to the year 2005) in this study is that colleges which are of recent origin (established after 2005) are not ideal for inclusion in the sample, due to the fact that these colleges may not have well established information technology infrastructure. So, out of fifteen autonomous engineering colleges in the study area, nine autonomous engineering colleges which were established in or before the year 2005 were selected as sample for the present study.



The users of nine autonomous engineering college libraries are Under Graduate Students (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> year students), Post Graduate Students and Faculty Members. Among them, only Under Graduate IV Year students belonging six engineering braches (CE, ECE, EEE, CSE, ME, IT) were taken for the study. In total, there are 2530 users arrange the population in nine autonomous engineering college libraries as well as in six branches. As the population is large, in terms of cost, time and labour involved, the investigator selected a sample of 1265 users (50 percent) out of 2530 users using ‘Simple Random Sampling Technique’. A total number of 900 users had responded and the response rate was 71.1 percent.

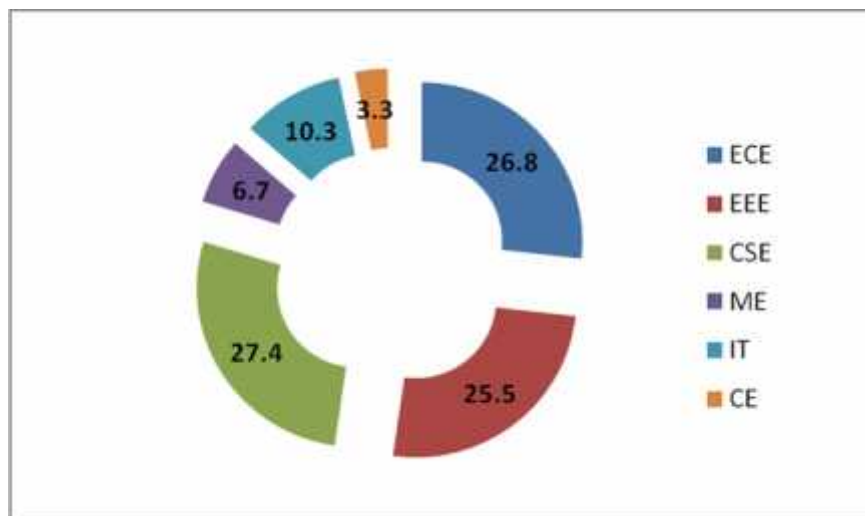
### 7. Analysis and Interpretation of Data

**Figure 1: Gender-wise Distribution of Respondents**



It is evident from the above figure1 that out of the total respondents, 66.2 percent are male respondents and 33.8 percent are female respondents.

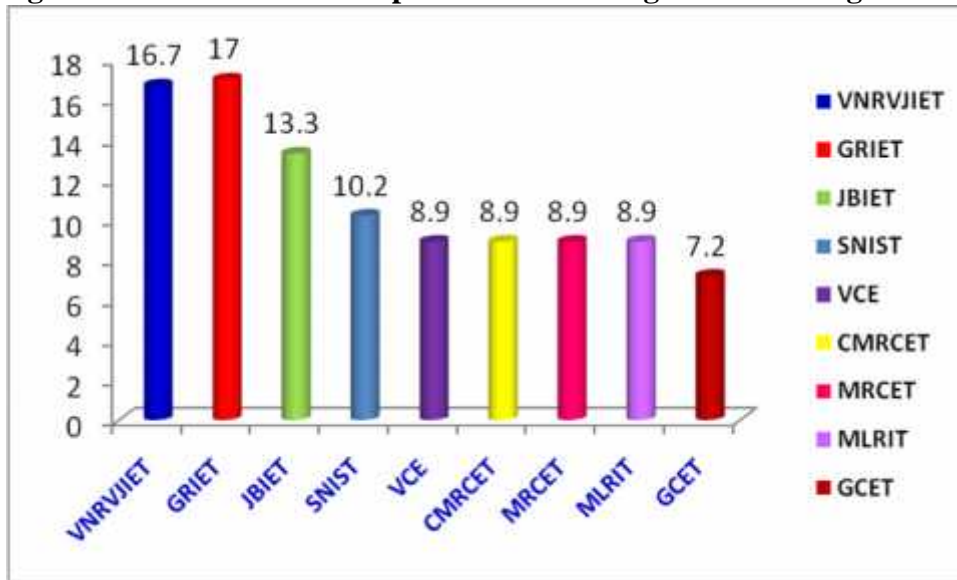
**Figure 2: Distribution of Respondents according to their Branch**



It is clear from figure 2 that 26.8 percent of the respondents are from ECE branch followed by 25.5 percent respondents from EEE, 27.4 percent respondents from CSE, ME 6.7 percent, IT 10.3 percent, and from CE 3.3 percent.

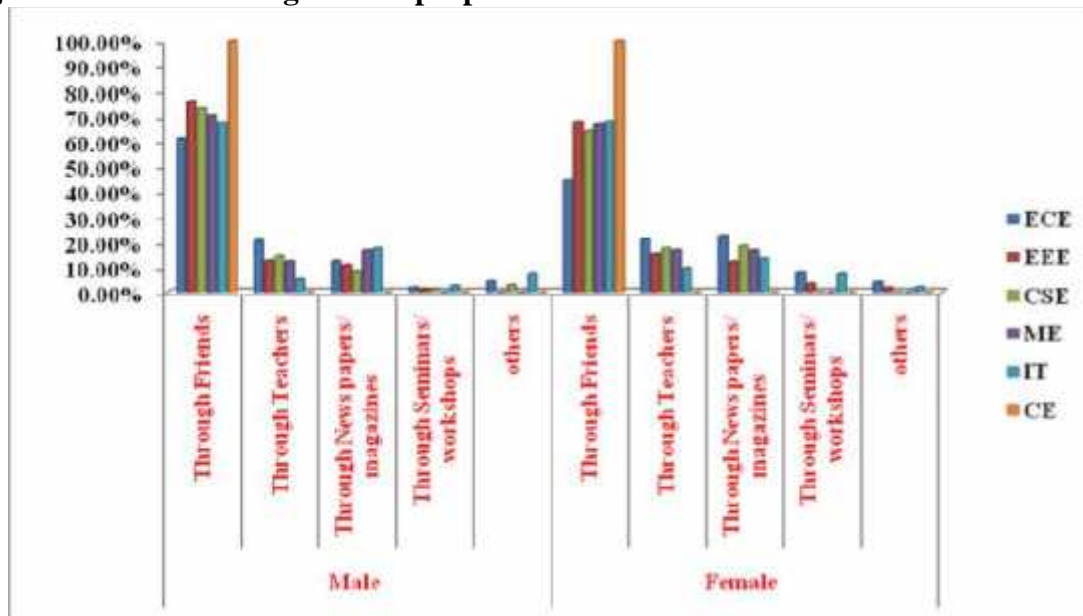


**Figure 3: Distribution of Respondents according to their College**



It is clear from figure 3 that 16.7 percent of the respondents are from VNRVJIET College, 17.0 percent respondents from GRIET, followed by JBIET 13.3 percent, SNIST 10.2 percent, VCE 8.9 percent, CMRCET 8.9 percent, MRCET 8.9 percent, MLRIT 8.9 percent, and GCET 7.2 percent.

**Figure 4: Sources through which people came to know about the Internet**



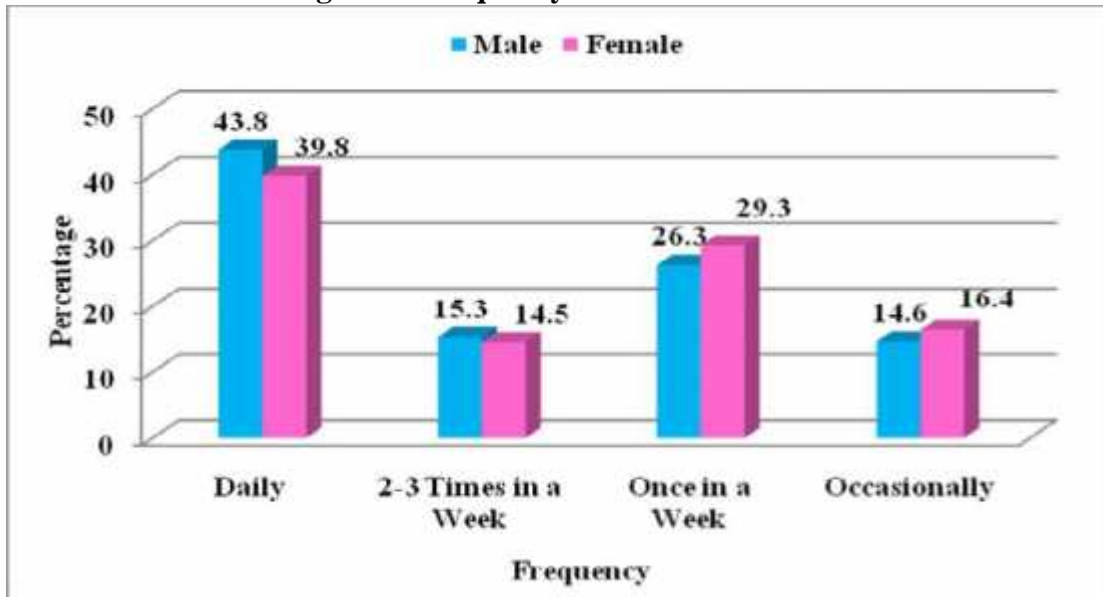
It is evident from figure 4 that majority of the male respondents (71.0%) came to know about the Internet through friends, 14.2 percent through teachers, 11.0 percent through newspapers and magazines, a mere 2.4 percent through other printed sources and the remaining 1.4 percent through seminars.

In case of female respondents, 61.5% came to know about the Internet through friends, 16.8 percent through newspapers and magazines, 16.2 percent through teachers, 3.9 percent came to know through seminars and the remaining 1.6 percent through seminars and the remaining 1.6 percent through other printed sources.





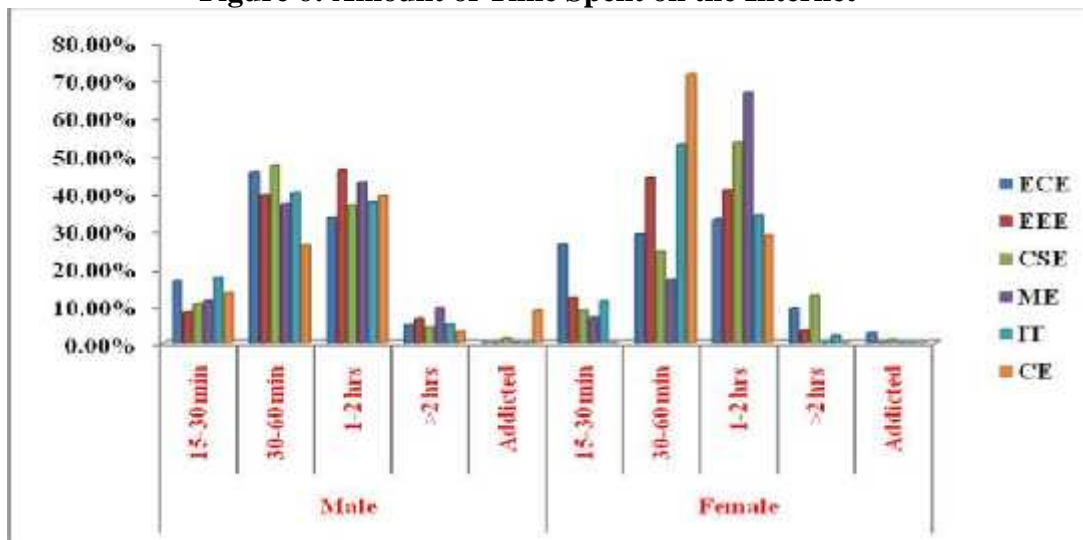
**Figure 5: Frequency of Use of Internet**



It can be observed from figure 5 and figure 4.6 that majority (43.8%) of the male respondents use the Internet daily followed by once in a week (26.3%), 2-3 times in a week (15.3%) and occasionally (14.6%).

The figure also depicts that most of the female respondents (39.8%) use the Internet daily followed by once in a week (29.3%), occasionally (16.4%) and 2-3 times in a week (14.5%).

**Figure 6: Amount of Time Spent on the Internet**

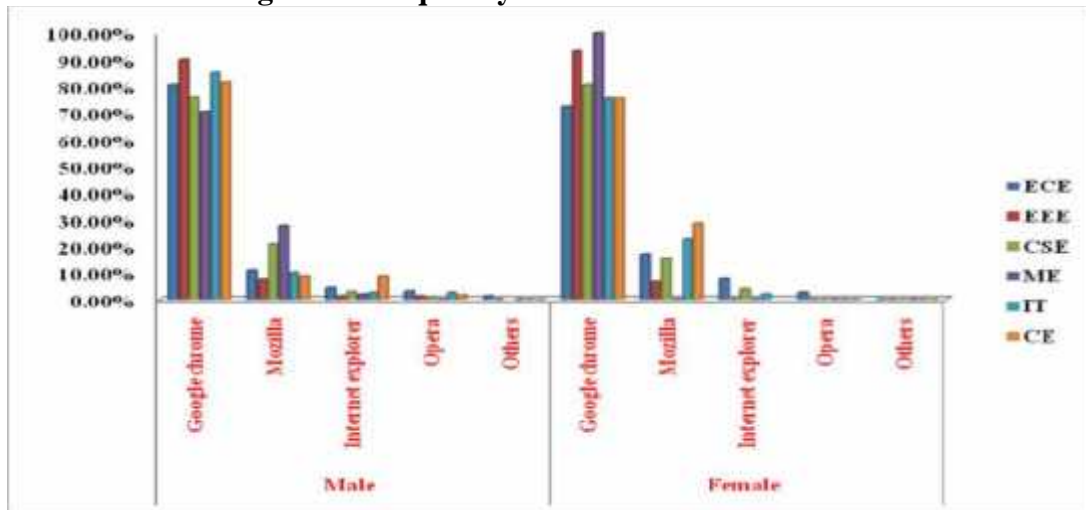


It can be observed from figure 6 that most of the male respondents (42.3%) spend 30-60 minutes for browsing the Internet. 39.1 percent mentioned that they spend 1-2 hours, 12.1 percent mentioned that they spend 15-30 minutes and 5.9 percent mentioned that they spend more than 2 hours and remaining 0.6 percent mentioned that they were addicted to Internet browsing.



The figure also shows that most of the female respondents (42.1%) spend 1-2 hours for browsing the Internet, 35.2% mentioned that they spend 30-60 minutes, 14.1 percent mentioned that they spend 15-30 minutes and 7.6 percent mentioned that they spend more than 2 hours and the remaining 1.0 percent mentioned that they were addicted to Internet browsing.

**Figure 7: Frequently used Web Browsers**



It is evident from figure 7 that majority of the male respondents (81.5%) replied that Google chrome is the most frequently used web browser, followed by Mozilla Fire Fox 13.8 percent, Internet explorer 2.9 percent, and Opera 1.5 percent.

The figure also shows that most of the female respondents (80.3%) replied that Google chrome is the most frequently used web browser, followed by Mozilla Fire Fox 15.4 percent, Internet explore 3.6 percent, and Opera 0.7 percent.

**Figure 8: Purpose of Using the Internet**

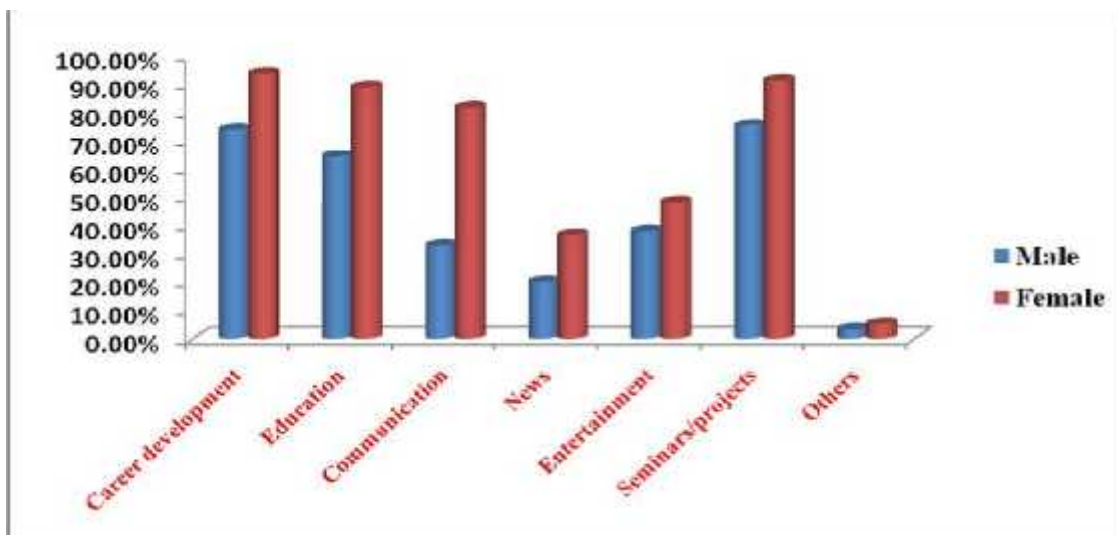
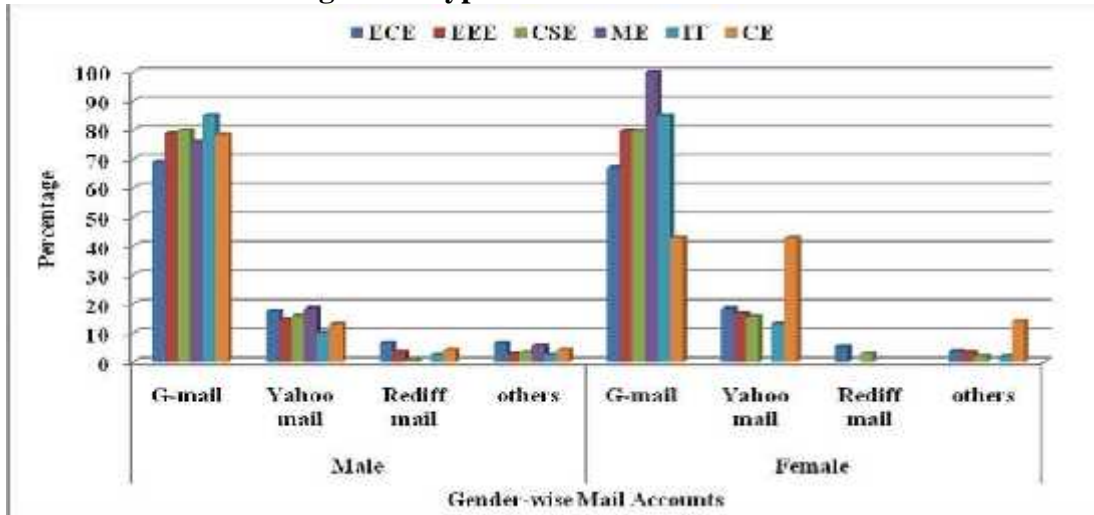


Figure 8 clearly show that majority of the male respondents (75.3%) are using the Internet for Seminars/projects, followed by Career development 73.7 percent, education 64.40 percent, and news 20.1 percent.



The figure also shows that, a majority (93.4%) of the female respondents are using the Internet for Career development, followed by Seminars/projects (91.1%), education (88.8%) and communication (81.6%).

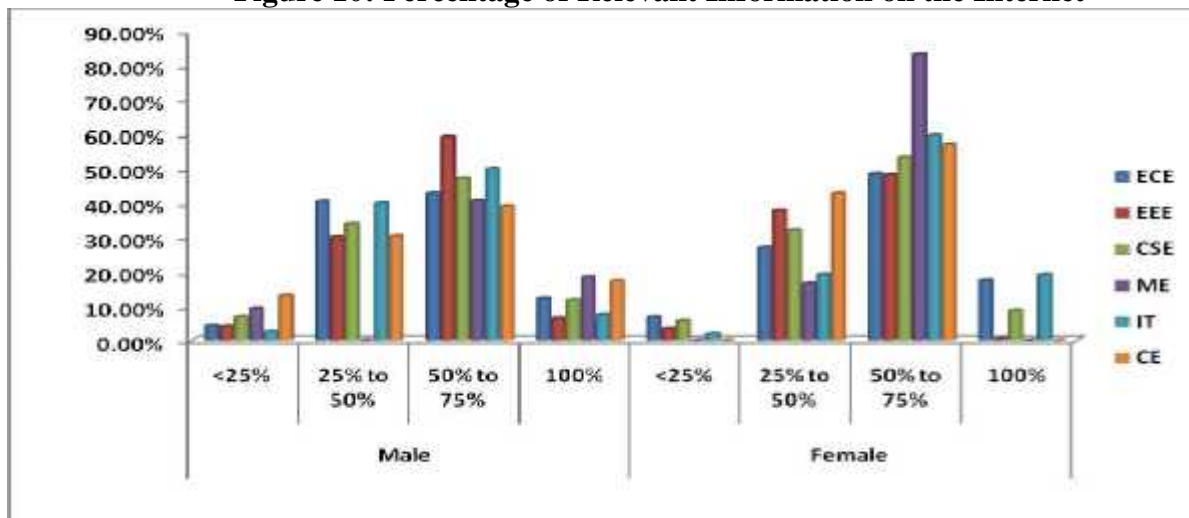
**Figure 9: Type of e-mail account used**



It is apparent from figure 9 that most of the male respondents (76.5%) mentioned that they have e-mail addresses in g-mail, followed by 15.8 percent, 3.4 percent and 4.4 percent Yahoo mail, other e-mail accounts and rediff mail respectively.

The figure also shows that most of the female respondents (78.3%) mentioned that they have e-mail addresses in g-mail, Yahoo, followed by 16.4 percent, 2.3 percent and 3.0 percent in Yahoo, other e-mail accounts and rediff mail respectively.

**Figure 10: Percentage of Relevant Information on the Internet**



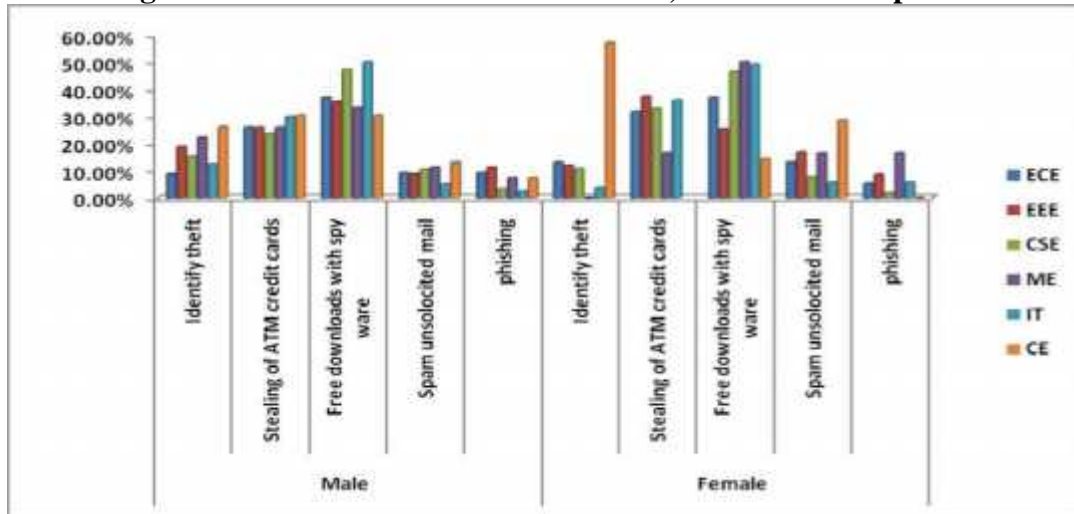
It is obvious from figure 10 that majority of the male respondents (48.7%) mentioned that 50% to 75% of information on the Internet is relevant to them followed by 34.7 percent respondents for whom this 25% to 50%, for 11.0 percent it is 100% and for the remaining 5.6 percent less than 25% of information on the Internet is relevant to them.





The figure also shows that most of the female respondents (53.0%) mentioned that 50% to 75% of information on the Internet is relevant to them for 29.6 percent only 25% to 50% for 12.7 percent it is 100 % and for the remaining 4.7 percent less than 25% of information on the Internet is relevant to them.

**Figure 11: Awareness of Internet Frauds, Tricks and Traps**



It is clear from figure 11 that majority of the male respondents (39.3%) are aware of free software downloads with spy ware. It is followed by fear of stealing of ATM/Credit card numbers by 25.8 percent and the threat of identity theft on the Internet for 18.2 percent.

The figure also shows that most of the female respondents (39.8%) are aware of the free software downloads with spy ware followed by fear of stealing of ATM/Credit card numbers by 32.9 percent, and the threat of identity theft and spam unsolicited mail for 12.8 percent.

**Figure 12: Usage of Internet Facility in the College Library**

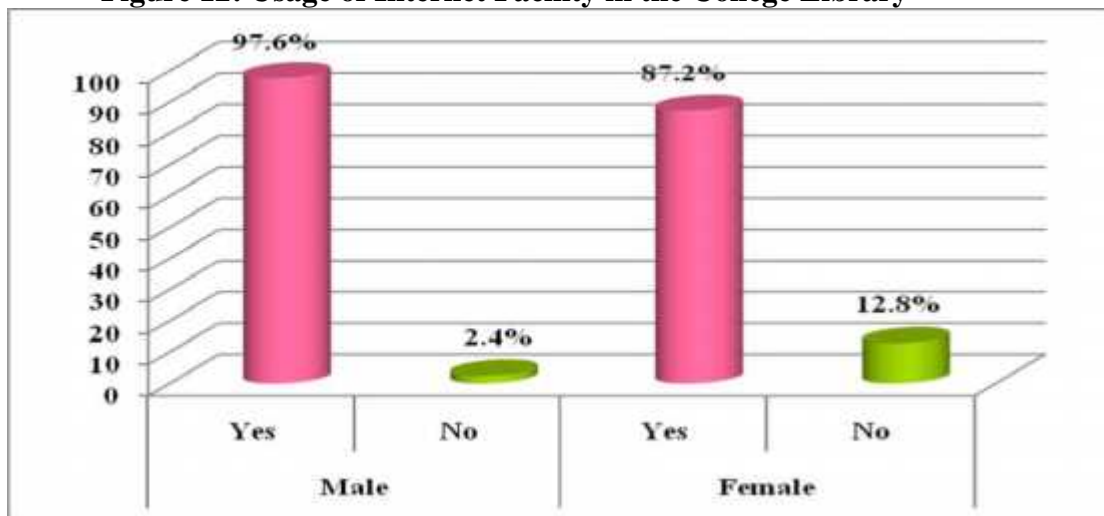


Table figure 12 shows that more than ninety percent among (97.6%) male respondents wished to browse the Internet in their college libraries and remaining 2.4 percent respondents answered negatively. Further the table similarly indicates that large majority (87.2%) female members responded positively



about their wish to have Internet use in their college libraries and the remaining 12.8 percent replied negatively. Hence, it can be found that the respondents (including both genders) expressed that they like to have Internet using in their college libraries.

**Figure 13: Merits of Libraries to Provide Internet based Online Information over Information from Conventional Sources**

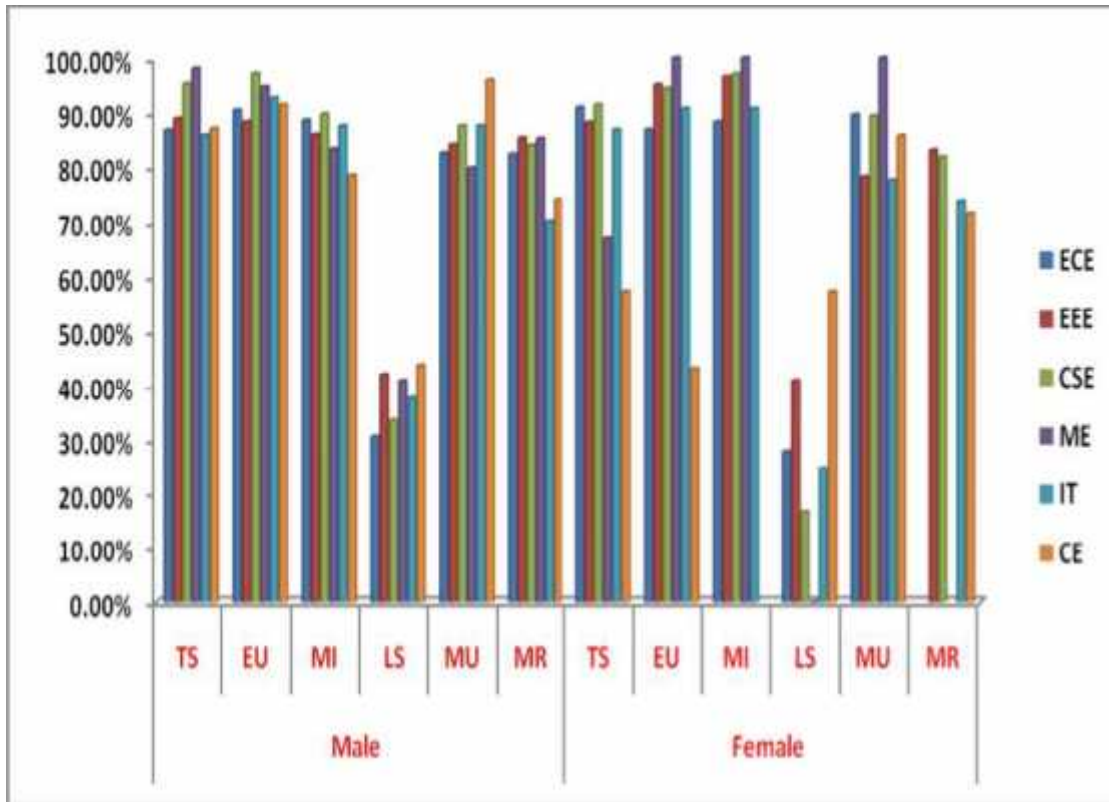
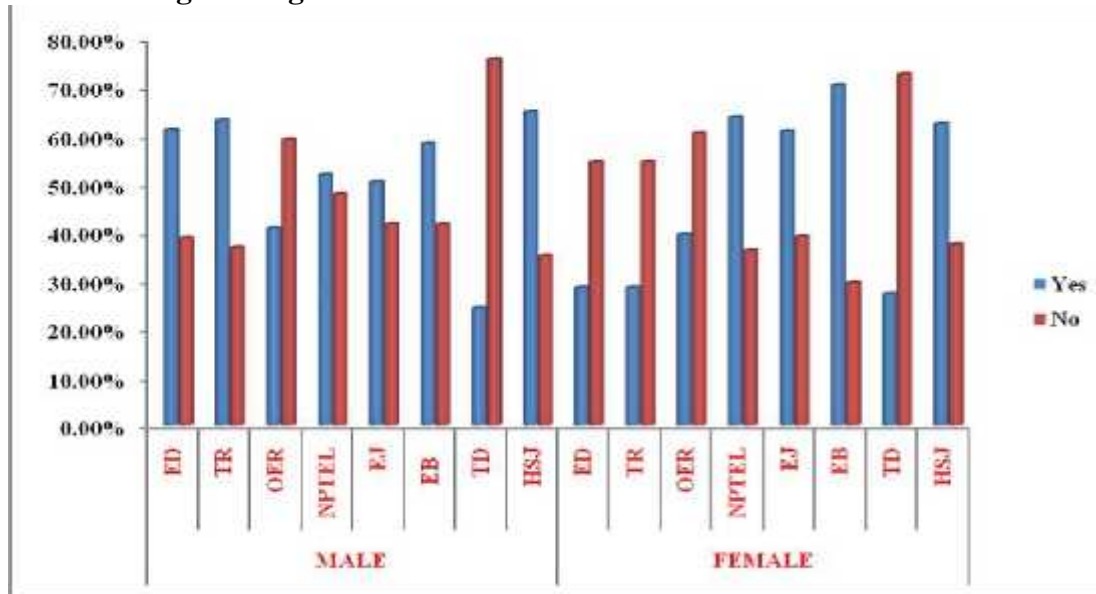


Figure 13 show the positive side of Internet content when compared with information from conventional sources. Most (91.9%) of the male respondents expressed that the Internet’s main advantage is easy to use followed by other advantages like time saving (90.3%), more informative (87.1%), more useful (84.7%), more reliable (82.7%) and less strain (36.2%).

Most (93.1%) of the male respondents expressed that the Internet’s main advantage is more informative (87.1%) followed by advantages like easy to use (91.8%), time saving (88.5%), more useful (85.2%), more reliable (81.3%) and less strain (26%).



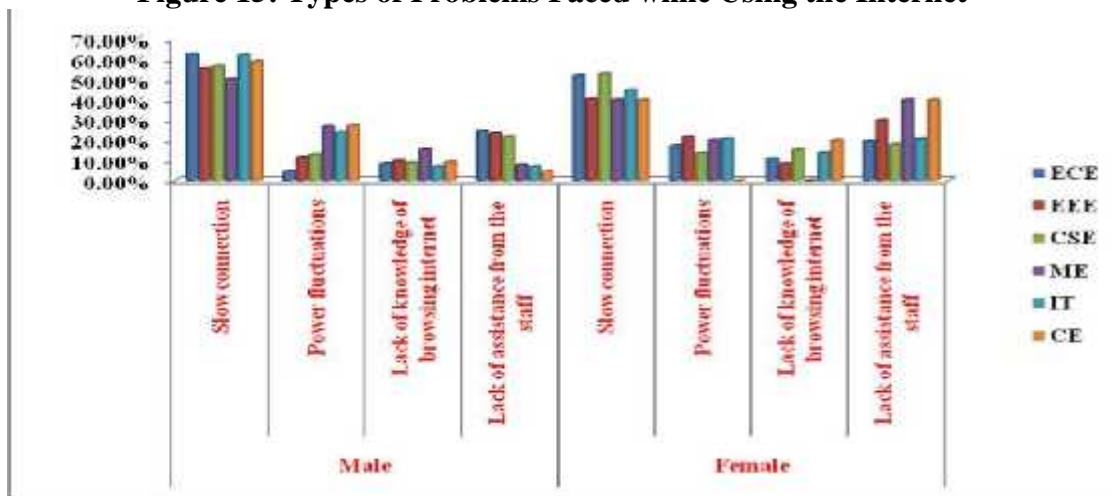
**Figure 14: Helpfulness of Libraries to Enhance User Relationships to Locate Engineering Related Internet Resources**



It can be observed from figure 14 that majority of the male respondents are using for higher studies & jobs (64.9%) followed by for technical reports 63.2 percent, engineering databases (61.2%), E-books (58.4%), and video courses (NPTEL) (52.0%). It is also clear that least percentage (24.3) of male respondents are using it for the theses and dissertations available on the net.

The figure also shows that majority of the female respondents are using the Internet for E-books (70.4%) followed by video courses(NPTEL) 3.8 percent, higher studies & jobs 62.5 percent, E-journals 60.9 percent, and for online educational resources 39.5 percent. Online theses and dissertations are the least consulted resources by the female respondents (27.3 percent).

**Figure 15: Types of Problems Faced while Using the Internet**

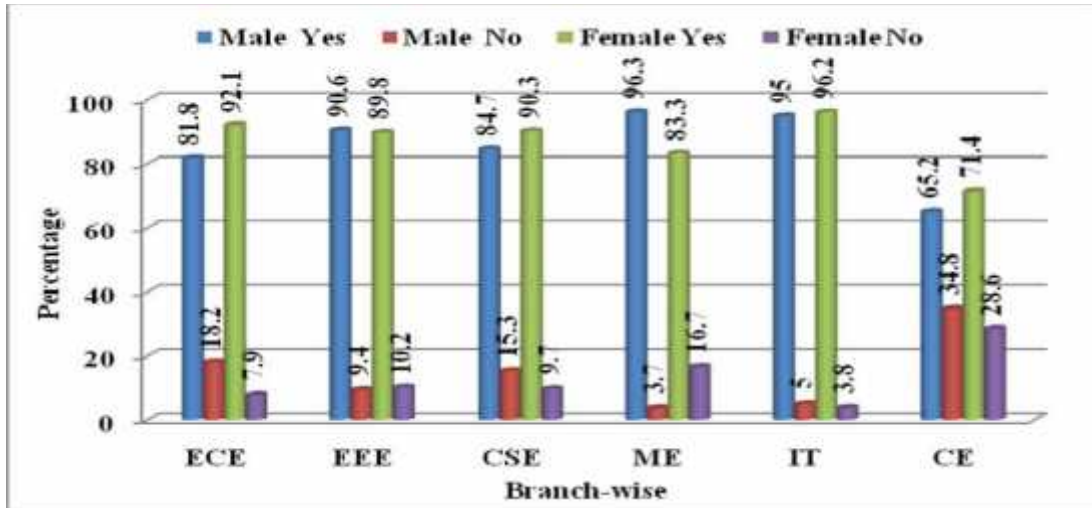


It can be observed from 15 that majority of the male ECE students (62.4%), IT (62.7%), CE (59.1%), CSE (56.6%), EEE (55.4%) and ME (50%) have opined that the main problem they are facing while using the Internet in their institutions is slow connection of Internet.



The figure also shows that majority of the female CSE students (53.7%), ECE (52.2%), IT (44.8%), EEE (40.5%), ME and CE students (40%) have opined that the main problem they are facing while using the Internet in their institutions is slow connection of Internet.

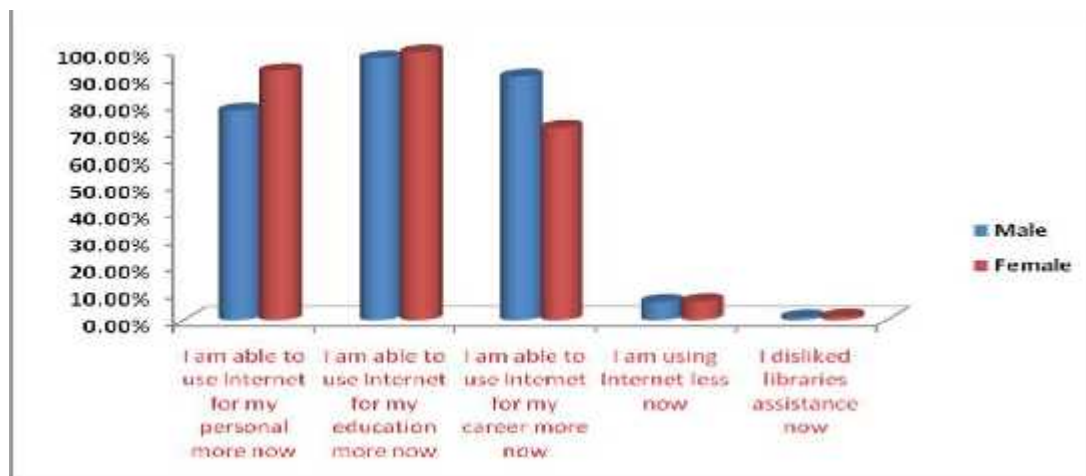
**Figure 16: Requirement of Training in Using the Internet**



The figure 16 clearly show that majority (86.6%) of male respondents replied that they required formal training in using the Internet. Out of 596 male respondents ME students (96.3%), IT (95%), EEE (90.6%), CSE (84.7%), ECE (81.8%) and CE (65.2%) have replied that they required formal training in using the Internet. It is clear from the table that majority (91.1%) of the female respondents opined that they required formal training in using the Internet.

Out of 304 female students, IT students (96.2%), ECE (92.1%), CSE (90.3%), EEE (89.8%), ME students (83.3%) and CE (71.4%) have mentioned that they required formal training in using the Internet.

**Figure 17: Assessment of the Libraries Impact on Using Internet**



It is evident from the above figure 17 that, a majority of the female respondents (99.3 percent) male respondents, (97.1 percent) mentioned that they have high impact of libraries on their ability to use Internet for their education purpose.



It is also opined that a majority (92.4%) of the female respondents would have high impact of libraries on their personal purpose of using Internet more now, whereas, 75.7% male respondents would have the impact of libraries in this regard.

**Figure 18: Distribution of Respondents according to Trustworthy Services and Resources Offering by Libraries on Internet**

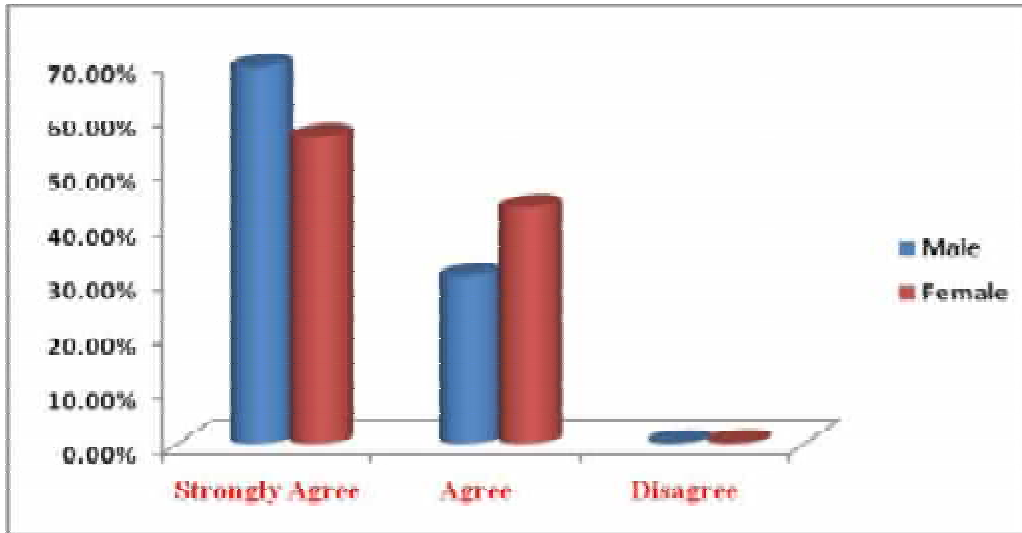


Figure 18 explain gender-wise response of trustworthy services and resources offered by libraries on Internet. It is obvious from the figure that majority (69.1%) of the male respondents strongly agreed that libraries are offering trustworthy services and resources on Internet effectively followed by 30.7 percent who agreed and remaining 0.2 percent disagreed in this regard.

It also evident from the figure that majority (56.3%) of the female respondents strongly agreed that libraries are offering trustworthy services and resources on use of Internet effectively followed by 43.4 percent agreed and remaining 0.3 percent disagreed in this regard.

**Figure 19: Libraries have enhanced the Potentiality to locate and Retrieve the Required Information on Internet**

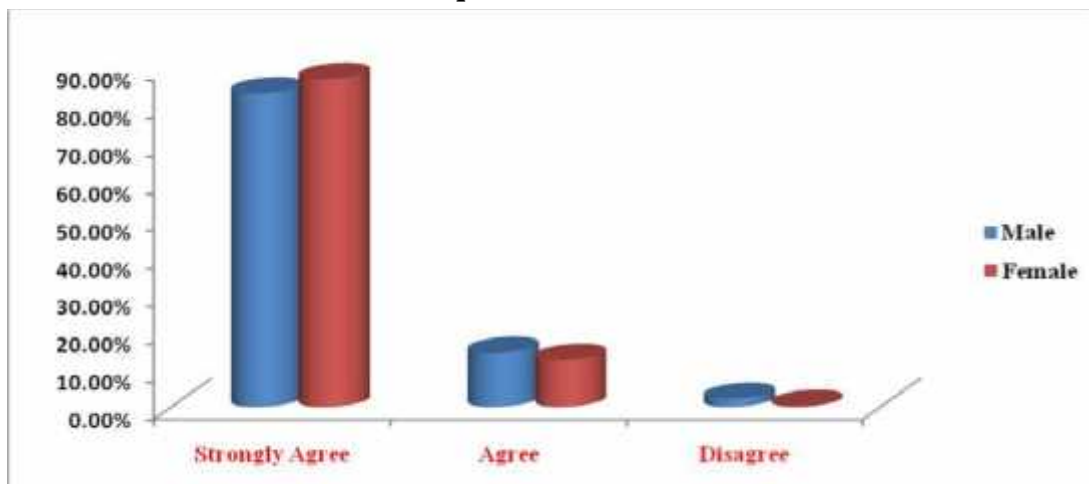






Figure 19 explain gender-wise responses of how libraries have enhanced their potentiality to locate and retrieve the required information on Internet. It obvious from the figure that majority (83.3%) of the male respondents strongly agreed that libraries have enhanced their potentiality to locate and retrieve the required information on Internet followed by 14.4 percent who agreed and the remaining 2.2 percent disagree in this regard.

It is also evident from the figure that majority (87.1%) of the female respondents strongly agreed that libraries have enhanced their potentiality to locate and retrieve the required information on Internet followed by 12.5 percent agree and remaining 0.3 percent disagree in this regard.

**Figure 20: Distribution of Respondents according to Level of Satisfaction with their Libraries towards Internet**

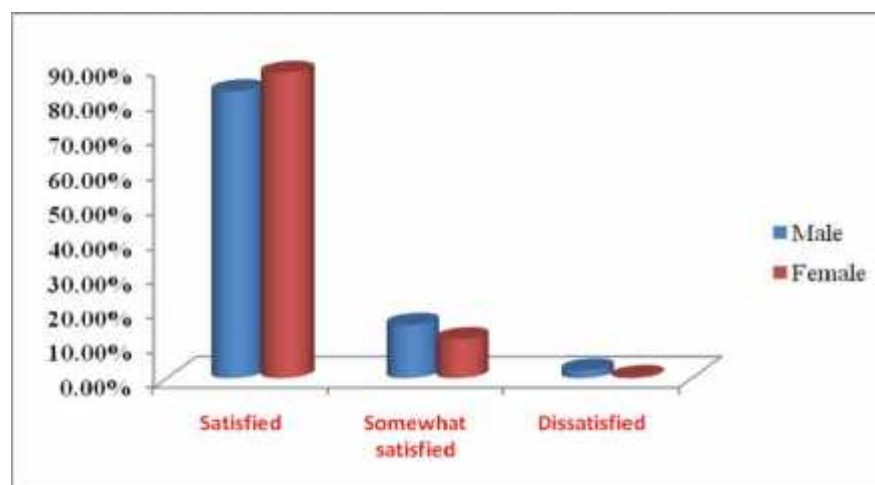


Figure 20 explain gender-wise responses of level of satisfaction with their libraries' towards Internet. It evident from the figure that majority (82.9%) of the male respondents are satisfied with their libraries' role towards the use of Internet effectively followed by 15.3 percent moderately satisfied and 1.8 percent dissatisfied.

It also obvious from the figure that majority (88.2%) of the female respondents are satisfied with their libraries' role towards the use of Internet effectively, followed by 11.2 percent who are moderately satisfied and 0.6 percent dissatisfied.

## 8. Findings

The following findings were formed by the researcher from the data analysis of the respondents of selected autonomous engineering college libraries of Hyderabad City.

- Majorities (66.2%) of the respondents were male respondents and the remaining 33.8 percent were female respondents.
- About one fourth (26.8%) respondents were from ECE branch followed by 25.5 percent respondents from EEE, 27.4 percent respondents from CSE, ME 6.7 percent, IT 10.3 percent, and from the branch CE, 3.3 percent.
- The highest (17%) number of the respondents was from GRIET College.
- A majority of the male (71.0%) and female (61.5%) respondents came to know about the Internet through friends.



- A majority (43.8%) of the male and about one third (39.8%) of the female respondents used the Internet daily.
- A majority of the male respondents (42.3%) were spending 30-60 minutes for browsing the Internet where 42.1 percent of the female respondents used to spend 1-2 hours for browsing the Internet.
- Most (81.5%) of the male and 80.3 percent of the female respondents replied that Google chrome was the most frequently used web browser.
- A majority (75.3%) of the male respondents were using the Internet for Seminars/projects where 93.4 percent of the female respondents were using the Internet for Career development.
- Most (76.5%) of the male and female (78.3%) respondents mentioned that they had e-mail addresses in G-mail.
- More than ninety five percent (97.6%) male and 87.2 percent of the female respondents wished to browse the Internet in their college libraries.
- A majority (64.9%) of the male respondents opined that libraries were helpful for their higher studies and job searching on Internet where 70.4 percent of the female respondents using the Internet for E-books.
- A majority (62.4%) of the male ECE students and female CSE students (53.7%) opined that the main problem they were facing while using the Internet in their institutions was about slow connection of Internet.
- A majority (86.6%) of male respondents replied that they required formal training in using the Internet.
- Out of 596 male respondents ME students (96.3%), IT (95%), EEE (90.6%), CSE (84.7%), ECE (81.8%) and CE (65.2%) replied that they required formal training in using the Internet.
- Out of 304 female students, IT students (96.2%), ECE (92.1%), CSE (90.3%), EEE (89.8%), ME students (83.3%) and CE (71.4%) mentioned that they required formal training in using the Internet.
- Almost cent percent (99.3% female and 97.1% male) respondents expressed that they had high impact of libraries on their ability to use Internet for their education purpose.
- Majority (64.8%) of the respondents strongly agreed that libraries were offering trustworthy services and resources on use of Internet.
- Most (84.7%) of the respondents strongly agreed that libraries enhanced their potentiality to locate and retrieve the required information on Internet.
- Most (82.9%) of the male and 88.2 percent of the female respondents were satisfied with their libraries' role towards usage of Internet effectively.

## 8. Recommendations

The following are the recommendations made by the investigator on the basis of the analysis of the data.

Based on the findings of this study, Most (73%) of the respondents strongly agreed that their respective libraries were offering trustworthy services and resources on use of Internet followed by 25.6 percent who mentioned that they agreed and the remaining 1.4 percent disagreed in this regard. Most (81.2%) of the EEE respondents, CSE (78.9%), ME (75%), CE (73.3%), ECE (63.5%) and 60.2 percent of the IT students strongly agreed that their libraries were offering



trustworthy services and resources on use of Internet effectively. Therefore, the existing libraries need to be rejuvenated by:

- Reorganizing in the modern perspectives.
- Introducing emerging innovative practices.
- Developing collections with digital resources.
- Making their services available through skilled manpower.
- Increasing budget for the libraries to procure digital resources.
- Connecting to the internet so as to make accessible to library web-based resources.
- Conducting user education programme from time to time to make them aware of the challenges of leadership in digital era and
- Extending library hours as per the demand of the users.

**10. Meanwhile, measures are to be taken by the institute libraries through following methods:**

- Building a library staff team with the appropriate skills.
- The library should organize a training program for the library professionals so that they are able to assist users and they can work with comfort in the technical environment.
- Joining consortium and other “buying clubs”.
- Determining and revising strategies for E-resource acquisition.
- Making co-ordination and co-operation with the academic departments and management of the institutions.
- Trying to acquire related open access resources from the net.

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