

**INFORMATION SEARCH STRATEGIES  
OF RESEARCH SCHOLARS FOR  
LIBRARY Vs INTERNET IN BBAU,  
LUCKNOW: A COMPARATIVE STUDY**

*A Dissertation Submitted for the Award of the Degree*

of

**MASTER OF PHILOSOPHY**

in

**LIBRARY AND INFORMATION SCIENCE**

*Under the supervision of*

**Prof. Shilpi Verma**

*submitted by*

**Kavita**



**BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY  
(A CENTRAL UNIVERSITY), VIDYA VIHAR, RAEBARELI  
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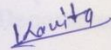
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## DECLARATION

I hereby declare that the dissertation entitled "**INFORMATION SEARCH STRATEGIES OF RESEARCH SCHOLARS FOR LIBRARY Vs INTERNET IN BBAU, LUCKNOW: A COMPARATIVE STUDY**" submitted by me for the award of the degree of Master of Philosophy in Library and Information Science to the Department of Library and Information Science, Babasaheb Bhimrao Ambedkar University, Lucknow, Uttar Pradesh is research carried out by me under the supervision of **Prof. Shilpi Verma**, Professor in Department of Library and Information Science, Babasaheb Bhimrao Ambedkar University, Lucknow, Uttar Pradesh. To the best of my knowledge any part or whole of the dissertation has not been submitted elsewhere for the award of any other degree or any qualification of any university or examining body. I also declare that the dissertation is essentially free from all kinds of plagiarism.

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Place: Lucknow

  
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Research Scholar

### CERTIFICATE

This is to certify that the dissertation title "INFORMATION SEARCH STRATEGIES OF RESEARCH SCHOLARS FOR LIBRARY Vs INTERNET IN BBAU, LUCKNOW: A COMPARATIVE STUDY" submitted by Kavita is an original research work and has not been previously submitted in part or full for the award of any other degree or diploma to this or any other university.

The dissertation submitted to Babasaheb Bhimrao Ambedkar University Lucknow satisfies the entire requirement as stipulated in the *Master of Philosophy (M. Phil) regulation, 2016* and it is fit for submission and evaluation for the award of the degree of Master of Philosophy of the University.

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# PREFACE

This study was conducted to compare Internet use and library use among research scholars of Babasaheb Bhimrao Ambedkar University, Lucknow. It was based on the assumption that research scholars use the Internet more than the library. Literature on library and the Internet were reviewed. The researcher adopted convenient sampling technique to select the sample for the study. Data was collected using questionnaires. Collected data was statistically analyzed and interpreted using the Statistical Package for the Social Sciences. Findings of the study indicated students do not bypass the library in satisfying their information need. They use both the library and the Internet, although Internet usage was more than the library, hence the Internet was the most preferred source of information. It was recommended that the library should be upgraded to meet recent advancement in research.

**Chapter1: Introduction:** Introduction of the thesis is presented along with the problem statement, objectives and methodology along with justification of Information search strategies of research scholars for library Vs internet in BBAU, Lucknow: a comparative study.

**Chapter 2: Profile of University:** an insight of the University is presented. Brief history of the organization responsible for the widespread use of the library is presented.

**Chapter 3: Literature Review:** Literature review is presented and issues in existing library searching techniques and internet searching techniques.

**Chapter4: Analysis and findings:** Analysis and findings of data which is collected from research scholars of BBAU, Lucknow, are discussed in chapter 4 which gives information about various studies done in the field of library and information science at related topics.

**Chapter5: Conclusion:** A conclusion about the study is presented and recommendations for future research are presented.

## **CHAPTER- 1**

### **INTRODUCTION**

Information is fateful and an inevitable component of regular life as well as the educational atmosphere. The information searching for is a consistent movement that includes seeking, finding and utilizing data for any one's needs. In any educational institute or organization, student and faculty both need to use information daily in their various academic efforts. Globally emerging information based societies need information and knowledge to sustain their growth and prosperity. Knowledge and information has become wealth generator as intellectual capital is an investment. In this scenario, nobody can deny the role of libraries as one of knowledge repositories. National wealth is calculated by measuring the knowledge and information wealth of the country. At the same time internet is broad field to contain information.

Every individual needs several types of information. People involved in academic activities need information likewise conceptual or detail information, information regarding current issues. But person engaged in research activity mostly needs all types of information on a particular topic. Several purposes of information needs influence the library visit of the users.

Research scholars have some special purposes of information needs and their needs are slight different than common users. Common users usually need information for daily business as well as for entrainment but research scholars need information regarding their research work. They ever in search of such documents that can fulfill their information

query. Library is a place where they get appropriate information. There are several types of information sources available in the library.

In recent decades, the library was the just a single alternative for the source of data and built up the new thoughts. The vast majority of individuals were thoroughly depending on the library for the satisfaction of their data requiring. A few people view libraries as pointless because of the accessibility of data on the web. Then again, others trust that libraries can, in any case, assume a critical job in the field of training and research advancement. A library is considerably more than methods for circulation of data. Library built up a wide range of administrations to meet the instructive goals of their parent foundations.

Generally, human beings connect with each other via the Internet and do their important works like engage in gossiping, shopping and many such other routine and academic tasks. Now, academic and routine life is dependent partially or fully on the Internet. Information and Communication Technologies (ICTs) play a significant role in controlling, storing and disseminating proper information to the digital consumer.

The development of computers and media transmission innovations in ongoing decades has had an extraordinary effect on conventional data safeguarding, securing, association, arrangement, access, and recovery. A significant number of these advancements have been incorporated into library tasks, for example, procurement, indexing, and dissemination bury library advance, and reference administrations. The present library exercises are never again kept to their physical domains. Numerous libraries are electronically arranged and depend vigorously on computers and media transmission

innovations as methods for giving library and data administrations. Data can be put away in different electronic structures and transmitted at rapid over electronic systems to wherever there are computers offices to get it. Information available and accessible online is massive. To make maximum use of this information and to avoid frustration while looking for relevant information, the user should have search skills that include being familiar with search techniques. The use of search techniques and strategies aims at helping the user retrieve relevant and quality information.

## **1.1 Information searching in library**

There are various searching techniques in library. Some of the major techniques are discuss bellow:

### **1.1.1 Subject headings**

**Subject headings** describe the content of each item in a database. Use these headings to find relevant items on the same topic. Searching by subject headings is the most precise way to search article databases. It is not easy to guess which subject headings are used in a given database.

For example, the phone book's Yellow Pages use subject headings. If you look for "Movie Theatres" you will find nothing, as they are listed under the subject heading "Theatres - Movies."

In subject headings, pre-defined "controlled vocabulary" words used to describe the content of each item (book, journal article) in a database. The results usually very relevant to the topic in subject heading searching.

### **1.1.2 Keyword Searching**

In this approach, users use a keyword or set of keywords that, in their opinions, best characterizes their information needs in Library. A keyword search allows one to search for keywords and phrases across the major fields of the catalog: authors, titles, series, subjects, notes, contents notes, and publishers. Unlike the other search options, the Keyword Search can find words and phrases within a title, series, author, or subject.

### **1.1.3 Author search**

An author search allows browsing for items by author. An author is the person, artist, composer, government body or organization responsible for the creation of the content of a work.

### **1.1.4 OPAC**

An online public access catalog, also known as OPAC, is an online database of all the resources and materials held by a particular library. It is a card catalog, of sorts, that is accessed via computer or other electronic device. Online public access catalogs could potentially replace the old fashioned card catalog as a means of helping library visitors locate the resources they seek. Users are able to search the database electronically, which

can provide them with a quicker and more thorough means of locating necessary information, resources, books, literature, or other materials.

One of the unique aspects of an online public access catalog is that it is user-friendly and accessible by all parties. That means that anybody, regardless of their age, status, or even their level of knowledge about computers, is able to use the system.

If help is needed in a search, the system itself is designed to offer that assistance by use of various prompts, suggestions, help topics, FAQs, and even error messages when needed. Search results are displayed in a format that is easy to read and understand.

## **1.2 Information searching technique on internet**

### **1.2.1 Boolean Operators**

Boolean logic is a logical relationship of search terms. It is named after the British mathematician George Boole (1815-64). Boolean logic is used to narrow or focus the search or to broaden the search depending on the information that the user wants to retrieve. Boolean logic helps the user to achieve relevancy in the search results and it also assists in quick retrieval of information. The logic uses the following operators AND, OR, NOT:

- AND – Narrows the search
- OR - Broadens the search
- NOT – excludes unwanted words or concepts to focus the search

Example: Communication **AND** Technology (2, 23, 00, 00,000 searches)

Communication **OR** Technology (11, 84, 00, 00,000 searches)

Communication **NOT** Technology (3, 40, 00, 00,000 searches)

### 1.2.2 Truncation and Wildcard Searches

Truncation is a searching technique used in databases in which a word ending is replaced by a symbol. Frequently used truncation symbols include the asterisk (\*), a question mark (?) or a dollar sign (\$). Different databases use different truncation symbols so it is important to check the database 'Help' information or 'Search Tips' for details about which symbol to use. Truncation enables different forms of a word to search for simultaneously, and will increase the number of search results found.

For example: If the truncation symbol is \*, then the truncated word, laugh\*, will search for results containing laugh, laughter, laughing etc.

For example: **hum\*** will search for results containing humor, but it will also retrieve unrelated terms like human, humbug, hummers, hummus etc.

Wildcard: Wildcards are symbols used in database searches to represent a letter or letters in a word. Wildcards can be useful when searching for information because they enable different forms or spelling of a word to be searched simultaneously. Frequently used wildcard symbols include the question mark (?), the pound/hatch symbol (#) or the asterisk (\*).

Different databases use different wildcard symbols so it is important to check the database 'Help' information or 'Search Tips' for details about which symbol to use.

For example, in Ebscohost databases: use ? to find one character only, or # to find one or more characters. For example:

- **wom?n** will search for information containing the words **woman** or **women**
- **hum#r** will search for information containing the words **humor** or **humour**.

### 1.2.3 Keywords Searching

Words or phrases that define the content on which website are publishing information. Keywords are repeated in websites. Search engines filter website pages available on internet that are best matched with the user provide queries.

Example: information behavior, technology etc.

### 1.2.4. Phrase Searching

This technique surrounds the search keywords in quotes “...” It instructs the search engine to search only words that appear side by side inside the quotes. This method narrows search results significantly leading to more relevant results. An example of a phrase search “HIV/AIDS and tuberculosis” would only retrieve records focusing only on HIV/AIDS and tuberculosis together.

A search example from Google on “HIV/AIDS and tuberculosis” as a phrase retrieves about 2,98,000 results while as a search statement on HIV/AIDS and tuberculosis retrieves about 3,60,00,000 results. There is huge difference in the amount of records retrieved without the use of the quotation marks.

### **1.3 Statement of problem**

The problem was chosen for the study entitled "information search strategies of research scholars for library v/s internet in BBAU, Lucknow: a comparative study". The Babasaheb Bhimrao Ambedkar University has a number of research scholars in its various departments. In university, there is a central library named as Gautam Buddha central library and the departmental libraries are available for fulfilling the need of the research scholars. The collections of these departmental libraries are subject specific.

The University gave full Internet availability from later past years to improve the open doors accessible to the scholarly network. The Internet was not intended to get rid of research in the library. Despite the fact that the Internet has many points of interest, it can't be contrasted and that of the customary sources.

The researcher has noticed that research scholar of Babasaheb Bhimrao Ambedkar University, Lucknow waste a lots of time in the searching of information on the Internet as compared to library. The main purpose of the study was to compare use information search strategies by the research scholars of Babasaheb Bhimrao Ambedkar University, Lucknow for searching information in library and internet.

### **1.4 Objectives of the study**

The study seeks to accomplish the following objectives:

- To investigate the extent of use of library books as a source of information by research scholars

- To ascertain the Internet search strategies used by research scholars while searching the Internet for research
- To determine the problems faced by the research scholars while using the Internet as compared to the library.
- To make recommendations for the effective utilization of the library & internet resources.
- To find out the strategies for enhancement of the use of the Internet and library Search by research scholars for research

### **1.5 The scope of the study**

This study highlights the effective use of the library and to determine the challenges and problems faced while using the internet and the library by the research scholars of Babasaheb Bhimrao Ambedkar University.

### **1.6 Hypotheses**

H1. Most of the research scholars in Babasaheb Bhimrao Ambedkar University uses the internet as a source of information.

H2. The research scholars faces lots of problems in using library resources as compared to the internet.

### **7. The significance of the Study**

This study will be carried out in order to ensure the searching services available in the library and which can be accessed on the Internet. It is considered that the results of the

study will help to enhance service delivery and searching techniques to research scholars in the Babasaheb Bhimrao Ambedkar University. This study will also cover the existing literature on scholars' information behavior patterns and their information needs.

## **1.8 Research Limitations**

This research only examined the comparison of information search strategies on internet and library in one university library, which may not be persuasive enough to portray the general phenomenon in all libraries and organizations. Research scholars and staff in other university libraries would need to be interviewed to obtain more data if more time had been available for this study.

## **1.9 Methodology**

This study is conducted to compare the information search strategies among research scholars of BBAU, Lucknow in the library and the internet. The research is based on the assumption that research scholars of Babasaheb Bhimrao Ambedkar University, Lucknow use the Internet more than the library. The comparative research methods was adopt for the study to compare library and Internet search strategies. The researcher collected data from research scholars of BBAU Central University, Lucknow.

Since the research was done on the campus and facilities available on that campus, it will be unfair to generalize the conclusion and findings to other campuses with different facilities and types of equipment. The time duration of the study is from 2018-19. So the study will be limited to that duration only.

### **1.9.1 Population**

The target population of this study is the research scholar of the Babasaheb Bhimrao Ambedkar University, Lucknow, is around 600 research scholars. Simple random sampling is used for the study.

### **1.9.2 Data Collection Tool**

The data collection tool of the study is the questionnaire. The data gathered from both primary and secondary sources of information. The secondary sources of data for the study include internet, journals, magazines, and the text books. The primary source of data is the questionnaire.

Data analysis is done on MS-Excel.

## **1.10 Conclusion**

The foundations for the thesis have been laid by this introductory chapter. It introduced the research problem and defined research goals. Here, the methodology was briefly described. An overview of the objectives and scope of this research were provided.

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Chen, H., Houston, A. L., Sewell, R. R., & Schatz, B. R. (1998). Internet browsing and searching: User evaluations of category map and concept space techniques. *Journal of the American society for information science*, 49(7), 582-603

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## CHAPTER-2

### LITERATURE REVIEW

The intended purpose of this chapter is to examine the literature related to information search strategies in library Vs internet further extend academic research, and providing an insight into some of the outstanding and crucial issues hindering the growth of technology in libraries. There is a strong need to address these issues in order to provide a greater visibility and training to the user.

In this chapter literature review, Most of the existing research in the area of Library and Information Science consists of studies related to information search strategies of students, methods learning of various search techniques, use of internet by research scholars, use of library and internet as a source of information.

Kohnen and Saul (2017) evaluate a record of the poll discussion at an elite university in the United States with college learners in a Science Communication course. They reviewed the record and recognized six "rules" used by the learners to find data online, rules which were quite distinct from those officially taught in classrooms and conclude with suggestions to practice Search on the internet in a more simplistic way to prepare all learners for an information-dense future.

Kumah (2015) found in his study that in satisfying their information needs students does not bypass the library. They use both the library and the Internet, although the Internet is used more than the library and it is also the most preferred source of information among the research scholars. The students also make use of sources of information such as the

media, interaction and speech notes with their lecturers and experts in their research areas.

Shukla, p., & mishra, r. (2011) did the study on the topic “Use of e-resources by research scholars of institute of technology, Banaras Hindu University, India”. The purpose of their study is to investigate the problems faced by research scholars in accessing e-resources, their views on usefulness of e-resources compared to that of print resources and the place from where they prefer to access information. They found in their study that because of its various good features, researchers prefer e-resources to print resources for their research progress.

To search e-journal, keyword searching method is most popular method among the research scholars, whereas publication date carries the least percentage of all options. (Ali, P. M., & Nisha, F., 2011)

Gupta, V., & Lehal, G. S. (2009) said in his article that the text mining is most important area of research. Search and Retrieval is used for searching internal documents collections. They found in his study that appropriate text mining is much difficult task on internet at the time of information explosion. Text mining is a young interdisciplinary field which draws on information retrieval, data mining, machine learning, statistics and computational linguistics.

Tsai, M. J. (2009) done a study on “Online Information Searching Strategy Inventory (OISSI): A quick version and a complete version” in which he developed a tool to evaluate students online searching strategies based on a framework of three fields and

seven aspects. The researcher found in his study that students revealed a major gender difference in behavioral and procedural strategies.

Biradar, B. S., & Kumar, B. T. (2008) clearly found in their study that most of the respondent is aware with various search strategies of different search engines and only few of them are not aware of searching strategies. In case of the University of Karnataka, Mangalore University and the Indian Institute of Science is 100% aware of the search strategy of different search engine.

Bansode, S. Y. & Pujar, S. M. (2008) highlights the method of locating information and searching techniques used by research scholars in retrieving information in his study entitled as "Use of internet by research scholars at Shivaji University, Kolhapur". They found in his study that research scholars use internet for their research, entertainment and communication process. The result suggests by them is there is need of the training programs to improve searching techniques and more awareness about internet services to research scholars.

Madhusudan M. (2007) examines the use of internet among the research scholars of the Central Science Library (CSL), University of Delhi, India. The prime objective of his study was to find out the current trend of information searching strategies using by research scholars for their research work. He found in his study that Boolean logic, truncation and wildcards are the most used searching techniques among the research scholars while subject gateways is the least used navigation tool. The researchers faced problems because of lack of skills & training, slow internet connectivity and inadequate computers with internet facility.

Robinson (2005) describes that in 2004, seventy million American adults signed on the Internet in a run of the mill day. More than 95 percent of U.S. open libraries gave Internet get to students, numerous staff and laypeople swing to online data sources before print or the library. Accordingly, library use, particularly for a stroll in reference questions and planning for school and school reports has declined.

Understudies not just utilize the Internet to scan for materials to complete their task, yet in addition use it to assemble assets to supplements curricular offering, (Adomi, 2003).

Tsai, M. J., & Tsai, C. C. (2003) selected eight subjects randomly from the pool of 73 collages based on mixed genders levels of Internet self-efficiency for their study. The purpose of this study was to explore the information search strategies of students in web-based science learning activities and further examine the influence on these strategies of the Internet self-efficacy of students. The results showed in the study that students with high Internet self-efficacy had better information search strategies and learned better in a web-based learning task than those with low Internet self-efficacy.

Liew et al. (2000) investigation of graduate students end-clients' present use and view of e- journals contrasted and their print partners showed a developing enthusiasm for e-journals. There was a solid acknowledgment of an exclusive standard and excitement for future e-journals, in spite of the fact that with a few reservations.

Dike (2000) states that one reason why understudies lean toward digital innovation is on the grounds that it gives moment access to data from an assortment of decisions; what's more, this persuades them to learn.

After training, the efficiency of student's information searching on electronic media was increased. This increase was associated with attitudes, sensory perceptions, search quality, etc. (Ren, W. H., 2000)

In the equivalent vain, William (1999) opines that understudies utilize the Internet to send and get messages utilizing electronic mail, Internet calling, console talk and video conferencing.

Chen (1998) featured that the Internet is utilized for hunting down useful data on an explicit issue because of the enormous, assorted variety and volume of data contained.

Chen, H., Houston, A. L., Sewell, R. R., & Schatz, B. R. (1998) discussed about various searching techniques on internet. They found that majority of respondent use keyword searching technique to fulfill their information need.

Simon, C. E. (1995) found in his study that generally many students considered themselves as independent library explorers with knowledge of database searches, but they tended to search far too wide or too haphazardly. At the same time students happy with their results but they agreed for prior training which would be helpful in their searching strategies.

This chapter presents various issues and solutions associated with the information search strategies on internet as well as information search strategies in libraries. This thesis further reports the profile of the Babasaheb Bhimrao Ambedkar University, Lucknow.

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## **CHAPTER- 3**

### **PROFILE OF BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY, LUCKNOW**

The focus of this study was to examine the information search strategies of research scholars of BBAU, Lucknow for library Vs internet. For this purpose, it is essential to study the existing status of the Babasaheb Bhimrao Ambedkar University, Lucknow and the library attached with the university. This chapter provides background information about the Babasaheb Bhimrao Ambedkar University, Lucknow and university library. The collections of data were gathered from University website, examining library brochures, websites and annual reports of universities.

This chapter sets with the background of the study of Babasaheb Bhimrao Ambedkar University, Lucknow and viewing its history. Further, the various school and departments are discussing bellow.

#### **3.1 Background Information of the university**

Babasaheb Bhimrao Ambedkar University was founded on 10 Jan 1996 to update Dr. Ambedkar's vision of a culture of equality and enlightenment. In principle, all BBAU's academic, research and out - of-reach programs, including the Act and Statutes of the University, are advised by Dr. Ambedkar's fundamental philosophy of making education the instrument for a holistic socio-cultural transformation that first addresses the aspirations of our society's most disadvantaged segment.

Babasaheb Bhimrao Ambedkar University is a fairly well-spread, student-centric Institute, with more than 4800 students enrolled in a broad range of graduate, post-graduate & doctorate programs including several professional schools. The 51 new innovative and contemporary courses started in the fall of 2013 amply reflect a world-class hub for education and innovation, featuring the latest in classroom teaching technology, an Industrial Courtyard for collaborative work with the top regional and national institutes and research labs.

With a firm dedication to scholars, and the heightened realization that this is no ordinary time for higher education, BBAU is determined to grasp the extraordinary opportunities available to it by introducing innovation, accelerating growth and setting higher targets for achievements, both in academics as well as infrastructure development. In order to fulfill the goal of achieving academic excellence, BBAU's academic pursuits have gained immense momentum due to the extensive developments which have occurred in the last two years.

In an effort to integrate the BBAU mission of shouldering social responsibilities, contributing the knowledge resources impartially, and serving the public purposes, it has been noticed that various inclusive, society-oriented programs have been recently started such as; introduction of additional seats for single girl child, cancer and thalassemia patients; free education for students belonging to the below poverty line/ BPL card holder, and orphans; adoption of underdeveloped, resource - limited colonies for dissemination of education and creation of awareness for social and environmental issues etc.

With full cooperation and hard work, the University has been represented externally, both within the India and overseas; secured a financial base sufficient to allow the delivery of the University's mission, aims and objectives; carried out certain important ceremonial and civic duties; developed the leadership and managerial skills of faculty who have demonstrated exceptional ability and administrative promise; and encouraged faculty for conducting many programs and workshops for the growth, development and advancement of our faculty.

In the coming year, BBAU will be taking up a range of other activities designed to further preserve our environment; provide learning experiences that develop inter-culturally capable graduates who can make a difference as socially and ethically responsible global citizens; address many obstacles confronting excellence within the University by enforcing strong leadership at all levels in academic, student life, service, and administrative areas; develop a student-centered success culture and a staff-centered enabling culture; advance the international reach and influence with rigorous scholarship, collaborations, professional preparation, and strategic initiatives, focus on emerging global educational trends and fair and sustainable human development; digging more rain harvesting pits; and planting more trees. The University also plans to own a radio station for the dissemination of community oriented information, education and knowledge.

### **3.2 Major Highlights of the BBAU, Lucknow**

- A Central University
- An emerging center of excellence in postgraduate programs of teaching, research and innovative extension

- Highly qualified and motivated faculty
- Computer Centre with Internet facility
- Internet connected Library and LAN
- Information & Guidance Bureau and Placement Cell

### **3.3 Objectives of the University**

The objectives of the University are:

1. To promote advanced knowledge by providing instructional and research facilities for integrated courses in Science and key frontier areas of Technology and other allied disciplines;
2. To offer appropriate courses relevant for the development of socially and educationally depressed section of the people, including agricultural technology and rural crafts;
3. To promote the study of the principles for which Babasaheb Bhimrao Ambedkar worked during his lifetime, namely, national integration, social justice and democratic way of life, and also study of the Constitution of the World;
4. To take appropriate measures for promoting innovations in teaching-learning process in inter-disciplinary studies and research; and
5. To pay special attention to the promotion of educational and economic interests and welfare of the people in general and members belonging to the SC/ST in particular.

### **3.4 Various schools of BBAU, Lucknow**

#### **3.4.1 School of Environmental Sciences**

1. Department of energy & environment (1997)
2. Department of earth sciences(2015)

#### **3.4.2 School of Life Sciences**

1. Department of Biotechnology (2005)
2. Department of Zoology(2001)

#### **3.4.3 School of Home Sciences**

1. Department of Human Development & Family Studies

#### **3.4.4 School of Ambedkar Studies for Social Sciences**

1. Department of Sociology
2. Department of History
3. Department of Political Science
4. Department of Public Administration

#### **3.4.5 School of Information Science and Technology**

1. Department of Library & Information Science (1997)
2. Department of Information Technology (2006-07)
3. Department of Computer Science (1997)

#### **3.4.6 School of Management Studies**

1. Department of Rural Management (2010)

#### **3.4.7 School of Physical & Decision Sciences**

1. Department of Chemistry (2010)
2. Department of Mathematics (2010)
3. Department of Physics (2010)
4. Department of Statistics (2010)

**3.4.8 School of Languages and Literature**

1. Department Of Hindi (2013)

**3.4.9 School of Economics & Commerce**

1. Department of Economics (2000)

**3.4.10 School of Education**

1. Department of Education

**3.4.11 School of Agricultural Sciences & Technology**

1. Department of Horticulture

**3.4.12 School of Biomedical & Pharmaceutical Sciences**

1. Department of Pharmaceutical Sciences(2010)
2. Department of Microbiology (2007-08)

**3.4.13 School of Media and Communication**

1. Department of Mass Communication & Journalism (2008)

**3.4.14 School of Legal Studies**

1. Department of Human Rights
2. Department of Law (2007-08)
3. Center of Post Graduate Legal Studies(2013)

**3.4.15 School of Vocational and Futuristic Studies**

1. Community College

**3.4.16 School of Engineering and Architecture**

1. Department of Civil Engineering
2. Department of Computer Engineering
3. Department of Electrical Engineering
4. Department of Electronics & Communication Engineering
5. Department of Mechanical & Automobile Engineering

### **3.5 Gautam Buddha Central Library**

The Central Library of the University was established in January, 1998. Keeping with the vision and mission of the Babasaheb Bhimrao Ambedkar University (BBAU), In keeping with Babasaheb Bhimrao Ambedkar University (BBAU)'s vision and mission, the library created to support understanding and implementation through efficient dissemination of knowledge and data. The Central Library has been adapting new technologies strategically for providing web based information services to the library users. There are major six sections in Library:

1. Acquisition Section
2. Technical Section
3. Circulation section
4. Periodical section
5. Cyber Section
6. Thesis Section

#### **3.5.1 Cyber Section**

The strength of the section is 50 computers, but presently, a total of 25 computers with the facility of access to the internet are functioning. The Library has Wi-Fi enabled access to the Internet where the users access the e-resources. The students are allowed to

use their Laptops and Tablets here. During the period, 21696 students visited in the section.

### **3.5.2 Library Automation**

The Library partially automated by using an Open Source Software namely Koha. Automation work in several sections such as circulation, technical section has started with the help of Koha. More than 49426 Books/Theses/Dissertations entries have migrated to this software.

### **3.5.3 Collection of library**

- Books- 50611
- Thesis/dissertation – 1540
- E-Resources- 40500
- Print journal- 84
- Magazines – 54
- Newspaper -24

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## CHAPTER-4

### DATA ANALYSIS AND INTERPRETATION

In continuation with the previous chapter of the thesis, the analysis & interpretation of data collected is given below.

In this section, the data obtained in relation to the research questions were organized and analyzed. Responses from the collected data were analyzed and interpreted using the MS-Excel into frequencies with the corresponding percentages and tables to illustrate the results of the study. The researcher adopted direct entry of data into the system. MS-Excel offered an easy graphic user interface that made coding data very simple.

#### 4.1 Background of the research scholars

In order to ascertain the background information of the research scholars, the researcher were required to state the status of respondent in BBAU, Lucknow and their age.

##### 4.1.1 No. of Respondent

The table & figure shows the total no and percentage of respondent in university in comparison to the total no of the research scholars in BBAU, Lucknow.

**Table 4.1.1 Total Response**

<b>Total no. of research scholar in university</b>	<b>Total no of questionnaire distributed in university</b>	<b>Total no. of response received from university</b>	<b>Percentage</b>
600	275	240	87%

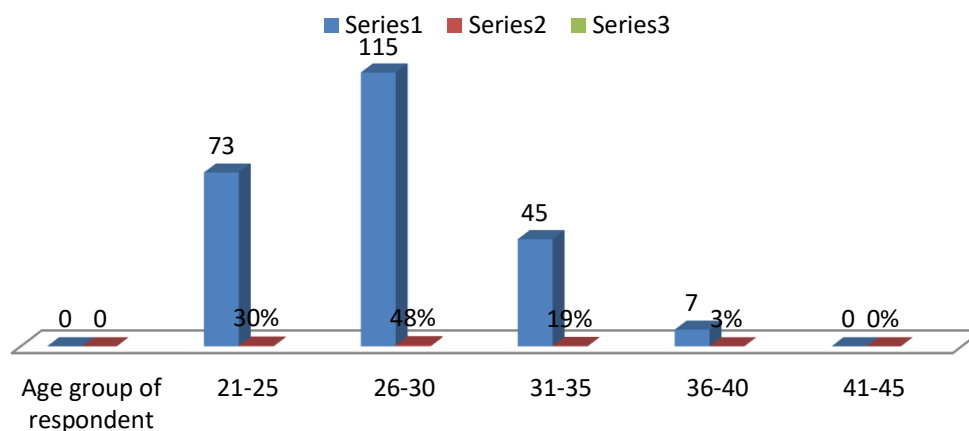
The results show in the table 4.1.1 that 87% research scholar's filled questionnaire.

### 4.1.2. Age of Respondents

Analysis of data about the age of the research scholars in BBAU, Lucknow

**Table 4.1.2 Age of respondent**

Age group of respondent	No of respondent	Percentage
21-25year	73	30%
26-30year	115	48%
31-35year	45	19%
36-40year	7	3%
41-45year	0	0%



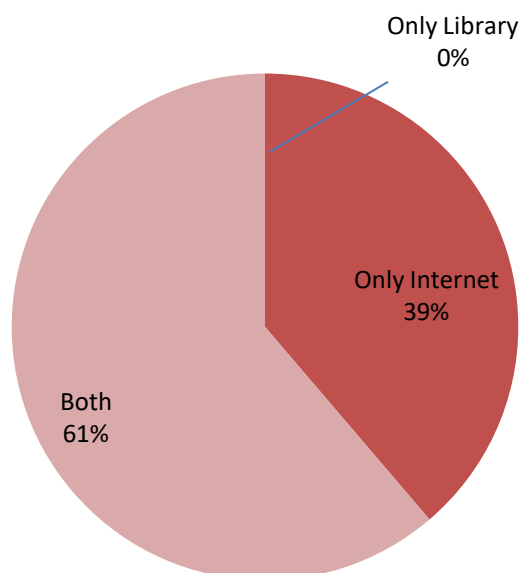
**Figure 4.1.2.Age of respondent**

The raw data for the study revealed that the age of the respondents ranged between 21 to 45 years. It was observed that 48% (110) of the research scholars were between the age brackets of 26-30 years. About 30% (73) were between the ages 21-25 years. Those within the age group of 31-35, were 45 representing 19% of the respondents. Those between 36-40 were very few, (7) representing 3% of the 240 respondents. The 0% of research scholars at ages between 40-45 years.

## 4.2. Source of Preference for Information by Research scholars of BBAU, Lucknow

**Table 4.2. Source of Preference**

Source preferred by respondent	No. of Respondent	Percentage
Only Library	0	0%
Only Internet	93	39%
Both	147	61%



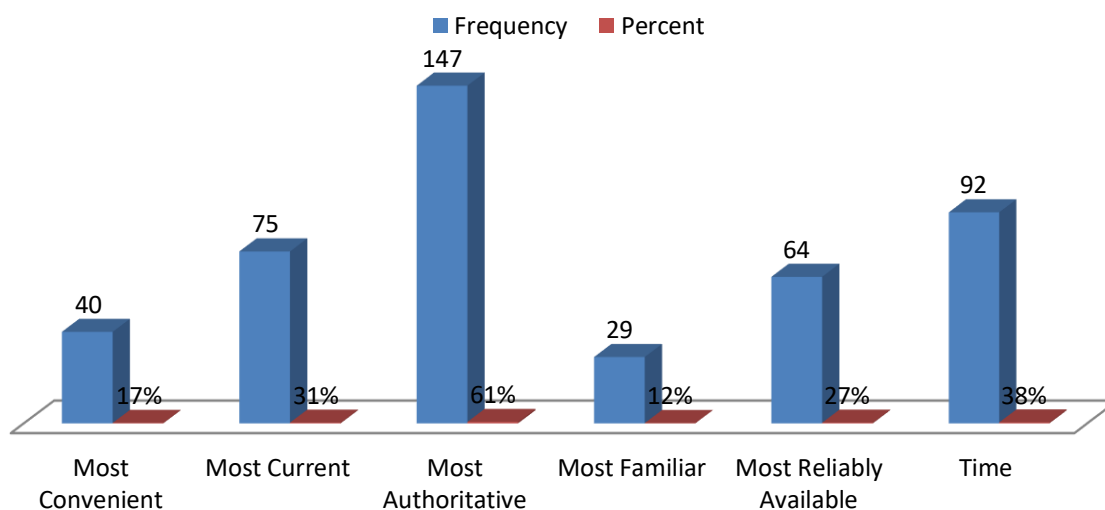
**Figure 4.2. Source preference by Respondent**

The results in table and Fig. 4.2 shows that 39% (i.e. 93) of the research scholar's responded that they use only internet while no respondent use only library. 61% (147) of the respondents indicated that they use both library and internet. The most effective means of obtaining useful information was by using the Internet. Generally, libraries and the Internet were the two main sources by which research scholars obtained information.

### 4.3. Factors that influence the selection of information sources

**Table 4.3 Factors**

Factors	No. of respondent	Percentage
Most Convenient	40	17%
Most Current	75	31%
Most Authoritative	147	61%
Most Familiar	29	12%
Most Reliably Available	64	27%
Time	92	38%



**Figure 4.3 Factors**

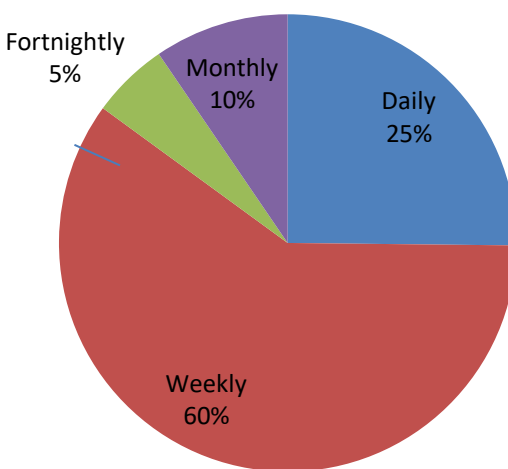
The result shows from above table and figure 4.3 that factors that influence selection of information of research scholars of BBAU, Lucknow are most authoritative 61% (147), timeliness 38% (92), most current 31% (75), most reliably available 27% (64), most convenient 17% (40) and least one most familiar 12% (29).

#### 4.4 Frequency of Library use by research scholars

In response to whether the respondents used libraries and internet both, about 61% (147) of the respondents answered in the affirmative. The results in below table show the frequency of use of the library by graduate students:

**Table 4.4 Library use by research scholars**

Frequency of library use	No. of respondent	Percentage
Daily	37	30%
Weekly	88	50%
Fortnightly	8	3%
Monthly	14	17%



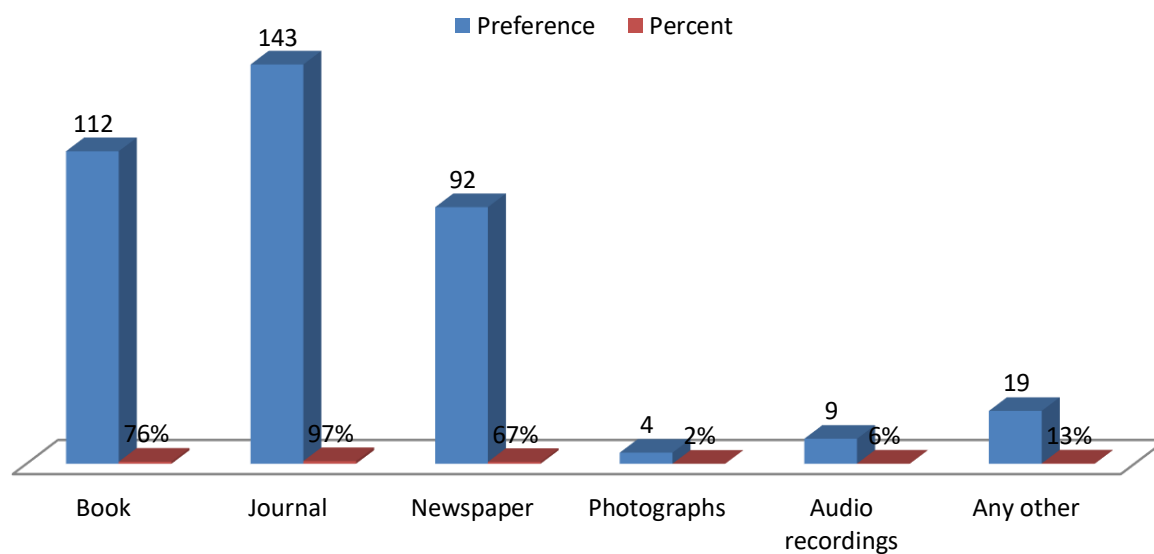
**Figure 4.4. Library use by research scholars**

It can be observed from Table and figure 4.4 that 30% (72) of the respondents use the library daily, 50% (121) use the library weekly, 3% (7) use library fortnightly and only 17% (40) had monthly used the library. This is quite encouraging to note that research scholars patronize the libraries for the purposes of research or sourcing for information to supplement notes.

#### 4.5. Preference to information resources by research scholar in library

**Table 4.5 Type of information**

Information resources	No. of respondent	Percentage
<b>Book</b>	112	76%
<b>Journal</b>	143	97%
<b>Newspaper</b>	92	67%
<b>Photographs</b>	4	2%
<b>Audio recordings</b>	9	6%
<b>Any other</b>	19	13%



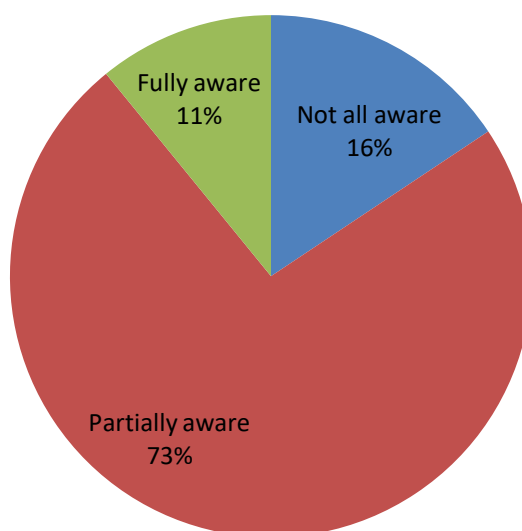
**Figure 4.5. Type of information**

From the above table and figure 4.5, it can be observed that journal is top most preference 97% (143) of research scholars of BBAU, Lucknow, the second preference of research scholars in library is books 76% (112) while 67% (92) research scholars prefer newspaper in library. A few 2% (4) prefer photographs and 6% (9) prefer audio recordings. 13% (19) prefer any other sources in library.

#### 4.6. Awareness of search strategies in library

**Table 4.6. Awareness of search strategies in library**

Awareness of search strategies	No. of respondent	Percentage
Not at all aware	23	11%
Partially aware	108	73%
Fully aware	16	16%



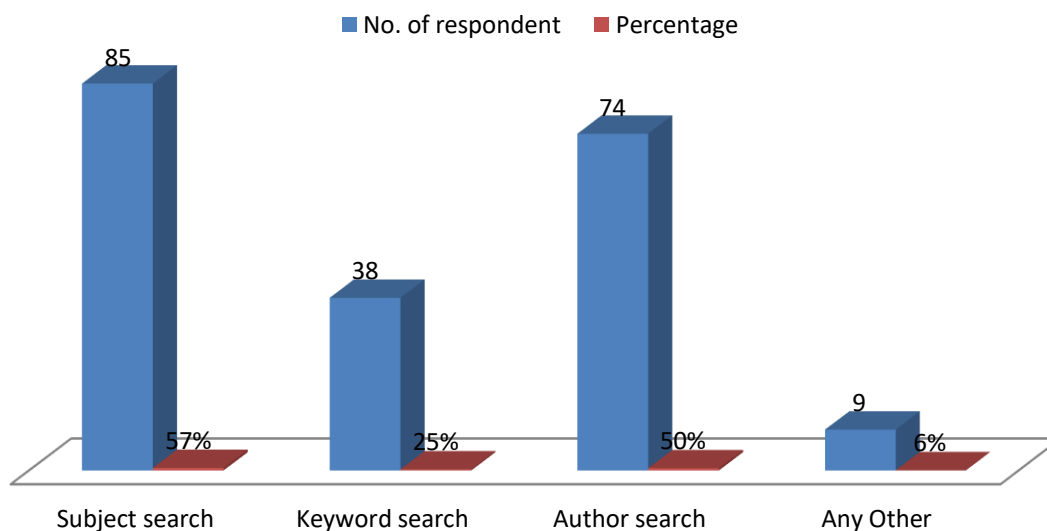
**Figure 4.6. Awareness of search strategies in library**

The result in the above table and figure 4.6 shows that 11% (23) of research scholars were not at all aware about the search strategies in library while 73% (108) are partially aware of the information searching strategies in library. Only 6% (16) research scholar were fully aware about the searching strategies in library.

#### 4.7. Searching techniques use by research scholars in library

**Table 4.7 Searching techniques in library**

Searching techniques	No. of respondent	Percentage
Subject search	85	57%
Keyword search	38	25%
Author search	74	50%
Any Other	9	6%



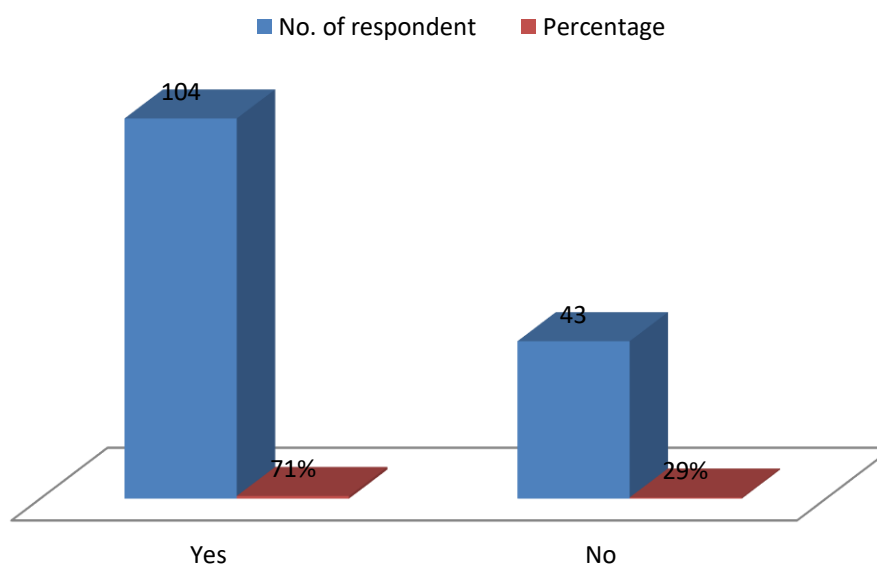
**Figure 4.7. Searching techniques in library**

The above table and figure 4.7 show that 57% (85) research scholars were aware with the subject searching technique in library, 25% (38) were aware with the keyword searching, 50% (74) were aware with the author searching. Very few no. of research scholars 6% (9) was aware with any other searching techniques in library.

#### 4.8. Use of OPAC by research scholars of BBAU, Lucknow

**Table 4.8 Use of OPAC by Research Scholars**

Use of OPAC	No. of respondent	Percentage
Yes	104	71%
No	43	29%



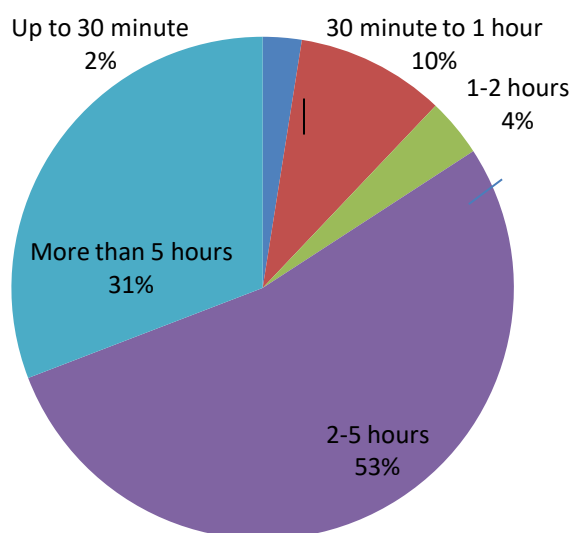
**Figure 4.8 Use of OPAC by Research Scholars**

The result shown from the above table and figure 4.8 that 71% (104) of the research scholars use OPAC for the information searching in library while only 29% (43) of research scholars of BBAU, Lucknow is not use OPAC to fulfill their query in library.

#### 4.9. Use of internet by research scholars of BBAU, Lucknow

**Table 4.9. Use of internet by research scholars**

Time	No. of respondent	Percentage
Up to 30 minute	6	2%
30 minute to 1 hour	23	10%
1-2 hours	9	4%
2-5 hours	128	53%
More than 5 hours	74	31%



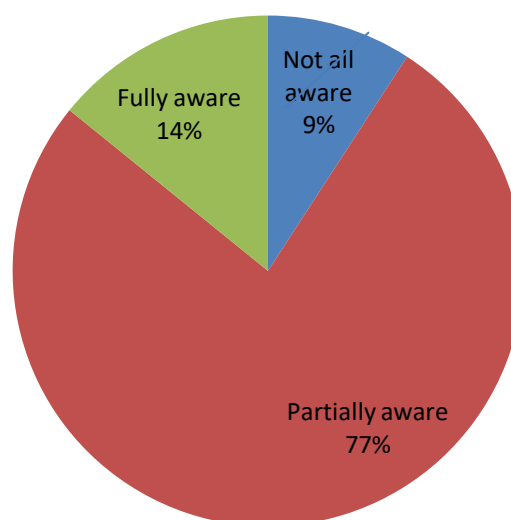
**Figure 4.8. Use of internet by research scholars**

The result from the above table and figure 4.9 shows that most of the research scholars 53% (128) use internet 2-5 hours and 31% (74) research scholars use internet more than 5 hours while 10% (23) research scholars use internet 30 minutes to 1 hour, 4% (9) research scholars use internet 1-2 hours and only 2% (6) of research scholars use internet up to 30 minutes.

#### 4.10. Awareness about the Internet Facility

**Table 4.10 Awareness about the Internet Facility**

Awareness of search strategies	No. of respondent	Percentage
Not all aware	22	9%
Partially aware	184	77%
Fully aware	34	14%



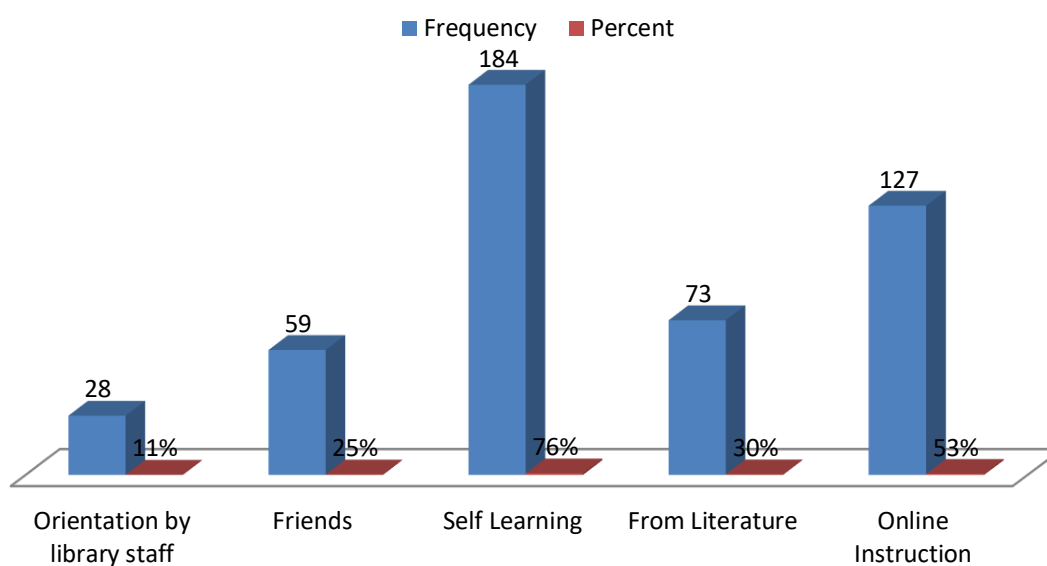
**Figure 4.10. Awareness about the Internet Facility**

It is shown from the above table and figure 4.10 that most of the research scholars 77% (184) are partially aware with the internet facilities, 14% (34) of research scholars are fully aware with the internet facility while only 9% (22) are unaware about the facilities available on internet.

#### 4.11. Methods of learning Internet

**Table 4.11 Methods of learning Internet**

Method of learning	No. of respondent	Percentage
Orientation by library staff	28	11%
Friends	59	25%
Self Learning	184	76%
From Literature	73	30%
Online Instruction	127	53%



**Figure 4.11. Methods of learning Internet**

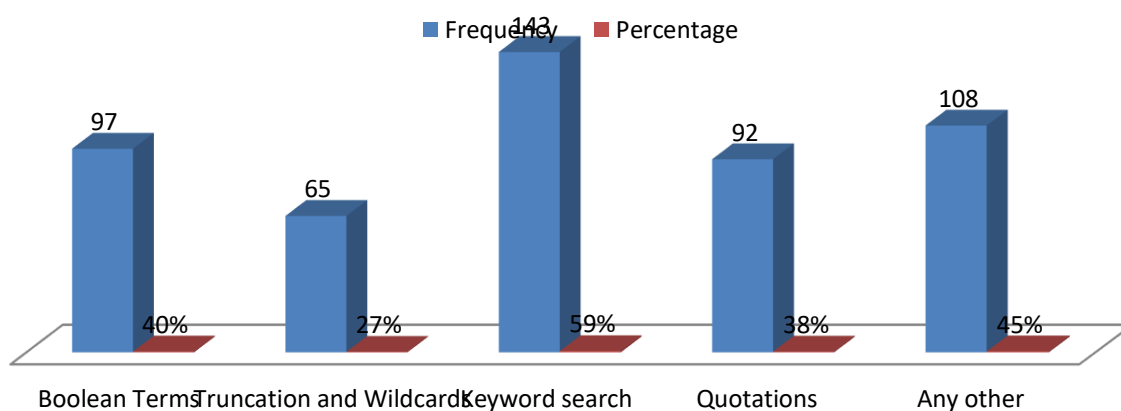
From the above table and figure 4.11 it can be observed that most of the research scholars 76% (184) use the self learning method for internet, 53% (127) of research scholars use online instruction for learning internet, 30% (73) research scholars learn internet from literature while 25% (59) learn internet from friends and 11% (28) learn internet from orientation by library staff.

#### 4.12. Searching techniques used by research scholars on internet

The table shows that the research scholars of BBAU, Lucknow have given 'keyword search' as first priority.

**Table 4.12 Searching techniques on internet**

Searching techniques on internet	No. of respondent	Percentage
Boolean Terms	97	40%
Truncation and Wildcards	65	27%
Keyword search	143	59%
Quotations	92	38%
Any other	108	45%



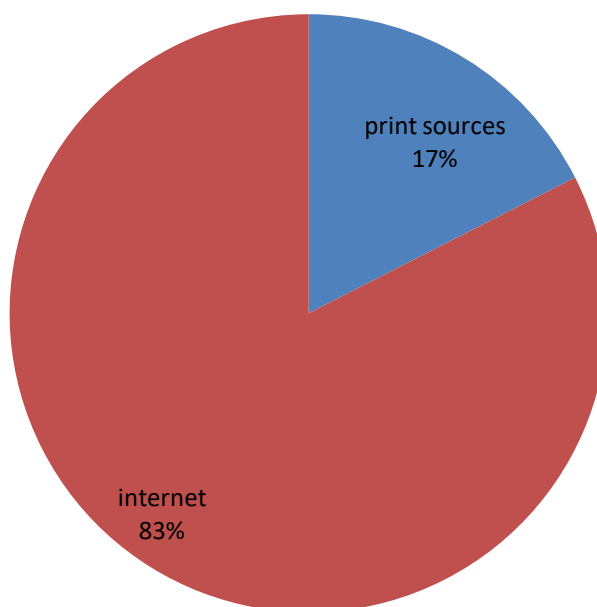
**Figure 4.12. Searching techniques on internet**

It can be observed from the table and figure 4.12 that top most searching technique of research scholars 59% (143) is keyword search. 40% (97) of research scholars use Boolean term for their information searching on internet, 38% (92) of research scholars use quotations for information searching on internet, 27% (65) of research scholars use truncation & wildcard to search information on internet while 45% of research scholars use any techniques to search information on internet.

#### 4.13. Convenience of internet in comparison to available print sources in library

**Table 4.13. Convenience of internet over print sources**

Convenience of internet over print sources	No. of respondent	Percentage
Internet	198	83%
Print source	42	17%



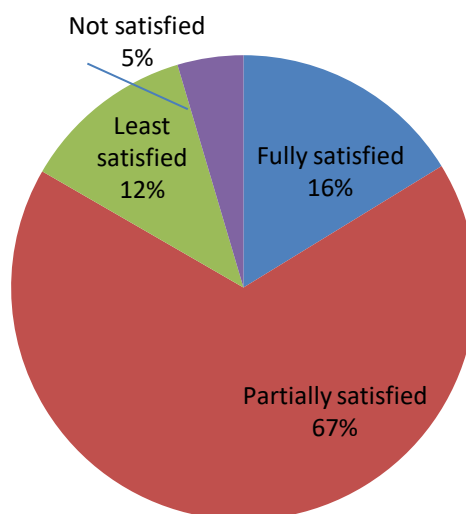
**Figure 4.13. Convenience of internet over print sources**

From the above table and figure 4.13, it can observe that internet is top most preference of research scholars of BBAU, Lucknow. In the above table only 17% (42) say yes to find difficulties while using internet, while 83% (198) of research scholars are says no.

#### 4.14. Level of satisfaction and comfort regarding library sources of information

**Table 1.14 Level of satisfaction regarding library**

Level of satisfaction	No. of respondent	Percentage
Fully satisfied	39	16%
Partially satisfied	161	67%
Least satisfied	29	12%
Not satisfied	11	5%



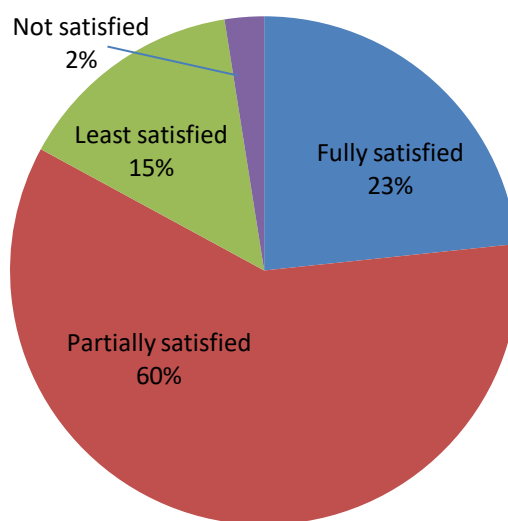
**Figure 4.14 Level of satisfaction regarding library**

The result in the table and figure 4.14 shows that most of the research scholars 67% (161) are partially satisfied with the library sources of information. 16% (39) are fully satisfied with library sources of information and 12% (29) are least satisfied while only 5% (11) of research scholars of BBAU, Lucknow are not feel satisfied and comfortable with library sources of information.

#### 4.15. Level of satisfaction and comfort regarding internet sources of information

**Table 4.15 Level of satisfaction regarding internet**

Level of satisfaction	No. of respondent	Percentage
Fully satisfied	56	23%
Partially satisfied	143	60%
Least satisfied	35	15%
Not satisfied	6	2%



**Figure 4.15. Level of satisfaction regarding internet**

It is quite clear from the above table and figure 4.15 that most of research scholars 60% (143) are partially satisfied internet information sources. 23% (56) of research scholars are fully satisfied with internet information sources, 15% (35) research scholars are least satisfied with the internet sources of information while only 2% (6) research scholars are not satisfied with the internet information sources.

## **4.15. Valuable suggestions of the Research Scholars of BBAU, Lucknow**

### **4.15.1. For library**

- Library should have e-journals facility for facilitating research
- Library should provide a research based app
- Library should provide the facility to issue research paper and journal to research scholars
- Library should provide Hindi version of some books
- Library should be fully digitized so the research scholars can access library from anywhere without going to library
- Library should offer various paid journal in field of science like Life of Naturals, Web of Science, Scopus.
- Library should increase the opening hours of the computer section
- Library should provide orientation programs

### **4.16.2. For internet**

- No computer awareness/ e-learning programmes are being conducted in the university. So it should be organized on regular interval
- Internet speed and limit should be increased

## CHAPTER -5

### FINDINGS, CONCLUSION AND SUGGESTIONS

In the previous chapter, detailed discussion on the analysis of the data collected from the research scholars of BBAU, Lucknow. The findings, suggestions and conclusions based on the results will be highlighted in this chapter.

#### 5.1 Findings

It could be concluded from the study that there was 600 research scholars in BBAU, Lucknow during the session 2018-19. Following findings were found during the study.

- Totally 275 questionnaires were distributed among the 600 research scholars of BBAU, Lucknow and there are only 240 questionnaires were received back from the distributed questionnaires.
- The response rate of research scholars of BBAU, Lucknow is 87%.
- Next finding of the study was about the age of the research scholars. It is found that age group of 26-30 has occupied about 48% space in the respondents, while Age group of 21-25 is also in considerable numbers. 30% research scholars were of this age group.
- Internet plays a vital role in the information gathering habit of research scholars. The result shows that using the Internet was the most efficient way to obtaining useful information. Generally, libraries and the Internet both (61%) were the two main sources by which research scholars obtained information.

- Further the study reveals about various factors that influence the information search strategies of research scholars of BBAU, Lucknow. The factor that most affect to search strategy of research scholars is authoritative (61%) and time 38%.
- In response to whether the respondents used libraries and internet both, about 61% of the respondents answered in the affirmative.
- Among the 147 respondent 50% use the library weekly, 30% of them use the library daily, 3% use library fortnightly and only 17% had monthly used the library. The majority of the respondents were visiting the library weekly. This is quite encouraging to note that research scholars patronize the libraries for the purposes of research or sourcing for information to supplement notes.
- Another finding of the study was that the type of information resource preference of research scholars of BBAU, Lucknow is Journal (97%) and books (76%).
- It was found from the survey that, only 11% of research scholars of BBAU, Lucknow are fully aware about the information search strategy in library and most of research scholars (73%) were partially aware about the information search strategy in library.
- The study reveals that among the various techniques in library the research scholars mostly use OPAC (71%) to search their information. The 2<sup>nd</sup> and 3<sup>rd</sup> preference of information searching techniques of research scholars were author search (50%) and subject search (57%).
- Next finding of the study is time spent for using internet by research scholars of BBAU, Lucknow. The outcome from study that the research scholars spent 2-5 hours (53%) to use internet.

- From the study, it was found that among the 240 research scholars of BBAU, Lucknow, only 14% research scholars were aware with information searching techniques available on internet while 77% research scholars were partially aware.
- It was found in the study that top most method of learning internet of research scholars were self learning method (76%).
- The study reveals that top most searching technique of research is keyword search (59%). 40% (97) of research scholars use Boolean term for their information searching on internet, 38% (92) of research scholars use quotations for information searching on internet, 27% (65) of research scholars use truncation & wildcard to search information on internet while 45% of research scholars use any techniques to search information on internet.
- From analysis of data, it was found that research scholars found internet convenient in comparison to library.
- The study reveals that the research scholars find comfortable with library only 16% while with internet, the research scholars find satisfaction and comfortable 23%. It means the research scholars use internet more than library.

## 5.2 Testing of Hypothesis

Below given hypotheses were tested based on the findings arrived from the analysis and interpretation of data.

1. ***Hypothesis 1 is accepted.*** Most of the research scholar in Babasaheb Bhimrao Ambedkar University uses the internet as a source of information

Findings: It was clearly found in table no. 3 that the majority research scholars of BBAU, Lucknow responded that they use the Internet more than the library.

2. *Hypothesis 2 is accepted.* H2. The research scholars face lots of problems in using library resources as compared to the internet.

Findings: From the analysis of table no 13 and valuable suggestions from research scholars of BBAU, Lucknow, it was found that the research scholars faced lots of problem in using library.

### **5.3 Conclusion**

Research scholars of BBAU, Lucknow responses regarding the information needs are generally influenced by for which purpose they need information. For the research scholars, research requirements are prior for the research. They also try to raise the current stage of information. The results of the dissertation concludes that researcher have not much time to search information that why research scholars uses internet more than library. Somewhere library has lack of information resources.

This study was conducted to compare the information search strategies of research scholars of BBAU, Lucknow use in library Vs internet. It was based on the assumption that research scholars used the Internet more than the library. The findings of the study shows that research scholars of BBAU, Lucknow do not bypass the library in satisfying their information needs. They use the library as well as the internet, whereas the internet is used more than the library and is also the most preferred source of information. Research scholars make use of various sources such as the books, journal and newspaper in library in their research areas. Library services of BBAU, Lucknow are well patronized, while most of the Internet services are much underutilized.

## 5.4 Suggestions

- There should be computer awareness/ e-learning programmes to be conducted in the university.
- Each department of BBAU, Lucknow should have access to e-journals facility to facilitate research work in University.
- The speed of the Internet should be quick. Journals linked to the topic should be accessible free of charge or there should be connectivity with other libraries from which research scholars can obtain significant journals. It should be simple to access old and new journals.
- Information literacy programme should be conducted by the librarian of library, or HOD, Lib. & Inf. Sc. must take the lead role.
- There should be a large number of PCs available in each department so that each and every student can have the opportunity to use the Internet and improve their knowledge.
- Care should be taken by the central library to inform the researcher scholars of BBAU, Lucknow regarding new additions of journals and databases.
- Central Library should take a Total Quality Management approach. Print publications were dropped due to lack of financial help and research scholars of BBAU, Lucknow were unable to access it.

## 5.5 Further area of research

This section presents the overview of possible and promising future work that might be carried out taking the presented work as a baseline. This study shows that information

search strategies of research scholars for library Vs internet is vast study and it is also define the future of library in field of research so many more researchers may undertake information search strategies of research scholars for library Vs internet their research in future. Some of the topics are related to future study:

- Comparative study on use the library and the internet by research scholars of Law Universities in India.
- The comparative study of the use of the library and the internet by research scholars in central universities of Uttar Pradesh
- Information access by research scholars of selected universities in UP in electronic environment: a study.
- Impact of internet on library usage in Universities

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**INFORMATION SEARCH STRATEGIES OF RESEARCH  
SCHOLARS FOR LIBRARY Vs INTERNET IN BBA CENTRAL  
UNIVERSITY IN UTTAR PRADESH: A COMPARATIVE STUDY**

**Kavita Shukla**

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I, Kavita, M. Phil. Research scholar at Department of Library and Information Sciences, BBA Central University, Lucknow. As a part of my course, I have to present a dissertation for the fulfillment of M. Phil. Degree. So this study is being conducted to find out the research data on my research title “**INFORMATION SEARCH STRATEGIES OF RESEARCH SCHOLARS FOR LIBRARY Vs INTERNET IN BBA CENTRAL UNIVERSITY IN UTTAR PRADESH: A COMPARATIVE STUDY.**” I assure you that your response will be treated with most confidential way. It is only for research purpose. Your personal information will not be disclosed and misused by any means.

Thank you.

**Section-A**

**1) Personal information**

a) Name \_\_\_\_\_

b) Department \_\_\_\_\_

c) Sex \_\_\_\_\_

d) Age group

21-25       26-30

31-35       36-40

41-45

e) Designation \_\_\_\_\_

f) Area of specialization \_\_\_\_\_

g) Email \_\_\_\_\_

## Section-B

**1) Which are the source of information do you prefer in the following?**

- a. Only library   
 b. Only internet   
 c. Both

**2) What are the factors that influence the selection of information sources?**

- |   |   |
|---|---|
| a. Most Convenient <input type="checkbox"/>         | b. Most Current <input type="checkbox"/>  |
| c. Most Authoritative <input type="checkbox"/>      | d. Most Familiar <input type="checkbox"/> |
| e. Most Reliably Available <input type="checkbox"/> | f. Time <input type="checkbox"/>          |

**3) If you are prefer library, when do you visit the library**

- |   |                                     |
|---|-------------------------------------|
| a. Daily <input type="checkbox"/>       | b. weekly <input type="checkbox"/>  |
| c. Fortnightly <input type="checkbox"/> | d. monthly <input type="checkbox"/> |

**4) What type of information source you prefer for your research in library**

- |  |   |
|--|---|
| a. Book <input type="checkbox"/>             | b. Journal <input type="checkbox"/>     |
| c. newspaper <input type="checkbox"/>        | d. photographs <input type="checkbox"/> |
| e. audio recordings <input type="checkbox"/> | f. Any other <input type="checkbox"/>   |

**5) Awareness of information search strategies in library**

- a. Not at all aware   
 b. Partially aware   
 c. Fully aware

**6) If yes, then what searching techniques use for your query in library**

- |  |  |
|--|--|
| a. Subject headings <input type="checkbox"/> | b. Keyword search <input type="checkbox"/> |
| c. Author search <input type="checkbox"/>    | d. Any other <input type="checkbox"/>      |

**7) Did research scholars of BBAU, Lucknow use of OPAC to fulfill their query in library**

- a. Yes   
 b. No

**8) If you prefer internet, time spent for using Internet**

- |                      |                          |                    |                          |
|----------------------|--------------------------|--------------------|--------------------------|
| a. Up to 30 Minutes  | <input type="checkbox"/> | b. 30mts to 1 hour | <input type="checkbox"/> |
| c. 1-2 hour's        | <input type="checkbox"/> | d. 2-3 hour's      | <input type="checkbox"/> |
| d. more than 3 hours | <input type="checkbox"/> |                    |                          |

**9) Awareness on the Internet Facility**

- a. Not at all aware
- b. Partially aware
- c. Fully aware

**10) Methods of learning Internet**

- |                                 |                          |                    |                          |
|---------------------------------|--------------------------|--------------------|--------------------------|
| a. Orientation by library staff | <input type="checkbox"/> | b. Friends         | <input type="checkbox"/> |
| c. Self Learning                | <input type="checkbox"/> | d. From Literature | <input type="checkbox"/> |
| e. Online Instruction           | <input type="checkbox"/> |                    |                          |

**11) Awareness of information search strategies on internet**

- a. Not at all aware
- b. Partially aware
- c. Fully aware

**If yes, then what searching techniques use for your query**

- |                      |                          |                             |                          |
|----------------------|--------------------------|-----------------------------|--------------------------|
| a. Boolean Operators | <input type="checkbox"/> | b. Truncation and Wildcards | <input type="checkbox"/> |
| c. Keyword search    | <input type="checkbox"/> | d. Phrase searching         | <input type="checkbox"/> |
| d. Any other         | <input type="checkbox"/> |                             |                          |

**12) Convenience of internet in comparison to available print sources in library**

- a. Internet
- b. Print source

**13) What is your level of satisfaction and comfort regarding library sources of information?**

- a. Fully satisfied
- b. Partially satisfied
- c. Least satisfied
- d. Not satisfied

**14) What is your level of satisfaction and comfort regarding internet sources of information?**

- a. Fully satisfied
- b. Partially satisfied
- c. Least satisfied
- d. Not satisfied

**17. Your valuable suggestions to enhance the use of the Internet and library Search by research scholars for research**

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**Signature**