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**ATTITUDE TOWARDS ICT SKILLS OF LIBRARY PROFESSIONALS :
A STUDY OF EASTERN UTTAR PRADESH STATE UNIVERSITY
LIBRARIES
A DISSERTATION**

FOR THE DEGREE OF

MASTER OF PHILOSOPHY

IN

LIBRARY AND INFORMATION SCIENCE

Submitted by

Prem Prakash Kushawaha

Supervisor

Prof. Shilpi Verma

**BABASAHEB
BHIMRAO
AMBEDKAR
UNIVERSITY**



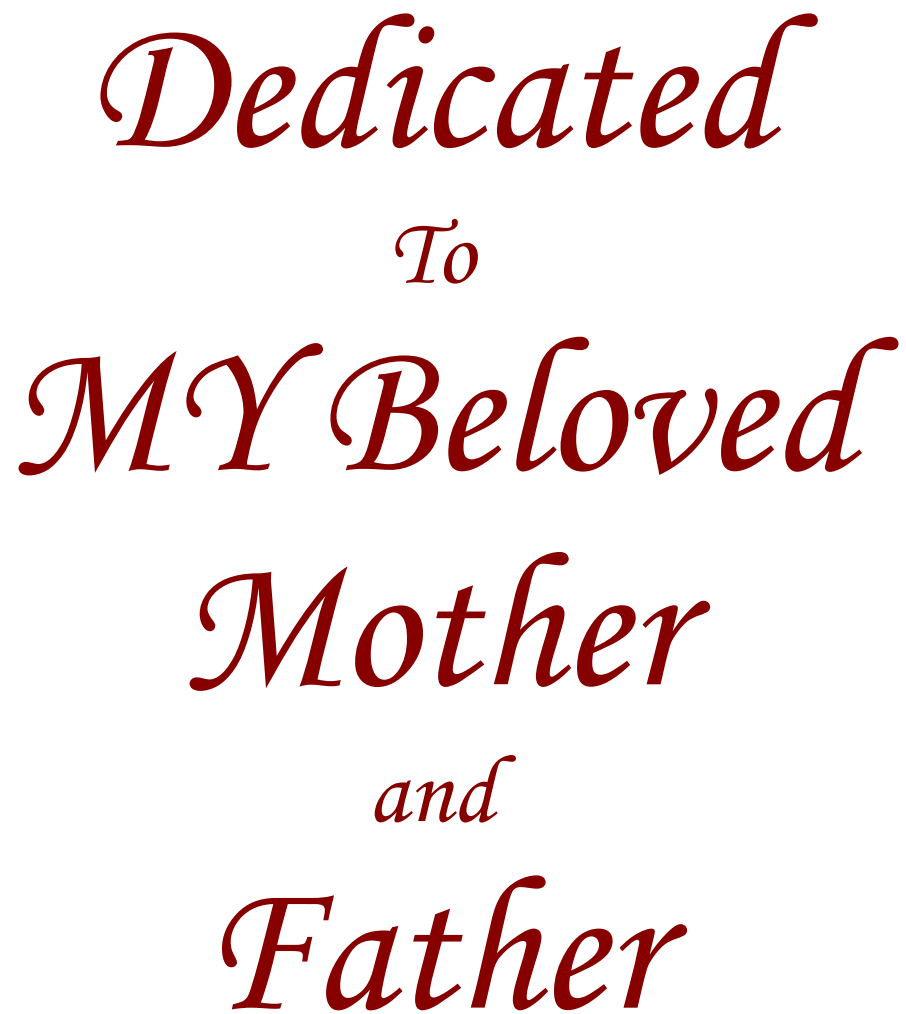
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ESTABLISHED 1996

**Department of Library and Information Science
(School for Information Science and Technology)
Babasaheb Bhimrao Ambedkar University
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Vidya Vihar, Raebareli Road, Lucknow, Uttar Pradesh

Enrolment No. 1302/16

Year- 2018



Dedicated
To
MY Beloved
Mother
and
Father

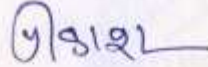
DECLARATION

I hereby declare that this Dissertation entitled “**ATTITUDE TOWARDS ICT SKILLS OF LIBRARY PROFESSIONALS : A STUDY OF EASTERN UTTAR PRADESH UNIVERSITY LIBRARIES**” 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 (A Central University), Lucknow is an outcome of my own efforts and is an original work. The content of this Dissertation did not form a basis for the award of any previous degree to anyone else.

I hereby also undertake that the Dissertation submitted by me to Babasaheb Bhimrao Ambedkar University Lucknow satisfies all the requirement as stipulated in the Master of Philosophy (M.Phil) regulations-2015 and it fit for submission and evaluation for the award of the degree of Master of Philosophy in Library and Information Science of the University.

It is also certified that the suggestion suggested by the DRC during pre-submission presentation on dated 24 -05-2018 duly incorporated in my dissertation.

DATE: 2/8/2018
PLACE: Lucknow


(PREM PRAKASH KUSHAWAHA)
Research Scholar

CERTIFICATE

This is to certify that the Dissertation entitled "ATTITUDE TOWARDS ICT SKILLS OF LIBRARY PROFESSIONALS : A STUDY OF EASTERN UTTAR PRADESH UNIVERSITY LIBRARIES" submitted by Prem Prakash Kushawaha 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 Lucknow satisfies all the requirement as stipulated in the Master of Philosophy(M.Phil) regulation -2015 and it is fit for submission and evaluation for the award of the degree of Master of Philosophy in Library and Information Science of the University.

The suggestions made by DRC on the day of his pre-submission presentation are incorporated by the candidate.

Date: 2/8/18
Place: LUCKNOW


Supervisor


Head of the Department

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I am not able to write any single word but this dissertation is the outcome of the help and encouragement of my teachers. They provide the germ of the idea for writing this dissertation.

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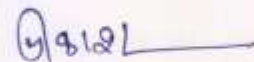
I am greatly thankful to Prof. M.P. Singh, Head DLIS, Prof. K.L. Mahawar, Dr. R. K. Choudhary, Assistant Professor, Dr. Sharad Kumar Sonkar Assistant Professor and Dr. Vinit kumar Assistant Professor, Department of Library & Information Science, Babasaheb Bhimrao Ambedkar University, Lucknow for their kind help and support.

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DATE: 21/8/2018

PLACE: Lucknow



Prem Prakash Kushawaha

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List of Abbreviation

1. M.G.K.V.P. Mahatma Gandhi Kashi Vidyapith
2. S.S.V. Sampuran and Sanskrit Vishwavidyalaya
3. V.B.S.P.U. Veer Bahadur Singh Purvanchal University
4. M.M.M.T.U. Madan Mohan Malaviya Technology University
5. D.D.U.G.U. Deen Dayal Upadhyay Gorakhpur University
6. ICT Information Communication Technology

Preface

The study “**ATTITUDE TOWARDS ICT SKILLS OF LIBRARY PROFESSIONALS : A STUDY OF EASTERN UTTAR PRADESH UNIVERSITY LIBRARIES**” is done to find out the attitude towards ICT skills of library professionals in libraries. The development of the new emerging ICT application and tools as brought changes to library professional skills to manage the library services and activities. The study is done with the help of questionnaire and interview method on the library professionals of University Libraries of eastern Uttar Pradesh. The study consists of six chapters and they are:

1. CHAPTER-1 INTRODUCTION

This chapter gives brief introduction, gives objectives of the study, its scope, it also a gives a briefing of the research methodology, the hypothesis and references.

2. CHAPTER-2 REVIEW OF LITERATURE

This chapter gives a brief view about review of literature.

4. CHAPTER-3 ICT APPLICATIONS AND SKILLS: AN OVERVIEW

This chapter gives a brief introduction of ICT, definitions, needs, ICT component, advantages ICT skills etc.

4. CHAPTER-4. PROFILE OF UNIVERSITY LIBRARIES

This chapter gives a brief introduction about Universities and their Libraries of eastern Uttar Pradesh State University establishment, its staff etc

5. CHAPTER-5 DATA ANALYSIS AND INTERPRETATION

This chapter includes the analysis and interpretation of data in table form.

6. CHAPTER-6 FINDINGS, CONCLUSION AND SUGGESTIONS

This chapter includes the findings, conclusion and suggestions are given.

INTRODUCTION

1.1 INTRODUCTION:

The term Information and Communication Technology (ICT) are used various ways of Information Technology during the last decades. In the modern era due to the multidimensional development of communication technologies and the internet are not escape of University libraries. Information and Communication Technology have shifted all the functioning of University libraries in the present era. Specially the application of ICT in the academic libraries gathering data, information and knowledge resources in the various form or various data centre, digital libraries and institutional repositories. In fact, Information and Communication Technology are different kind of tool with the help of a various technologies. The new emerging trends of information and communication and its application exploring the various opportunities to make more convenient function and services of academic libraries.

In the present era the societies in their multidimensional stages of development have prospered on the basis of information communication technology. The ICT is a key factor to development of new knowledge and create platform for new generation. Information technology is revolutionized stages to create the information processing storage, dissemination and major factor to change in society.

Information communication technology is given a platform access to information 24/7 days it is also provided to freedom user to read write and share on other devices. Information Communication Technology is using two libraries operational, provide to easy platform to information processing, dissemination of information and conservation & preservation of print and non print material for new generation. It is also provide time saving of users and library staff to retrieve the information different sources. It now day's application of ICT in libraries and information centers in India to increasingly various facet activities and library and Information centre. An attitude can be depend on persons which as think positive or negative. It is concrete ,raw material about anything are based on situation or environment .There are various

element to effect of the attitude of a person such ideas, feeling, emotion , values ,perception etc.

1.2 Statement of the problem:

The problem of the present study entitled "Attitude Towards ICT Skills of Library Professionals: A Study of Eastern Uttar Pradesh State University Libraries". The problem deals with attitude and skills of library professionals as well as the different types of problems faced by the library professionals while using the ICT application. in the eastern Uttar Pradesh State University libraries.

1.3. Significance of the study:

Attitude is a mental view especially as it indicates opinion .If the attitude of any person towards ICT application is positive, definitely the person has positive attitude towards the ICT application in his organization. Thus the attitude of library professionals of the eastern Uttar Pradesh State University libraries towards ICT has very much significance in this ICT era when the growth of any organization depends upon skill and ICT infrastructure. It helps the library professional using ICT application in library

1.3. Objectives of the study:

The study is conducted the following objectives:

- 1.To explore the attitude of library professionals of the State University towards ICT.
- 2.To identify the skills of library professionals of the State University libraries towards ICT.
- 3.To identify the type of problem faced by library professionals while using ICT of the State University libraries.
- 4.To study the impact of the ICT on library professionals of the State University libraries.

1.4 Need of the study:

ICT has revolutionized the key element of human life, each and every corner of human life, utility of ICT by a layman can be sow everywhere without any perception.

Impact of ICT can be seen on the libraries, today academic libraries are being automated and from selection of resources ,to databases of information resources and other various library services are based on ICT in the library. However attitude towards ICT skills of the library professionals has much significance. In the present digital Era ICT Skills of library professional, ICT based services and ICT infrastructure are more important for academic libraries.

1.5. Hypotheses:

Hypothesis is considering a very important instrument in research. It also considered a tentative generalization of your problem under investigates. The formulation of hypothesis is one of steps in the process of research .The hypothesis is meant to give a instruction of the researcher collect to the actual data and also predicting the result of the study.

Types of hypothesis: There are following types of hypothesis:

- (A) **An inductive hypothesis-** It is based on observation.
- (B) **Deductive hypothesis-** Deductive hypothesis is derived from theory.
- (C) **A research hypothesis-**A research hypothesis states the predicted that is relationship or difference between dependant and independent variables.
- (D) **A non-directional hypothesis-**A non –directional hypothesis states may be a relationship or difference exists.
- (E) **A directional hypothesis-**In the directional hypothesis states that the nature of relationship of difference.
- (F) **A null hypothesis-**In the null hypothesis states that there will be no relation or difference between independent and dependent variables. The relationship found has a chance. It is not a true one.

The following hypotheses are formulated for the study:

H₁: Attitude of library professionals of the eastern State University towards ICT is positive.

H₂: The State University libraries have ICT skilled library professionals.

H₃: The State University library professionals are problem faced while using ICT.

H₄: The use of ICT puts a positive impact on the library professional of the State University libraries.

1.6 Scope and Limitations:

The present study included library professionals of the eastern Uttar Pradesh State University libraries. The main aim of the study is to examine knowledge, ICT skill and attitude of library professionals towards the ICT and problem faced while using ICT application. The scope of the study is included five State University of the eastern Uttar Pradesh. These are following;

S. No.	NAME OF THE UNIVERSITY	NAME OF THE PLACE
1.	Mahatma Gandhi Kashi Vidyapith	Varanasi
2.	Sampuranand Sanskrit Vishwavidyalaya	Varanasi
3.	Veer Bahadur Singh Purvanchal University	Jaunpur
4.	Madan Mohan Malaviya Technology University	Gorakhpur
5.	Deen Dayal Upadhyay Gorakhpur University	Gorakhpur

1.7 Research Methodology

Research methodology is important facet of scientific investigation because it is not possible to obtain the objectivity of scientific research. In the research methodology the researcher involve a good research design, use various tools and test method, to identify proper sample by using sampling techniques, adopted APA referencing style, appropriate technique for data collection and use of various method for data analysis.

The present study deals with the methodology used and which are discussed under the following subtitle-

- Tools used for study
- Sample population
- Data collection procedure
- Data analysis method

Tools Used For Data Collection-In the present study researcher used the questionnaire method along with Interview method and observation method. To collect different types of data from a library professional, a definite methodology is required in the field of information needs surveys. There are several tools used for collecting data.

The methods of collecting the data depends on the nature of investigation, objective, scope of the study, finance, resources, available on time and desired degree of accuracy. A questionnaire is used as a tool for collecting the data of the Eastern Uttar Pradesh State University as well as Library Professional. Along with this researcher contacted librarians and library professional and a questionnaire is filled them. which is very useful for this study. These are following;

QUESTIONNAIRE METHOD:

According to Schvaneveldt.(1985).”Questionnaire a data –gathering device that elicits from a respondent the answers or reactions to printed (pre- arranged) questions presented in a specific order.”

Questionnaire method of data collection is very popular, especially in the case of deep inquiries on a topic. It is not only used by the researcher but also private and public organizations. In the method there are several methods to distribute the questionnaire among respondents, these are as follows:

- a) By post
- b) By mail
- c) Direct contact

Types of questionnaires:

There are two types of questionnaire-

- 1) Open ended questionnaire
- 2) Closed ended questionnaire

1) Open ended questionnaire-Open ended questionnaires give the freedom to the target people or respondent to written their answer in own language .It has also freedom of respondent to interpret the question their views.

2) Closed ended questionnaire-Closed ended questionnaire is a set of question to provide more acceptable option for respondent .Respondent has to freedom choosing one or more of these options. Closed ended questionnaire are used in large- scale survey .It are simply and too quick for the respondent to answer on the basis of researcher to interpret.

Interview Method:

According to Neuman. (1991).`The interview is a short term, secondary social interaction between two strangers with the explicit purpose of one person's obtaining specific information from the other. Information is obtained in a structured conversation in which the interviewer asks arranged questions and records answers , and respondent answers.`

Interview is very important tool of data collection in survey research to find out answer to respondent for specific topic.Interview is a process of interaction between a researcher and respondent.

Types of interview-

1) Structured Interview

2) Unstructured Interview

1) Structured Interview- in the structure interview the researcher asks to respondent the pre –drafted question. During the interview period researcher do not have freedom to change the question or their sequence. The researcher schedule is prepared in advance and the method question can be open as well as closed ended.

2) Unstructured Interview-In the unstructured interview the researcher has no pre –drafted question. The Researcher asks the respondent for any type of question to particular research problem under investigation.

OBSERVATION METHOD:

Observation means watching carefully. Observation method is an important tool of data collection. It helps the researcher to find out the correct data for his research problem. Observation method of data collecting is a very popular technique used by the scientist and social scientist.

Sample population: The present study is conducted on a sample of 39 Library Professionals taken from different libraries of Eastern Uttar Pradesh State University libraries. A total number of 41 questionnaires were distributed among the library professionals of the Eastern Uttar Pradesh State University libraries out of which 39 filled questionnaires were received. Thus researcher selected 39 questionnaires for analysis of data.

Data collection procedure: For the present study the researcher visited total Eastern Uttar Pradesh State University with the permission of librarian. The researcher observed all the services of the library and interviewed with the library staff to collect the required data. Questionnaires were distributed among the professionals and filled questionnaires were collected on the same day or after four days or one week.

Data analysis method-Data analysis is a part of research methodology. It helps the researcher to carry out the actual finding. In the present study the researcher collected

The data through the questionnaire method and data organized and tabulated used by statistical method and the data is analyzed using by percentage method.

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REVIEW OF LITERATURE

2.1 Review of literature:

This chapter includes the review of the researches and activities done all over the world for improving the Information communication technology. Review of literature has other important facet of a research study. It conjointly provides a general idea of the researches conducted on the ICT, information and Information communication to till date. The review has conceptualized the concept of information communication technology by studying the various concepts of ICT and digital technology. It has provided a theoretical idea for researcher and helps the researcher to determine the nature of research. It has help the researcher to know a background for the research problem and also provide a platform to researcher to review the indentifies gaps, highlighting the important work are already investigated to your topic which gives a outline of area taken up for research. Which are literature find irrelevant, the researcher should be remove and those literature related your problem of research should be investigate at analytically. A literature review included the books, research articles and other relevant sources to areas of research topic. It has depend on researchers which are doing review, a descriptive, summary or critical evaluation.

Senkbeil and Ihme (2017)This study investigate the motivational factor of information communication technology on the basis of cognitive theory .The skill of using to information communication technology is compulsory for the private and vocational participation of society. Motivation has very important role to play in achieving information communication technology knowledge and skill. In this a study emphasis is given on the new developing concept of ICTs concerning knowledge and skill and new scale measuring of ICTs motivational. The study influence the research area of ICT –concerning competencies to emphashasises on motivational and meta cognitive dependent and independent variables which provide a platform to motivate and self-instruction using of information communication technology and regularly adaption of ICT knowledge and skill throughout the life time.

Revilla et al. (2017) The article reveals on instructors necessity to ceaselessly upgrade their data what are more correspondence advances (ICT) knowledge, and yet they need aid typically not prepared have manage those issues emerging starting with their utilization. Previously fact, investigations in the writing report card techno-anxiety (i. E. Upsetting physiological actuation also uneasiness because of exhibit or future utilization of ICT) previously, educators. Thus, those objectives of the activity looks into should have considered on teachers' techno-anxiety cam would be lessened by expanding their capacity to tackle innovative issues. An inter-subject analyze need is being conveyed crazy for 46 instructors. High roller educators were picked since they would advance immigrants, same time toward those minute of his examination their understudies are advanced locals (born around quite a while 2000). Since we might not find any particular prepared for educators should expand their determination abilities for innovative unrest problems, in place to has applied the medication to their study. According to state teachers, they need plan Furthermore deployed a internet span something like ICT critical thinking abilities In light of those 70/20/10 model to Taking in Furthermore improvement. Outcomes indicate those victories of the span.The point when it goes on expanding the ICT critical thinking aptitudes also to diminhashing techno-anxiety.

Khan (2016)This articles focuses on investigate on the computer technology, information communication technology and vast storage devices type of play a vital role in the library activities and how help in continuous restructure the way of libraries access, process, storage data, interpreted data and provide information to their users. The main purpose of the study is to discussed the impact of information communication technology on academic library building, resource sharing, collection development strategies and also studies revealed impact of libraries services such as reference service bibliographic service ,SDI, CAS, etc and impact of ICT on library staff and users.

Zubkovi et al. (2016) This study explained that majority of the data are more correspondence innovations (ICT) have acquainted numerous classrooms recently. Therefore, it has vital with inspect . In this article different type of grad discussed which are used in iPad. Those desires from claiming scholars furthermore their folks in regards to engineering execution need that only concluded to utilize iPad on classroom, Furthermore person gathering choose not to utilize it, and also said to that,

more 8th evaluation one assembly needed two along time of knowledge over utilizing iPad done classroom, same time the opposite gathering needed no experience. The effects indicated that understudies also guardian. Who picked to utilize iPad required additional sure attitudes towards tablet use on educating help also. Learning, Furthermore impacts of ICT utilization over people Furthermore guardians who. Bring have not been utilizing iPad..

Tüzün and Özdiñç(2016) This study descried to investigate the using of 3D multi user virtual environment for freshmen orientation .In this study has included only 55 students whose has enrollment of university department. The purpose of the studied to examine the practically of active world and to related 3D MOVES for unknown men orientation environment and find out information about its strategies which implementation and impact on students.

Torres, Méndezand Orduna (2016) This study reveals that used to examine the mobile web adoption in top ten ranked of university over the world. In the study descried to the measure of adoption of mobile access to the university libraries in the top university of the world as well as the standard quality of service. The purpose of the study has to identify whether university libraries have mobile website or not.

Verhoeven, Heerwegh & De Wit (2016) This study describes the ICT learning experience and research orientation as predictors of ICT skills. The find out of this study the frequency of ICT application using by university students are high level and the learning level experience level is lowest than the use of ICT application and tools.

Skotnes (2015)The study deals with previous research studied by the degree of management commitment to ICT safety and security under network companies in the electric supply.The data were basically gathered through questionnaire of ICT in network companies within the Norwergian electric power supply sector. The result of their study to among managers and other employees in Norwergian electric power supply network companies, to find a mutual relationship between management and employees.However management has major problems to safety and security in the Norwegian. Network companies to include employees' participation,practical learning through proper interaction among management and other employees.

Bronstein (2015) The studies focused on examine the library and information science professional skill and their competencies in libraries. It has explored the skill and competency of library and information professional in their profession. The emerged developed of new technology has need to understand the library professional and competencies. Instudy to examine the three different series of data-Jab advertisement, LHAS course description and administered to director of libraries and information centre.

Authors (2015) This study descried to investigate that, the status of the tools of information technology in academic libraries and also to examine the using of ICT based resources in academic libraries. The purpose of this study the database in Kerman academic library, to explored the various types of information technology and also focused the challenges , different kind of problem faced by library staff to concerned the used of information technology in the this academic library.

Joshi (2015) This study has describes that, 12 university libraries of Haryana, Himachal Pradesh, Jammu and Kashmir Punjab and UT Chandigarh with reference the current status and information technology use trends. The find out of this study, majority of university libraries have good ICT infrastructure and digital resources and provide ICT- based services to users.

Singh (2015) This paper describes the Information Communication Technology and its impact on library and information services. This find out of this study 95% library professionals have accepted that the ICT application is more useful for Kendriya Vidyalaya libraries.85% user have accepted it improves the quality of services.

Qutab and Bhatti (2014) This study reveals that, Utility of ICT for training staff, students and LHAS professionals has day to day increase among public sector libraries. Library major activities such as promotion and relation to other were not popular either manually or electronically. Reference services has also provided that ICT environment but limited scope to emails, chat, CAS, SDI bulletins and other services. Electronic books, subscribed e- journal's and various types of databases etc .Application of social networking tools for libraries has not very popular in Pakistani environment. The study showed that public sector libraries have towards in adopted of ICT for fully library operations than private sector libraries. The Pakistan public

sector and private sector libraries have faced various problems such as lack of fund, poor skilled and willing staff, lack of supportive administration, insufficient number of computers, low speed internet connections as well as less cooperation among libraries.

Kale and Goh (2014) This study describe to investigate that the teaching style, ICT experience and teacher attitudes towards teaching with Web 2.0. This study examine the k₁₂ teacher attitudes towards the use of Web 2.0 technologies. Using the information communication technology what are changing teacher attitudes towards new information communication technology in their teaching method in the classroom and also extent to what impact it has on teaching style and the use of Web2.0 technologies. This study is based on cross sectional survey and study including 161 teachers from eight middle and high school in rural and urban area which is locate in West Virginia. The find out of this study the teacher have no excellent skill in use of computer and internet skills.

Simeon (2014) This study investigate the application of information communication technology in academic in Nigeria. This study reveals to examine what are impact of information communication technology on academic libraries activities such as acquisition, circulation, cataloguing and serial control. The study also focus on the benefit that information communication technologies on libraries and to identify the various type of library software used in academic libraries. It has also focused about the networking tools, face problems and prospects of ICT application in Nigeria libraries

Seena and Sudhier (2014) This study examine the awareness, ICT skills of various library professionals in Kerala University. The results shown of this study 52.94% library professionals that have positive attitude towards ICT, 53.92% except to improve the quality of library services with help of ICT application and 43.14% library professional except the ICT application to enhance knowledge and skills.

Hussain and Zaidi (2013) The study investigate the library services of Delhi and NCR region school. There are several problems to face the B-School in Delhi and NCR region to adopt of ICT in libraries. The studies also investigate the used to and awareness of library and Information services in Delhi and NCR region school. The

attitude and skills of library professionals can be properly developed by conducting training programs and seminars on the ICT utility and application in the library.

Vozikhas, Ypofanti and Papadopoulos (2013) This study examines the co-relation between various demographic effective factors and the attitude of hospital employees towards the using of information communication technologies at work. The scope of this study including three public hospitals in Greece and its employees consist, administrative, medical and nursing employees. The main purpose of this study to investigate kind type of attitude, do have employee towards new information communication technologies and to identify the benefit of employees to have exhausting the computer information system.

Saleem et al. (2013) This study focuses on investigation on the ICT application and its uses in academic libraries and to identify the information communication technology skills of library professional. The scope of this study including engineering colleges, Arts and science colleges in Chennai city. The purpose of this study to identify the ICT tools which applied in library, to provide quality and new ICT based library services, to investigate the face problem in collection of e- resources and to explore the attitude of users and library professionals using ICT application in libraries.

Callum & Jeffrey (2013) This paper describes the ICT skill, adoption of mobile learning and its influence. The finding of this study shows that student are more like to adoption of mobile learning on the basis of competent basic ICT. This study also find direct relation between basic ICT skills and mobile learning. The problem of this study there are no evidence that ICT skills no influence the adoption mobile learning.

Authors (2013) This paper describe the use of ICT in college libraries in Karnataka. This paper to examine the new technology based infrastructure, present condition of libraries, implementation of new technology in library and library professionals thinking towards the use of new technology. In this paper major problem of all libraries lack of ICT infrastructure and lack of ICT skills professionals but 95% library professionals have positive attitudes towards ICT application.

Sánchez et al. (2012) This study analysis the teachers attitudes towards the of ICT application in the classroom. This study deals only with three main points. 1) General information of teachers. 2) Teachers attitudes towards ICT and how to use of

computer and its resources in class room. 3) To investigate the status of satisfaction level. Their study the entire how a large portion for kept taking in PC. Devices for their inside those classrooms on account of they think as of them supportive to keep pupils attention and enhance those. Mediation for pupils for challenges and additionally enhance those inspiration What's more academic execution of both Educators and pupils.

Livingstone(2012)This study of a critical investigation of the information communication technology, the widely impact on education learning school as well as home. It has also seen to change the shape of societies and adopting the ICT application practices of daily life used to ICT, and at time schools has also provided very slow and reshape their lesson plan to used computer in classroom. This study investigate basically two possible discussion-first easily to improved learning and secondly the unresolved discussion over whether information communication technology has easily of help to the disseminate of traditional different kind of version of pedagogy it depend on soft skill and new electronic illiteracies. It has decided that difficulty in establishments, has traditional benefit and the uncertainty over doing optional benefit. In present time a very important question arise that society has relation between teacher and learner technologically oriented.

Edmunds, Thorpeand Conole (2012)This study the examination of expanded utilization of information communication in higher education and explore the information communication technology and their connection to student for coursework and also experience student past university life generally unexplored. In this study investigate the technology acceptance model(TAM) and examine the impact of information communication technology in student social life as well as coursework.

Uslu (2012)The objective of this study is to examine the influence of information communication technology on the Turkish teacher and also new technology integration along with attitudes in education. This examine the Results for one gathered pre-test also post-test configuration In view of data, gathered before, barely after What's more six weeks after. The PD project. The effects of the study uncovered, those PD system required a certain impact ahead proceeding. Still at that six week

same time little alternately no progress have distinguished on the teachers' attitudes towards ICT clinched alongside instruction.

Oghenovo , Oghenetega and Jackson (2012)This study to critical investigate the ICT skills of library professionals which have worked in the engineering college library in Karnataka. In this study to evaluation of ICT skills among library professional including librarian, deputy librarians, library assistant librarian and other library professional which are working in the libraries. The finding of this study number of library professional these professions chosen by accident and majority of library professional have expertise in ICT skills.

Umar & Jalil (2012)This paper describes the ICT skills, practices and barriers of its use among user in Malaysia. In this paper total 160 respondent are involved in this study from rural and urban from a northern state in Malaysia secondary school. The finding of this study are level of the ICT skills for basic applications such as internet application via access and sharing information each user are good level and advance ICT application at the lowest level.

Authors (2012) This paper describes the attitude of public library professionals to the internet using TAM. This paper investigate the attitudes of library professionals basically using two method qualitative and quantitative method. The finding of this study mostly library professional attitudes towards internet are strongly associated to profitable.

.Mathew (2011)The study to investigate the problems and prospects of the in Kerala. The study has a part of survey research to find the library professional progress work and their needs of library professionals in Kerala Universities due to growth of the Information communication technology. The study gave suggestion, method to improve the knowledge/skills of library professionals in the major universities in Kerala to achieve the purpose of the study.

Philosophy (2011)This study to investigate the impact of information communication technology in Nigeria university libraries. Due to development of information communication technology that reshape the academic libraries and its services. The purpose of this study is to identify the use of ICT tools in academic libraries, to explore their uses of information communication technologies in effective and

efficiency way in libraries and to investigate the skill and knowledge of library staff, how to uses of ICT tools in libraries. The significance of this study is to provide an expected and compulsory for comprehensive knowledge on information communication technology acquiring system and application in Nigeria university library.

Al-Daihani (2011) This study investigate the LHAS student perception and their views towards information communication technology education in library and information science programs. In this study reveals that important information communication technology application in LHAS course and to investigate the currently available in department ICT application how much satisfaction level have in LHAS professional.

Haneefaand Shukkoor (2010). This study investigate library professionals attitude in the Calicut university and also investigate the ICT based resources and its new services. The find out this study number of library professional have skills in routine ICT and internet tasks and needed for library professionals to ICT training programs, automation, electronic libraries an institutional repository software.

Chai, Hong and Teo (2009) This study investigate the epistemological and pedagogical beliefs and attitude of pre-service teachers regarding use of information communication technology in class room. It has a comparative study between Singapore and Taiwan their epistemological and pedagogical level. In study included 108 teachers of Singapore and Taiwan .The main aim of this study to investigate the profile of pre-service teachers of Singapore and Taiwan, their the major different the level of epistemological and pedagogical in the classroom and also identify the pre-service teachers attitudes towards ICT using classroom. Although the result were not come same the level of epistemological and pedagogical but the number of problem associated equal both country.

Choi and Rasmussen (2009).This study investigate the qualification and ICT skill of library professional for the post of digital librarian in academic libraries. In this study digital model, transforming resources and its ICT- based services are used to help the teaching, learning and research and also to examine the library professional roles and

activities in digital era. The purpose of study is to investigate the library professional position in academic libraries due to emerging new technologies.

Singh, Sharma and Negi (2009). This study investigate the current review information communication technology application in the LICs and alternate solution. This study focus on the reason and problem of ICT application which are not available. find out of this study majority of institution and library have various ICT application and hardware but ICT application and hardware has no uses in libraries because number of library professionals were not aware of use and how to operate this hardware and software.

Gülbahar (2008) This studies investigate the level of use ICT by teachers and what has its instructions. Thus the main aim of this study to find out the factors those help to preserves teachers and have use of information communication technology and also expect suggestion regarding to used of this technology. This research is a case study of a school of education in a privet university .This study explored the teacher attitude and its instruction towards ICT. The finding of this study research shows to teacher education programmed to failed due to lack of proper instructional technologies.

Adekunle (2007) This study investigate the attitude of LIS professional towards ICT in Nigeria University. This study total sample selection of 41 library professionals in where in 26 male and 15 female library professionals. The result of these study shows 97.6% library professionals except the ICT enable most effective way of resource sharing and 95.1% professionals except ICT helps in making specific information available and most of library professionals except the positive attitude towards ICT skills.

Haslam and Haslam (2006). This study examine the information communication technology based library services and also study the benefit of new information communication technology in libraries and try to find out inference between new information communication technology and old technology. This study deals with the various component of information communication technology used in library sections and to identify the reason they are using ICT in libraries and also investigate the function of libraries, impact of information communication technology in libraries and their critical challenges of ICT based library services. The result of this study

shows the information communication technologies have affected almost every activity of libraries and improving the quality of library services with arises some challenges.

Annaraja and Joseph (2006) This study describes the teacher trainee's attitude towards information communication technology in the Kerala. The main purpose of this study is to investigate the tendency of teacher to react on ICT. In this study sample technique are used for sampling and 13 male, 18 female selected for the various subject teachers. The finding of this study shows majority of teacher have positive attitude towards ICT.

Spacey, Goulding & Murray (2003) This study investigate the ICT and change in UK public libraries .The paper deals with the impact of new emerging ICT for public library professional in the UK and also determine the value of attitudes towards ICT. The finding of this study shows mostly library professionals have positive attitudes concern with computer use and also predictive in definite period of time work performed on a computer.

Selwyn (1997) This study investigate the student attitude towards computer and to measure the validation of computer attitude under the age of 16 to 19 education. This study discussed the development of an instrument for scaling the attitude towards computer student including under the age 16 to 19. This measuring scale including major four factor- analytically, internal consistence, stability and validity and measuring scale shall be use of education and researcher in the 16 to 19 education setting.

Ivwhreghweta (1975) This study investigate the application of information communication technology on academic libraries activities and their services in Nigeria .in this study selected academic libraries in Nigeria are included and this study has based on survey research and consist of 55 librarian of Nigeria. This study questionnaire are used for data collection. This study examine the ICT tools in library ,to explored the student and researcher has uses ICT in their study and to identify the information communication technology based library activities and quality based services of academic libraries in Nigeria.

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ICT APPLICATIONS AND SKILLS: AN OVERVIEW

The third chapter deals with the brief background of the ICT, need for of the Information Communication Technology, advantages ICT, various component of information communication technology, various networking devices and its use in libraries in present era and also various information communication skills of library professionals.

3.1. Introduction:

Information Communication Technology is a broader term of information technology. It consists of information technology and communication technology. There are two basic aspect of ICT. The IT is used to store manipulate and arrange information in proper way and communication technology disseminate information. In the present Era information communication technology is becomes a part of life no one can escapes from it. The main objective of ICT is to disseminate information over a cross world within a moment. Information technology means various technological application of IT. It is collective term for the multi faceted spectrum of technologies which provides the way and means to storage, process, manipulate and disseminate information.

ALA Glossary defines as, “Information technology is the application of computer and other technologies to the acquisition, organization, storage, retrieval and dissemination of information.”

A branch of engineering dealing with the use of computers and telecommunications equipment to store, retrieve, transmit and manipulate data. (**Daintith, John, ed. 2009**)

3.2. Need for information communication technology:

In the present time explosion of information and growth in the number of volume of publication in the different formats, it is very difficult to manage manually and

without ICT skills library professionals. Therefore it is needed to use of information communication technology. Nowadays there is key points which emphasis the libraries to adopt the ICT application in the libraries. These are following-

- Information explosion
- Day to day new emerging ICT application.
- Shrinking library budget.
- Increasing price of document.
- Users' expectation.
- Inadequate library collection.
- Availability of information in various formats.
- Inadequate space, furniture and equipment.

3.3. Advantages of Information and Communication Technology:

Information communication technology is a profitable tool for any kind of organization to fulfill the organizational objective. ICT comprises information knowledge and technology to provide a base for run effectively and fueling innovation. It help the organization in connect, collaborate and complete objective the following way-

- ICT helps in improving libraries services, performance and productivity.
- Helps to improve the quality and quantity of services.
- Increase the customer satisfaction level.
- Increase collaboration and networking among libraries.
- Improve library security at less cost.
- Increase availability of information 24/7 day.

3.4. Different components of ICT:

❖ **Computer Technology:** Computer is an electronic device which can store variety of information recorded by human being and easily recall any time it for use. It calculate millions of times faster than human brain. Use of computer in the libraries changing the quality of services and provide the multiple access points to library users and staff. Computer also provide comprehensive and exhaustive

search facilities in the libraries, the use of computer is made possible for resource sharing and interlinks between various information centers and libraries.

❖ **Communication Technology:** Communication technology includes all traditional and digital communication devices such as internet, multimedia, e-mail, telephone and other audio- video based communication devices. In the present time the communication technology is a key for development of countries and libraries. It influences not only libraries and information centers but also every type of society, by easily to made the transfer of information and ideas more effectively and easily.

❖ **Multimedia Technology:** Multimedia technologies refer sea of computer based application, it includes text, video, sound graphics media and animation which are mainly work to deliver information. It is also allow the user to communicate their ideas and information each other in print and digital format. The advantage of multimedia technology is to enhance the virtual reality. In the multimedia technology every man are seeing their own eyes and ears beyond geographical area. Due to development of new emerging information technology multimedia is a other important part of information communication technology. It is new platform for presenting the any kind of information.

Types of multimedia:

There are two types of multimedia technology. These are following

- **Non- interactive Multimedia**
- **Interactive Multimedia**

Non- interactive Multimedia:

In the type of multimedia the user do not play vital role , only user receive the information in various form such as video, text, image , sound and animation.

Interactive Multimedia:

Interactive multimedia is such type of media where audience are not only receive information various formats but also audience can change or edit as per their need.

❖ **Transmission media:**

The transmission media is such type of media in which the transmission of information in the form or any type of voice or data sent to destination. It is an electronic roadway which transfers information via signals.

❖ **Optical Technology:**

The optical technology is consists of electromagnetic waves. The basic use of this technology to communication for long distance without any interruption. It is needed for develop optical networking, these are following; the signal, amplifiers and optical switches.

❖ **Storage Technology:**

Storage technology is the main component of Information communication technology. The main work of storage technology to store the data and preservation of information for access without any interrupted. There are various type of storage devices with different kind of capacity and speed. These are following types-

- Magnetic tape
- Magnetic disks
- Optical disks
- Blue-ray disks
- Flash memory
- Main memory (dynamic Ram) and Cache memory

❖ **Barcode Technology:**

Barcode technology works off on a principle called symbology. A barcode means the small image of line or bars, in space stored of any type of information such as product number, book number, identification card etc. A barcode symbol generally consists of five parts. In the barcode technology the information or data store in the barcode. It determine the mapping and analysis of encoded information or data. The barcode technology, there are arranged in various ways.

❖ **Networking Technology:**

Networking technology is a other important facet of information communication technology. The networking technology means set of network that is permitted for the exchange of data or information among large and small information system. The use of networking technology, to share resources with the help of various devices, to share application and increase the productivity in the libraries.

4.5 Networking devices:

Networking devices means component of device use the connect computer or other electronic devices so that can be easily share files or resources. There are various type of network devices. These are following type-

❖ **Modem-**A modem is an electronic device which are provide platform a computer to sharing data via telephone line or cable line. The modem receives digital information and transmission information over an analogue telecommunication device.

❖ **Switch-** Switch technology is an electronic device used in computer network. The main work of this device is to connect the different kind of devices and multiple data cables plugged into a switch to disseminating data among various network devices. It mainly manage the flow of data across a network.

❖ **Repeater-** Repeater is also an electronic device. The main work of repeater is to receives a signal and retransmits. Repeater is mainly used to enhance the transmission so that it can reduce the distance. There are basic three types of repeater, these are following

- Telephone repeater
- Optical communication repeater
- Radio repeater

In the context of data handling there are basic two types of repeater

- Analog repeater
- Digital repeater

- ❖ **Router-** Router is an electronic device. The main work of this device is to join the multiple computer network via either wired or wireless. It also operate the network layer of the OSI model. Router consist of a CPU, various types of digital memory and output and input interface. It is backbone of internet.
- ❖ **Bridge-** Bridge is a computer networking device which is provides a single network from various network segment. It is included simple bridging, multiple bridging and transparent bridging. A bridge the main work is to monitors the data flow traffic on both sides of the network so that easily pass packets data.

3.6. Types of network:

- ❖ **Local area network-** In a local area network two or more than two computer computers are linked within a building or office or a campus. In the local area network it has number of less than MAN network. It is widely used for personal computer and in a company to share the resources and information. In the LAN (work station) to provide the platform whose are many user are used for the same computer programs. It also provide facilitation to each user access network from a personal computer work place. The advantage of local area network are included as superior performance, more security and reliability in its operation.
- ❖ **Metropolitan Area Network-** Metropolitan area network is larger than local area network. It normally covers the area of metropolitan city. It may be either private or public. Metropolitan area network normally cover up to ten kilometers.
- ❖ **Wide Area Network-** Wide area network consist of number of autonomous computer that are covers over across geographical areas. It can be implemented with the help of private and public network. Private network may be one corporation. The wide area network contains various telephone lines and cables so that it easily use and transfer file. It is useful for data storage.

The disadvantage of wide area network cost, more complicated to manage. It is satellite based network.

3.7. Types of Information Communication Technology Skills of Library Professionals:

There are various types of skills that are needed in the digital era for library professional. These are as follows:

- **Computer skill**

A computer skill means library professionals have knowledge about computer and ability to create and arrange various document as per libraries need. Computer skill is not only to manage document but also has skill about all the computer application and program to install and manage.

- **Media skill**

Media skill means all the library professional has skill to access, analyze and presentation of information in different formats such as audio, visual, PDF, television, motion picture, radio etc.

- **Visual skill**

Visual skill is other important skill of library professional. Due to new emerging technology, it is needed in the context of libraries. Visual skills means photographs. Illustration or graphics etc, a library professional have skill to manage.

- **Spread sheets skills**

Spread sheets is an electronic ledger generally professionals used it in the work of place to store data and analyze it. The spread sheet is basically two types ,alphabetic columns and numeric rows.

- **Database skills**

A database skill means knowledge of capacity planning, installation, configuration, how to create data base design, database performance monitoring, security and data backup etc.

- **Website Design skills**

Website design means various areas of web design which is included in the the web graphics, interface design, authority, includes which are used for standard code and its proprietary software. Although a library professionals should have all the above skill for proper run to library.

3.8. Conclusion:

Information Communication Technology is a synonymous words with wider implication. In the digital era the information communication technology used for storage, process and disseminating information. According to **Rowley(1996)** information technology includes the major three areas in libraries.

- Method and tools of storage information
- Method of preservation of information
- Method of disseminate of information

In the library context, information communication technology is used in the all activities and operation of the libraries, with the help of information communication technology it improve the quality and quantity of library services and increase the user satisfaction level. Information communication technology is not only used in libraries but also used for the every activities of human life.

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CHAPTER-4

PROFILE OF UNIVERSITY LIBRARIES

The chapter deals with brief background of University libraries of the five eastern State University. These five University of eastern Uttar Pradesh is education hub of purvanchal. It plays vital role develop of multidimensional way of society.

4.1 LIBRARY: THE CONCEPT

The word “library “derived from the “Latin word” means book. Therefore, the library is a place where books are kept for use. Another word a library is a collection of resources in which included print and Non-printed materials to user

4.2 MAHATAMA GANDHI KASHI VIDYAPITH ,VARANASI.

4.2.1 Historical background:

This university was established in year1921 as kashi Vidyapith and administered under the state legislation of the government of Uttar Pradesh .Mahatma Gandhi kashi vidyapith is state University which is located in Varanasi or Banaras U.P. in India.This University has in present time more than 350 affiliated colleges spread over in six districts.Mahatma Gandhi Kashi Vidyapith University is one of the largest University in Uttar Pradesh which is provided standard education for rural and urban student. This University is also provide wide range of professional and non-professional courses in Art ,science ,commerce law ,computing and Management.

LIBRARY PROFILE:

Bhagwandas swadhyaypith was established in 1921as a central library. The name of this library is now Dr. Bhagwandas Central Library. It have total number of books

230000 in Humanities, social science, science and other multidisciplinary subjects and 20 print journals. It is presently known as a centre of modern learning.



Fig. No.4.2.1

Central library MGKVP, Varanasi

4.2.2 Mission of this library:

Dr. Bhagwandas Central Library is the mission to help the outstanding university research and education. It is very important place on the campus which provides their users a safe comfortable and friendly environment and create a platform to users enables learning and advancement of knowledge. The main mission of this library is provide a new platform for create of new knowledge via acquisition ,processing, dissemination of knowledge and value added services to their users.

4.2.3 Major Services:

The Dr. Bhagwandas Central Library provides different kind of services for their users need. These are following services.

- **REFERENCE SERVICE**-Reference service that helps the user to know, full use of the information resources in the library. It includes guidance in the use of information resources, instruction for access library catalogue, library orientation and information literacy programs.
- **PHOTOCOPYING SERVICE**-Dr. Bhagwandas library provides photocopy service to UG, PG student research scholar, staff, faculties etc.
- **NEWSPAPER CLIPPING SERVICE**-It provides newspaper clipping service to user.
- **SAMAJ KALYAN BOOKS SERVICE**-It is providing books under especial programs for SC /ST student.
- **TEXT BOOK STUDY SECTION SERVICE**- It also provides text books section service for a definite period of time to library users.
- **ISSUES OF BOOKS**- It providing service to library users for issues of books for 15 days.
- **INTERNET AND ALLIED SERVICES**-This library is provides internet access facilities and other services with the help of INFLIBNET, ERNET to library users.

4.2.4 Total strength of library staff

Post	Number of staff
Librarian	00
Assistant Librarian	02
Library Assistant	03
Professional Assistant	01
Cataloguer	01
Library Trainees	05

4.2.5. Library timings

The library functions from 10am to 6pm on all working days except Sunday and holiday.

4.2.6 Collection of library

Separately	2018
Books	230000
Print journal	20
Dissertation/ Thesis	5400

4.3 SAMPURNANAND SANSKRIT VISHWAVIDYALAYA,VARANASI

4.3.1 History of University

This university was established in the 1791 and known as Government Sanskrit College. Sampurnanand Sanskrit Vishwavidyalaya is located in Varanasi, Uttar Pradesh. It is a higher learning center for Sanskrit and related fields and also oldest university of Uttar Pradesh. This is affiliate university have more than 963 colleges in present time. Established.

Facilities:

- **Library-** This University have good collection in Sanskrit and linguistics Literature and rare manuscript. It also provide various services to user.
- **Hostel-**It also providing hostel facilities for student and research scholar.
- **Health Center-**It provides health facilities to student and teaching and non-teaching staff.
- **Spiritual Center-**This university have a building known as Spiritual Center to promote the spirituality in human being to increase the satisfaction.



Fig.No.4.2.2

Central Library, S.S.V.V. Varanasi

4.3.2 Central Library

It might have been built during that time from claiming station of the Govt. Sanskrit School. The establishment stone of the building might have been laid on the event of the visit for Sovereign What's more Princess about Wales around 16 Nov. 1907.

Those fabricating might have been finished done 1914 and it might have been named ‘the ruler from claiming Wales Saraswati Bhavan’ those library underwent an amount from claiming transforms following the foundation of the school. Six quite a while following the school went under its presence an expansive new fabricating might have been constructed will suit printed books. Those encircled Saraswati Bhawan building might have been earmarked to manuscripts main. To 1988-89 an air molded fabricating might have been constructed for its protection also upkeep.

Those libraries need an accumulation from claiming more than particular case lakh manuscripts for separate Sanskrit section. Done its printed area there are more than you quit offering on that one lakh ninety thousand printed books. There is likewise those office to microfilming also photostat about manuscripts.

Since its origin the Saraswati Bhawan need been focal point about examine to not kidding Indian Furthermore Western researchers.

4.3.3 Basic information about the books collection

Collection of Library	2018 (Year)
Total book collection	3 laks
Manuscript	1 laks
Number of donate journal	80
Number of subscribe journal	35
Journal collection	10000

4.3.4 Total strength of library staff

Post	No.Staff
Librarian	00
Dy. Librarian	01
Library Assistant	03
Professional Assistant	01
Cataloguer	01
Reference librarian	01

4.4 VEER BAHADUR SINGH PURVANCHAL UNIVERSITY, JAUNPUR

4.4.1 History of University

Purvanchal University, Jaunpur renamed as veer Bahadur Singh Purvanchal School. This state University, was established in 1987 by late Shri Veer Bahadur Singh Concerning an affiliating university under U. P. State university acts 1973. Nonstop qualitative also quantitative growth, brilliance for academic also regulatory activities, transparent and effective academic organization have been major of the distinct features a portion of the dissimilar aspects on the support for which the university developed as one among the lead universities. At that time, this university was started with only 68 affiliated colleges, the university in the present time has widened its spread of activities with 367 affiliated colleges and students enrollment more than three lacs in 5 Districts of Eastern Uttar Pradesh.

4.4.2 Location & Campus:

The university is found in 10 km starting with those memorable city about Jaunpur looking into Jaunpur-Shahganj way which partitions its 171.5 acres campus into two. Jaunpur is great joined toward Train, way Furthermore air for rest of the country. The foundation development, accomplishment of academic excellence, personal satisfaction certification in the higher training What's more socio-investment advancement from claiming this Exceptionally retrograde & country area from claiming eastern Uttar Pradesh would a few of the necessity territories to which those college may be setting its best deliberations. The started of two-year full-time residential MBA course On 1990 might have been a standout amongst the principal steps towards settling on change in the character of the university from affiliating to affiliating cum-residential university.

4.4.3 VISION & MISSION:

- To develop the University as an good centre of learning which provided qualitative higher education to all who deserve it and catalyses academic brilliance in the society.

- Pushing investigate in the field for science, technology, humanities, literature, economics, social science, law, farming and other disciplines
- To create an environment to motivate and help the academia with embrace investigations Also researches, of the profit of the country What's more humankind overall.
- Get ready graduates familiar furthermore prepared with those knowledge, relational abilities What's more machine proficiency will help those desires of the worldwide economy.
- The University gets to be An significant supplier for suitably prepared mamoncillo control should help improvement about India under a 'Knowledge Society'.

4.4.4 Library Profile



Fig.No.4.2.3

Central Library VBSPU, Jaunpur

The central library was established in year 1999 .It is one of the biggest repositories of information in Pradesh to give standard service-satisfaction benefits with its students, Examine scholars, educators What's more staffs. It moved In recently three storied amazing up to date library building for the name for Vivekanand Central library in the quite a while 2004 which might have been inaugurated by Bhairon Singh Shekhawat, the At that point Vice-President of India. Done 2016, those vital library need been honored as a “Centre of Excellence” by Govt. Of Uttar Pradesh. The library premises need aid under CCTV observation on control deceptive episodes. Library need Wi-Fi central library was established in year 1999, one of the biggest repositories information in utter connectivity to give acceptable web and in addition e-Resource offices should its clients Indeed after shutting the library.

In the present time the library is working with soul software package, its in-house job such as circulation, serial control, cataloguing, OPAC/Web OPAC and so forth.

The present library stock comprises 1,12,006 books, 318 professional Indian and foreign magazines, 557 over volumes about journals, 10211 ph. D. Theses, 760 CD, 12 Newspapers, 216 Govt. Publications, press clippings since 2008. Library needs a compass accumulation about reference books like, encyclopedia, dictionary, yearbook, atlas, directory, almanacs etc

It need an advanced Library –cum Research section to help the exploration researchers around all subjects the individuals need aid not continuously concentrated on for UTD. Since 2014, we bring uploaded 519 ph. D. Theses in Sodhganga repository and setting off with digitize our 12,000+ of age theses. It has also an e-library holding 20 computer with 1 GBPS BSNL leased line web connectivity should right 10,000+ e-resources including e-journals, e-books, e-databases, e-contents, e-theses bought What's more subscribed by school alongside INFLIBNET Centre, Ahmadabad for a lot of people more open entry e-resources. Library need also a EDUSAT framework clinched alongside audio-visual section go to the virtual educating programmers’ broadcaster Toward UGC, AICTE, and IGNOU. It is also book bank section to provide the complete set of text books to each scholars for all semester

4.5 MADAN MOHAN MALAVIYA UNIVERSITY OF TECHNOLOGY

4.5.1 History of University

Madan Mohan Malaviya University of Technology, Gorakhpur was established in 2013. presently this University structure of a non-affiliating, showing and Look into college after reconstituting the Madan Mohan Malaviya engineering College, Gorakhpur which might have been made clinched alongside 1962.

4.5.2 VISION:

The main vision of this university to provide a platform for research in science and technology, incubation, Product innovation and other extension work in science, Technology and management education.

4.5.3 MISSION:

- To serve the public arena as a focal point about higher learning, giving long haul societal profits through transmitting propelled knowledge, finding new learning and working Likewise a animated attempting repossess from claiming composed knowledge;
- To take authority part Toward giving require built projects over building What's more technology, connected sciences, management, humanities, architecture, pharmacy, retail What's more style design, mass-communication, farming Also different employable courses in rising areas.
- To push humane mind of the most elevated caliber that interprets new information under serious upgrades on innovative conclusions through interdisciplinary collaboration, financial responsibility, backing from claiming diversity, a concentrate on nature Also a society of professionalism.
- On establish quality making networks also cultivate association for different heading institutes about higher taking in Furthermore research, alumni Furthermore commercial enterprises in place on give huge commitment on national Furthermore global development.
- With make an intellectually fortifying foundation What's more favorable surroundings for innovation organization research, scholarship, creativity,

innovation, entrepreneurship Also proficient action to administration will group keeping What's more economy.

4.5.4 LOCATION AND CAMPUS

The main campus of the university seven kilometers far from the blessed city of Gorakhpur, give the impeccable component to those flawless engineer. This university found on Gorakhpur - Deoria road, over 9 Kilometers starting with Gorakhpur railway station and in addition from fundamental Gorakhpur Roadways bus-station.

4.5.5 HOSTEL:

Those college is private foun dation for five boys' hostels named Subhash Bhawan, Raman Bhawan, Vishweswaraya Bhawan (exclusively to Initially quite a while boys), Tagore Bhawan What's more Ambedkar Bhawan What's more three girls' hostels named Saraswati Bhawan, Sarojani Bhawan and Kalpna Chawla Bhawan. These hostels suit what added up to around 1470 learners. Those hostels need aid great outfitted with vital comforts accessible for over lodging premises. Those rented transport web office may be accessible for 24x7 hours (except school hours) on each space for each lodging. Scholars admitted of the college hostels need aid Gave with the important furniture. Those scholars would customize answerable for upkeep of the articles issued will them by the warden in heartless state. Initially quite a while scholars need aid furnished with three/two setter rooms as for every the availability. Senior people need aid Gave for twofold also single situated rooms depending upon accessibility.

4.5.6 Central Library

This university was established in year 2013 by the government of Uttar Pradesh in the form of a non –affiliate. The central library of this university is depending on fully open access. All the users and staff members are given freedom access from 8.30am to 8.30pm (Monday to Friday),8.30 am to 4.30 pm Saturday and 9.30am to 4.30pm(Sunday).This library have large number of books and periodical on scientific, technical and other disciplines The total numbers of books are available in this library

is 1,13,566. The library is fully Wi-Fi and also provides to users E-books and E-journals.

- Total carpet Area-1779.426 sq.meter
- Reading room sitting capacity-400.
- Air conditioned reading space-250.73sq.meter
- Average issues and return books daily -450

4.5.7 Special features of this library:

These are the following special features of this library-

- Fully automated issues and return of books.
- OPAC is available for 24 hours via internet
- CCTV network.
- Air conditioned reading room facility.
- Air conditioned E-library cum reading room facility(1 No.)
- Reserve book bank for SC/ST candidates.
- Separate reading room for SC/ST candidates.
- Issues of book for six months per student.
- Only five books issues per student and eight books issues for SC/ST student.

4.6 DEENDYAL UPADHYAY GORAKHPUR UNIVERSITY, GORAKHPUR

4.6.1 History of University

This university of Gorakhpur was established in year 1956 by an act passed by Uttar Pradesh legislation and its proper functioning since September in 1957 and that time in this university were started the faculties of Arts, Commerce, Law and Education, in year 1985 in this university came into existence were faculty of science, Engineering, Medicine and Agriculture. Late Mahant Digvijay Nath was also more valuable contribution in the establishment of this university. Gorakhpur University was spread over college in Gorakhpur and including 12 Districts of Gorakhpur madal with the about 425 affiliated colleges. In 1974 the Gorakhpur University Act was almost replaced by uniform piece of legislation that called the U.P. Universities Acts. In this provision about two dozen colleges affiliation in five districts were totally transferred

to the newly created Avadh University with headquarters at Faizabad. In the present time with the established of new colleges and the formation of new districts there are more than 400 colleges' affiliations this university under the districts of Gorakhpur division.

This university has neat and green campus spread over an area of 300 Acres with good teaching and residential campuses. When this university was established that time was housed in two building, the Pant block and Majithia block. It has several other building included the central library, the arts block, the Administrative block, the Law faculty. A student union building ,A Gymnasium hall ,A health centre, A computer centre and research building for chemistry zoology and Botony. Besides there have also separate building Commerce and Education ,Home science ,Geography ,Psychology ,Sociology, Hindi, Ancient History, Fine art and Music, Political science etc, In additional imposing Auditorium ,referred to as Deeksha Bhavan ,Two separate housing a branch of Allahabad Bank a sub- post office is part of university building . It is also provide residence for teaching and non- teaching staff. In present time have four boys' hostels and two girls hostel which have provide facilities of reading –cum- TV room Games etc.

Library profile



Fig.No.4.2.4

Central library D.D.U.G.U. Gorakhpur

4.6.2 Basic information about the library

Name of the library - Central library

University name- Deen Dyal Upadhyay Gorakhpur University, Gorakhpur.

Library hours - 10am to 6 pm.

4.6.3 Collection of library

Collection of library	2017-18 (Year)
Journals/ Periodical	325
Dissertation/ thesis	5430
Books	250000

4.6.4 Services

Library has provided the following services to user.

- Current awareness service
- Reference services
- Bibliography services
- Reprography services

4.6.5 Section in the library

- Circulation section
- Acquisition section
- Technical section
- Periodical section
- Reprographic section
- Reading room
- Binding section

D.D.U.G. Gorakhpur central library has adopted D.D.C classification scheme.

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DATA ANALYSIS AND INTERPRETATION

This chapter discusses in detail about the analysis and interpretation of data collected through a survey conducted among the five eastern State Universities libraries of Uttar Pradesh. This chapter are based on two part, the first part is based on library professionals and second part on library users of eastern State University libraries.

5.1 Data Interpretation:

The analysis of data and interpretation is one of the other important facet of any research study for assessing and evaluating the qualitative and quantitative data to make researcher to provide platform a logical sense through the utilization of analytical examine each facet of the research result.

The collected data are analyzed and interpreted in table, figures and graphs and for evaluation of the stated hypothesis. The data analysis and Microsoft –Excel application are used to feed and tabulate the data to find the results.

Table.No.5.1.1. Questionnaire distributed and received.

S.N.	Name of the University	Distributed	Received	Percentage
1	M.G.K.V.P. VARANASI	12	12	100
2	S.S.V.VARANASI	07	07	100
3	V.B.S.P.U.JAUNPUR	11	09	81.82
4	M.M.M.T.U.GORAKHPUR	04	04	100
5	D.D.U.G.U.GORKHPUR	07	07	100

TOTAL	41	39	96.37
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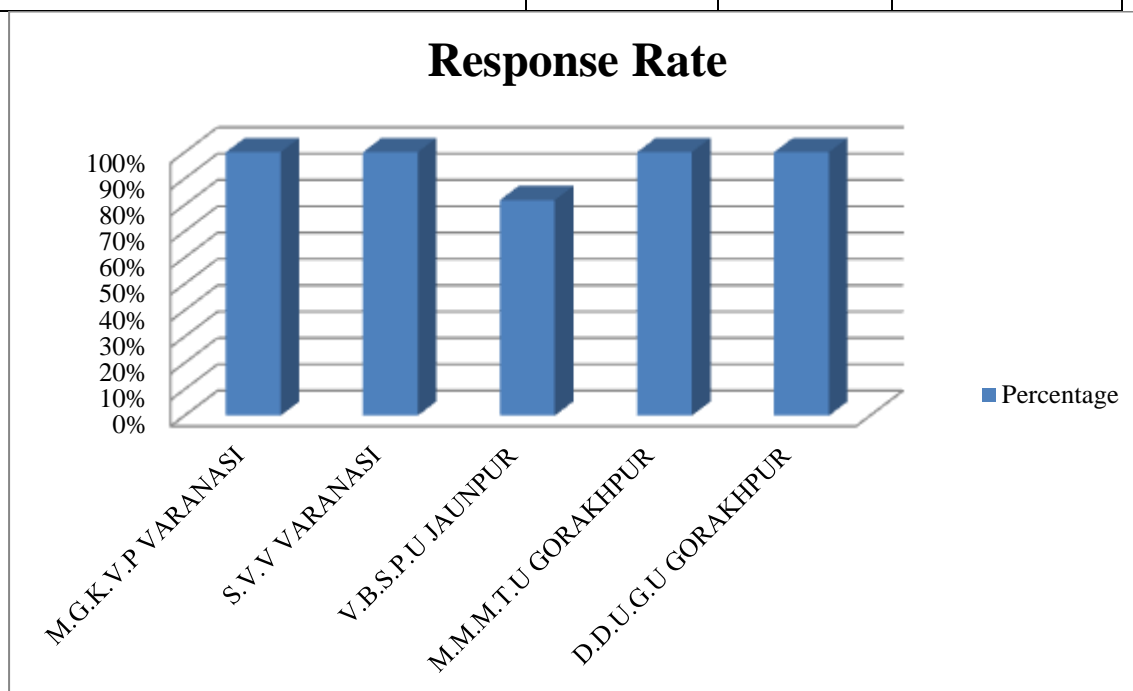


Fig.No.5.1.1

Table no 5.1.1 and figure no 5.1.1 shows that total 41 questionnaires are distributed among library professionals in five Universities of eastern Uttar Pradesh whereas 39 (96.37%) questionnaires are received. The results show that response rate is 100.00% of M.G.K.V.P, S.S.V, M.M.M.T.U, D.D.U.G.U, whereas 81.82% questionnaire are received from V.B.S.P.U.

Table no.5.1.2 Gender wise questionnaire distribution to library professionals.

Name of the University	Male	Male %	Female	Female%
M.G.K.V.P.VARANASI	10	83.33	2	16.67
S.S.V.VARANASI	6	85.71	1	14.29
V.B.S.P.U.JAUNPUR	5	55.56	4	44.44
M.M.M.T.U.GORAKHPUR	3	75.00	1	25.00
D.D.U.G.U.GORAKHPUR	6	85.71	1	14.29
Total	30	76.92%	9	23.08%

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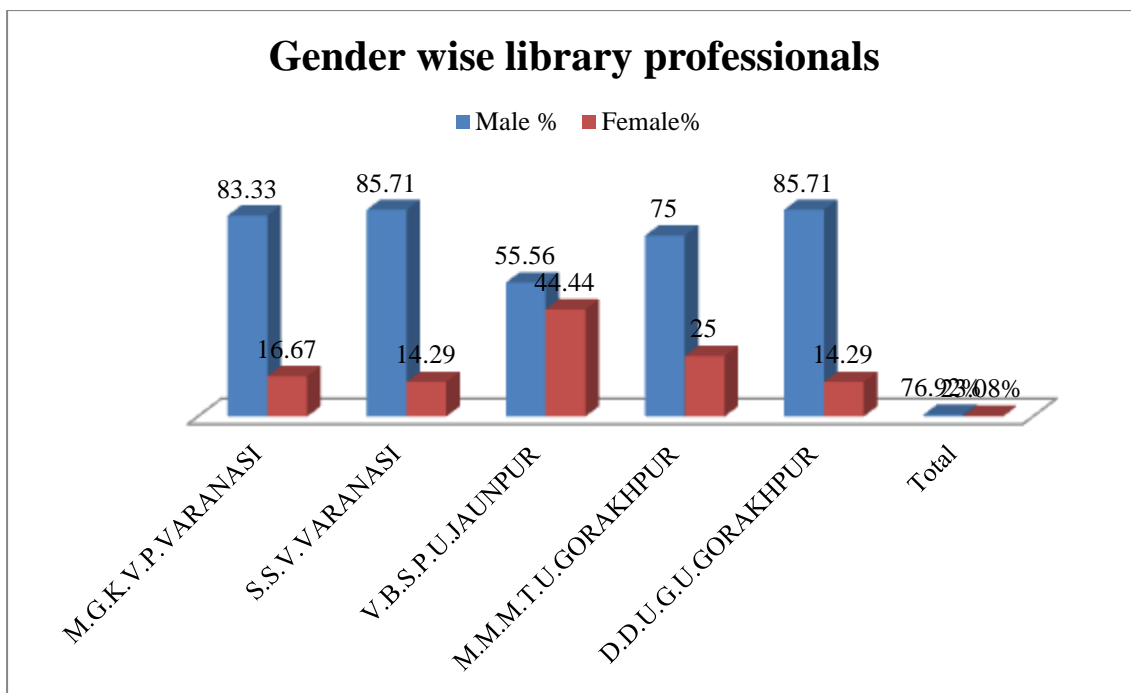


Fig.no.5.1.2

Table no.5.1.2 and figure no.5.1.2 shows that gender wise professionals response of five eastern State University libraries, the result shows that the highest responses rate are 85.71% male library professionals from S.S.V and D.D.U.G.U, followed by 83.33% male library professionals from M.G.K.V.P, 55.56% male library professionals from V.B.S.P.U,75.00% male library professionals from M.M.M.T.U whereas the highest responses rate are 44.44% female library professionals from V.B.S.P.U, 25.00% female library professionals from M.M.M.T.U, 16.67% female library professionals from M.G.K.V.P, 14.29% female library professionals from S.S.V and D.D.U.G.U.

Table.no.5.1.3 Awareness of the ICT application in your library.

S.N.	Awareness of the ICT application in library	YES	YES%	NO	NO%
1	M.G.K.V.P.VARANASI	11	91.7	01	8.3
2	S.S.V.VARANASI	07	100.00	00	0.00
3	V.B.S.P.U.JAUNPUR	08	88.9	01	11.1
4	M.M.M.T.U.GORAKHPUR	04	100.00	00	0.00
5	D.D.U.G.U.GORAKHPUR	07	100.00	00	0.00

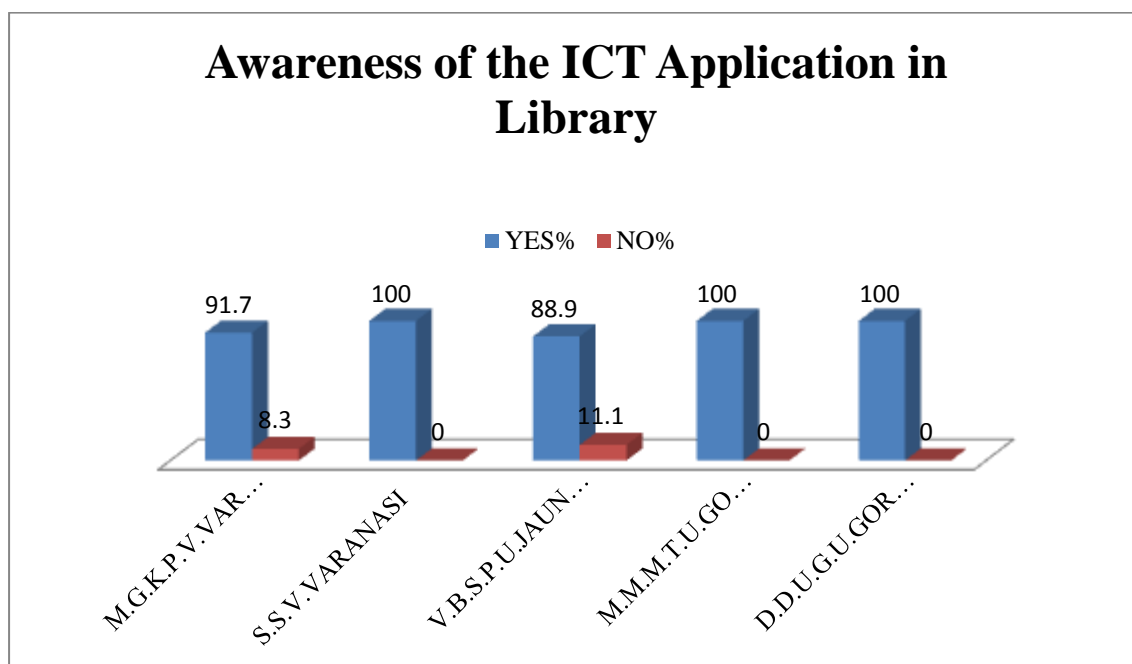


Fig.5.1.3

Table no.5 .1.3and figure no.5.1.3shows that awareness of the ICT application of library professionals in the library. In M.G.K.V.P 91.7%library professional are aware of ICT application whereas 8.3%library professionals are not aware of ICT application. In S.S.V 100% library professional are aware of ICT application. In

V.B.S.P.U.88.9% library professional are aware of ICT application whereas 11.1% library professionals are not aware of ICT application.In M.M.M.T.U 100% library professional are aware of ICT application.In D.D.U.G.U100% library professional are aware of ICT application.

Table .no.5.1.4 Type of attitude towards ICT.

Type of attitude	Positive	Positive %	Negative	Negative %	Neutral	Neutral %
M.G.K.V.P.VARANASI	7	58.33	1	8.34	4	33.33
S.S.V.VARANASI	2	28.57	4	57.14	1	14.29
V.B.S.P.U.JAUNPUR	3	33.33	1	11.11	5	55.56
M.M.M.T.U.GORAKHPUR	3	75.00	0	0.00	1	25.00
D.D.U.G.U.GORAKHPUR	3	42.86	0	0.00	4	57.14

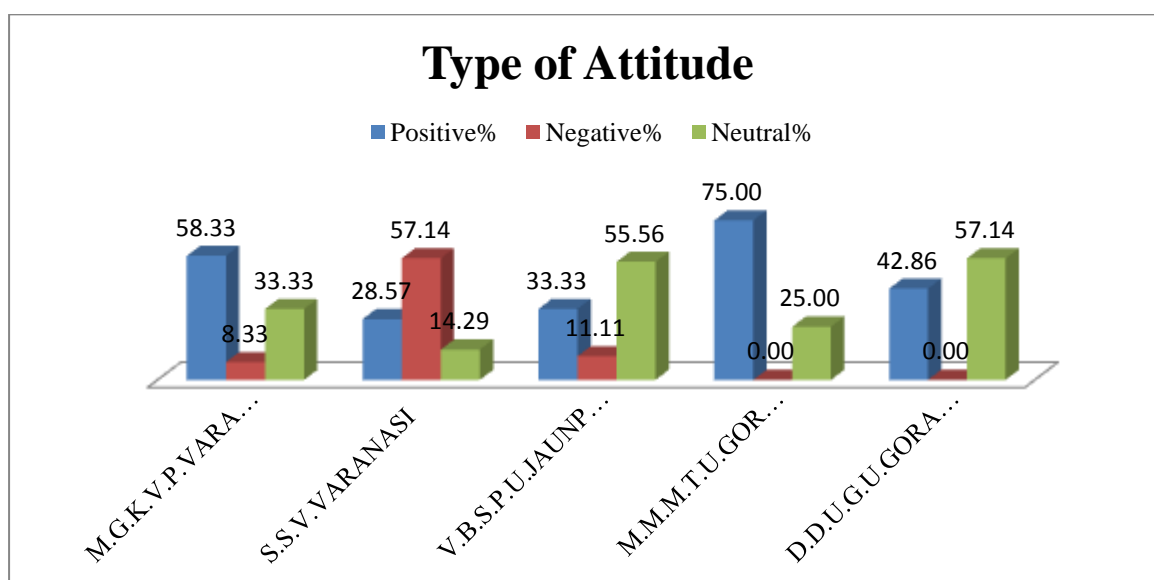


Fig. no.5.1.4

Table no.5.1.4 and figure no.5.1.4 shows the type of attitude towards ICT of the library professionals in the library. In M.G.K.V.P 58.33% library professionals have positive attitude towards ICT whereas 8.33% library professionals have negative attitudes and only 33.33% library professionals have neutral attitude. In S.S.V 28.57% library professionals have positive attitude towards ICT whereas 57.14% library professionals have negative attitude and only 14.29% library professionals have neutral attitude In V.B.S.P.U. 33.33% library professionals have positive attitude towards ICT whereas 11.11% library professionals have negative attitude and only 55.66% library professionals have neutral attitude In M.M.M.T.U. 75.00% library professionals have positive attitude towards ICT whereas 25.00% library professionals have neutral attitude .In D.D.U.G.U. 42.86% library professionals have positive attitude towards ICT whereas 57.14% library professionals have neutral attitude.

Table.no.5.1.5 Positive attitude helps in using ICT application in library.

S.N.	Positive attitude helps In using ICT application in library	YES	YES%	NO	NO%
1	M.G.K.V.P.VARANASI	07	58.33	05	41.67
2	S.S.V.VARANSI	02	28.57	05	71.43
3	V.B.S.P.U.JAUNPUR	07	77.78	02	22.22
4	M.M.M.T.U.GORAKHPUR	04	100	00	00
5	D.D.U.G.U.GORAKHPUR	07	100	00	00

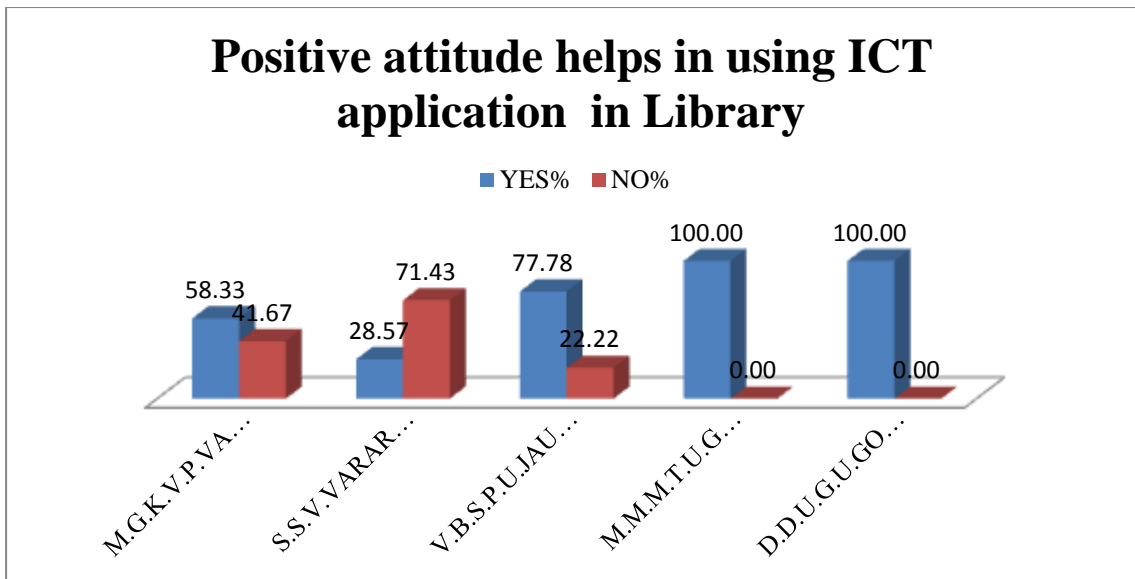


Fig.no.5.1.5

Table no.5.1.5 and figure no.5.1.5 shows that positive attitude helps in using ICT in the library. In M.G.K.V.P. 58.33% library professionals are accepting positive attitude that helps in using ICT in the library whereas 41.67% library professionals are not accepting positive attitude that helps in using ICT in the library

In S.S.V. 28.57% library professionals are accepting positive attitude that helps in using ICT in the library whereas 71.43% library professionals are not accepting positive attitude that helps in using ICT in the library.

In V.B.S.P.U. 77.78% library professionals are accepting positive attitude that helps in using ICT in the library whereas 22.22% library professionals are not accepting positive attitude that helps in using ICT in the library.

In M.M.M.T.U. 100.00% library professionals are accepting positive attitude that helps in using ICT in the library.

In D.D.U.G.U. 100.00% library professionals are accepting positive attitude that helps in using ICT in the library.

Table.no.5.1.6 The ICT skills according to job profile.

S.N.	The ICT skills according to job profile	YES	YES%	NO	NO%
1	M.G.K.V.P.VARANASI	09	75.00	03	25.00
2	S.S.V.VARANASI	01	14.29	06	85.71
3	V.B.S.P.U.JAUNPUR	08	88.89	01	11.11
4	M.M.M.T.U.GORAKHPUR	03	75.00	01	25.00
5	D.D.U.G.U.GORAKHPUR	03	42.86	04	57.14

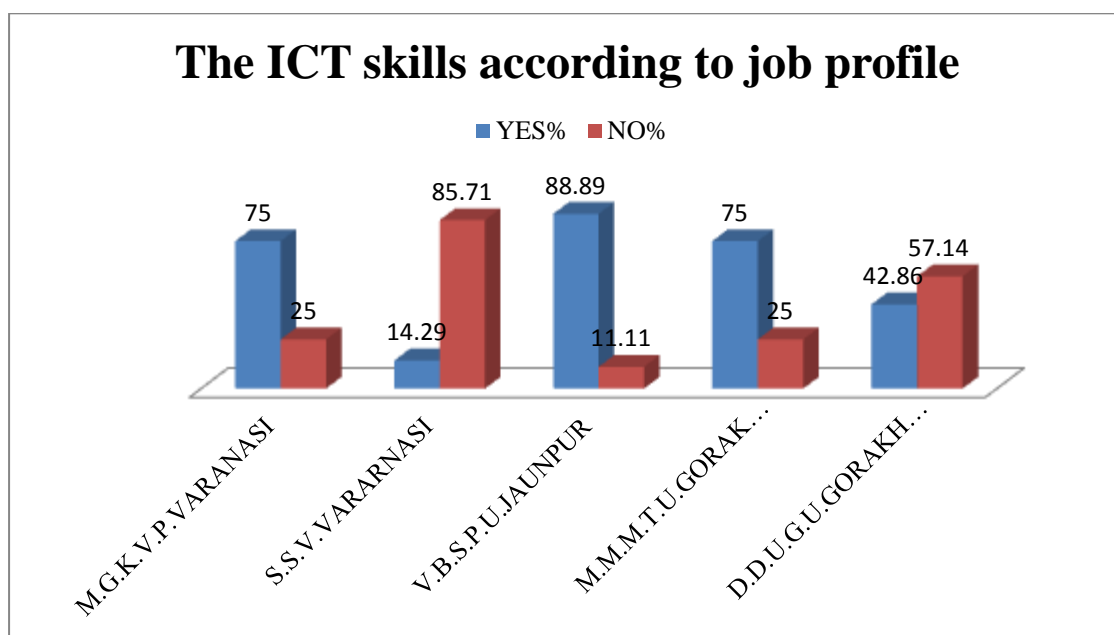


Fig.no.5.1.6

Table no.5.1.6 and 5.1.6 shows that the ICT skill they have is according to their job profile in the library. In M.G.K.V.P. 75.00% library professionals are accepting that the ICT skill they have according to job profile whereas 25.00% library professionals are not accepting the ICT skill they have according to job profile.

In S.S.V.14.29% library professionals are accepting that the ICT skill they have according to job profile whereas 85.71% library professionals are not accepting that the ICT skill they have according to job profile.

In V.B.S.P.U.88.89% library professionals are accepting that the ICT skill they have according to job profile whereas 11.11% library professionals are not accepting that the ICT skill they have according to job profile.

In M.M.M.T.U.75.00% library professionals are accepting that the ICT skill they have according to job profile whereas 25.00% library professionals are not accepting that the ICT skill they have according to job profile.

In D.D.U.G.U.42.86% library professionals are accepting that the ICT skill they have according to job profile whereas 57.14% library professionals are not accepting that the ICT skill they have according to job profile.

Tableno.5.1.7 Rate your overall skill of using ICT.

Overall skill of using ICT	BEL OW BAS IC	BA SIC	PROFI CIENT	ADV ANCE	BEL OW BAS IC%	BAS IC%	PROFIC IENT%	ADVA NCE%
M.G.K.V.P.VA RANASI	0	7	5	0	0	58.3 3	41.67	0
S.S.V.VARAN ASI	0	4	3	0	0	57.1 4	42.86	0
V.B.S.P.U.JAU NPUR	0	3	2	4	0	33.3 3	22.22	44.44
M.M.M.T.U.G ORAKHPUR	0	2	0	2	0	50	0	50
D.D.U.G.U.GO RAKHPUR	2	2	3	0	28.5 7	28.5 7	42.86	0

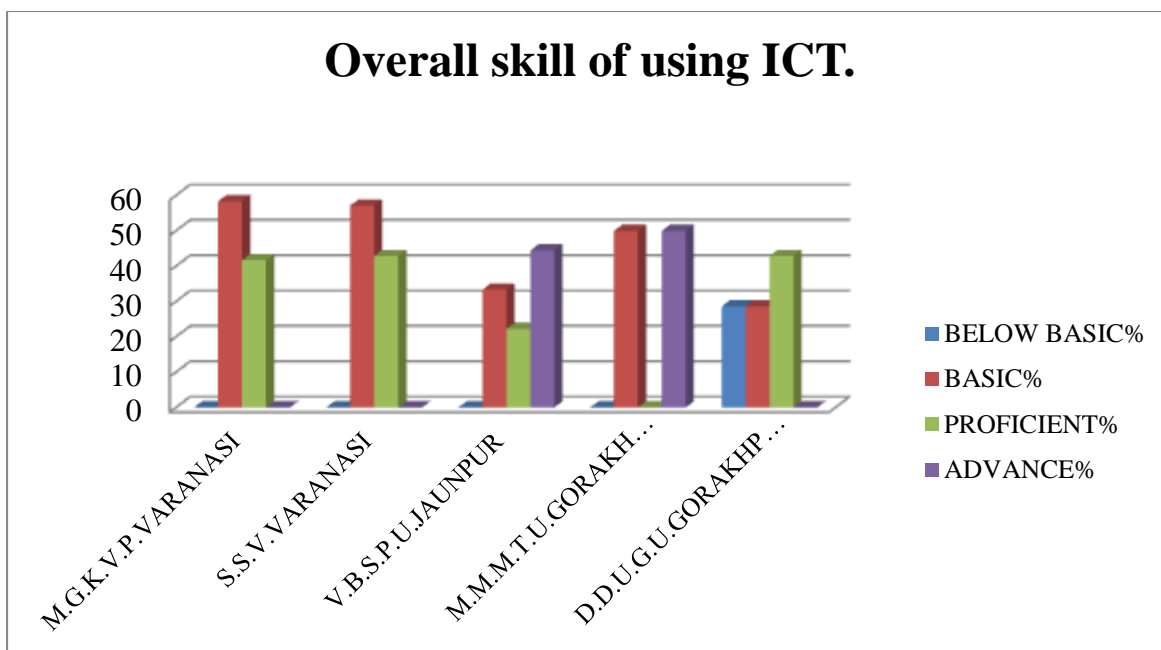


Fig. no.5.1.7

Table no.5.1.7 and figure no.5.1.7 shows that overall skill of using ICT of library professionals in the library. In M.G.K.V.P 58.33% library professionals said they have basic overall skill of using ICT whereas 41.67% library professionals said they have proficient overall skill of using ICT. 57.14% library professionals said they basic overall skill of using ICT whereas 42.86% library professionals said they have proficient overall skill of using ICT. In V.B.S.P.U 33.33% library professionals said they have basic overall skill of using ICT, 22.22% library professionals said that have proficient overall skill of using ICT and only 44.44% library professional said they have advance overall skill of using ICT.

In M.M.M.T.U. 50.00% library professionals said they have basic overall skill of using ICT whereas 50.00% library professional said they have advance overall skill of using ICT.

In D.D.U.G.U. 28.57% library professionals said they have below basic overall skill of using ICT, 28.57% library professionals said they have basic overall skill of using ICT and only 42.86% library professionals said they have proficient overall skill of using ICT.

Table.no.5.1.8 Participation in ICT training should be compulsory for library professional.

Participation in ICT training should be compulsory for library professional	YES	YES%	NO	NO%
M.G.K.V.P.VARANASI	8	66.67	4	33.33
S.S.V.VARARNASI	2	28.57	5	71.43
V.B.S.P.U.JAUNPUR	2	22.22	7	77.78
M.M.M.T.U.GORAKHPUR	3	75.00	1	25.00
D.D.U.G.U.GORAKHPUR	3	42.86	4S	57.14

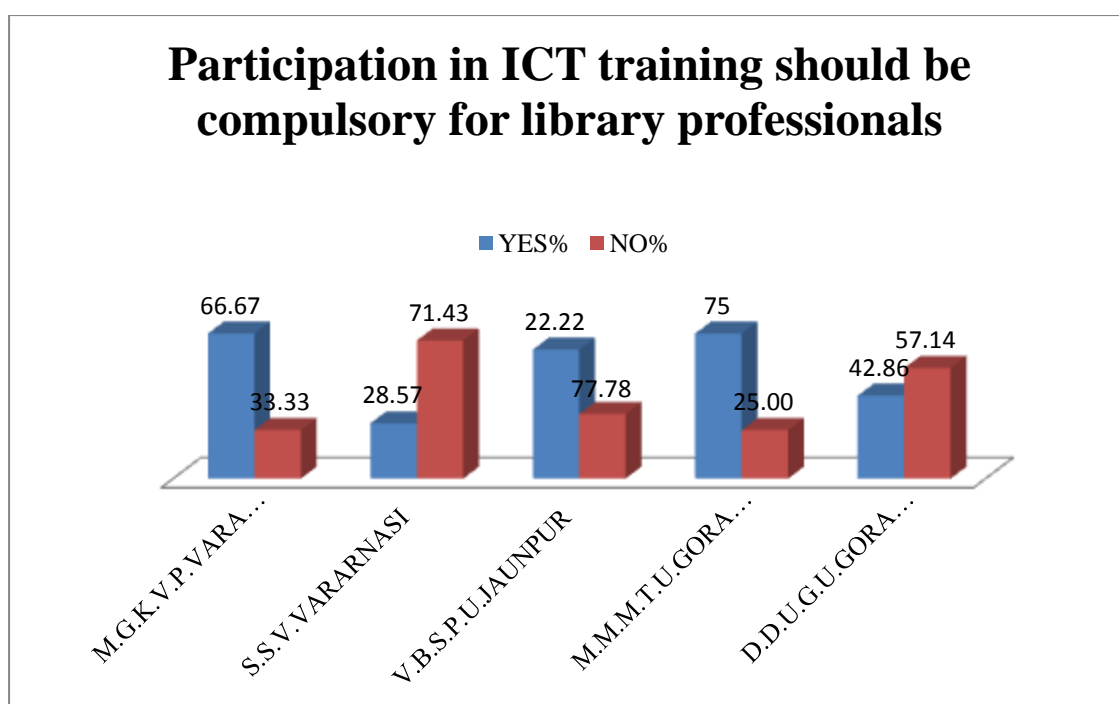


Fig.no.5.1.8

Table no.5.1.8 and figure no.5.1.8 shows that participation in ICT training should be compulsory for library professionals in library. In M.G.K.V.P.66.67% library professionals said participation in ICT training should be compulsory for library

professionals in library whereas 33.33% library professional said participation in ICT training should not be compulsory for library professionals in library.

In S.S.V.28.57% library professionals said participation in ICT training should be compulsory for library professionals in library whereas 71.43% library professional said participation in ICT training should not be compulsory for library professionals in library.

In V.B.S.P.U.22.22% library professionals said participation in ICT training should be compulsory for library professionals in library whereas 77.78% library professional said participation in ICT training should not be compulsory for library professionals in library.

In M.M.M.T.U.75.00% library professionals said participation in ICT training should be compulsory for library professionals in library whereas 25.00% library professional said participation in ICT training should not be compulsory for library professionals in library.

In D.D.U.G.U.42.86% library professionals said participation in ICT training should be compulsory for library professionals in library whereas 57.14% library professional said participation in ICT training should not be compulsory for library professionals in library.

Table.no.5.1.9 Participated in any ICT training program.

Participated in any ICT training program	YES	YES%	NO	NO%
M.G.K.V.P.VARANASI	4	33.33	8	66.67
S.S.V.VARARNASI	1	14.29	6	85.71
V.B.S.P.U.JAUNPUR	4	44.44	5	55.56
M.M.M.T.U.GORAKHPUR	3	75.00	1	25.00
D.D.U.G.U.GORAKHPUR	2	28.57	5	71.43

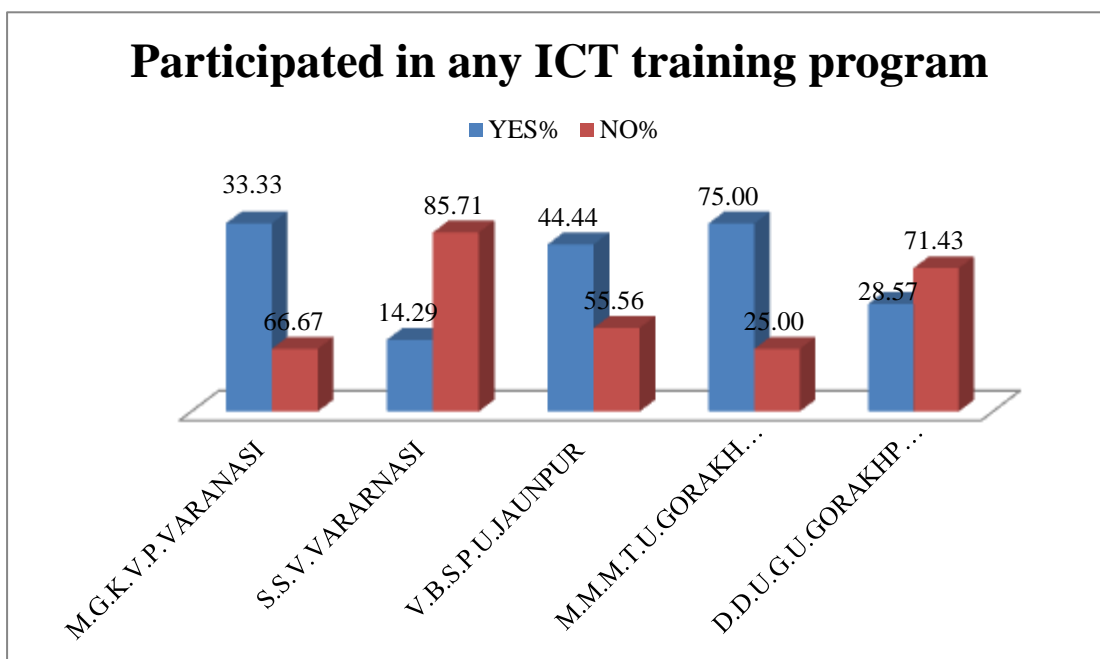


Fig.no.5.1.9

Table no.5.1.9 and figure no.5.1.9 shows the participation in any ICT training program library by professionals in library. In M.G.K.V.P.33.33% library professionals said they have participated in ICT training program whereas 66.67% library professionals said they have not participated in ICT training program.

In S.S.V.14.29% library professionals said participated in ICT training program whereas 85.71% library professionals said no participation in ICT training program.

In V.B.S.P.U.44.44% library professionals said participated in ICT training program whereas 55.56% library professionals said no participation in ICT training program.

In M.M.M.T.U.75.00% library professionals said participated in ICT training program whereas 25.00% library professionals said no participation in ICT training program.

In D.D.U.G.U.28.57% library professionals said participated in ICT training program whereas 71.43% library professionals said no participation in ICT training program.

Table no.5.1.10 Fruitfulness of training program provided by library.

Fruitfulness of training program provided by library	YES	YES%	NO	NO%
M.G.K.V.P.VARANASI	9	75.00	3	25.00
S.S.V.VARARNASI	2	28.57	5	71.43
V.B.S.P.U.JAUNPUR	6	66.67	3	33.33
M.M.M.T.U.GORAKHPUR	3	75.00	1	25.00
D.D.U.G.U.GORAKHPUR	3	42.86	4	57.14

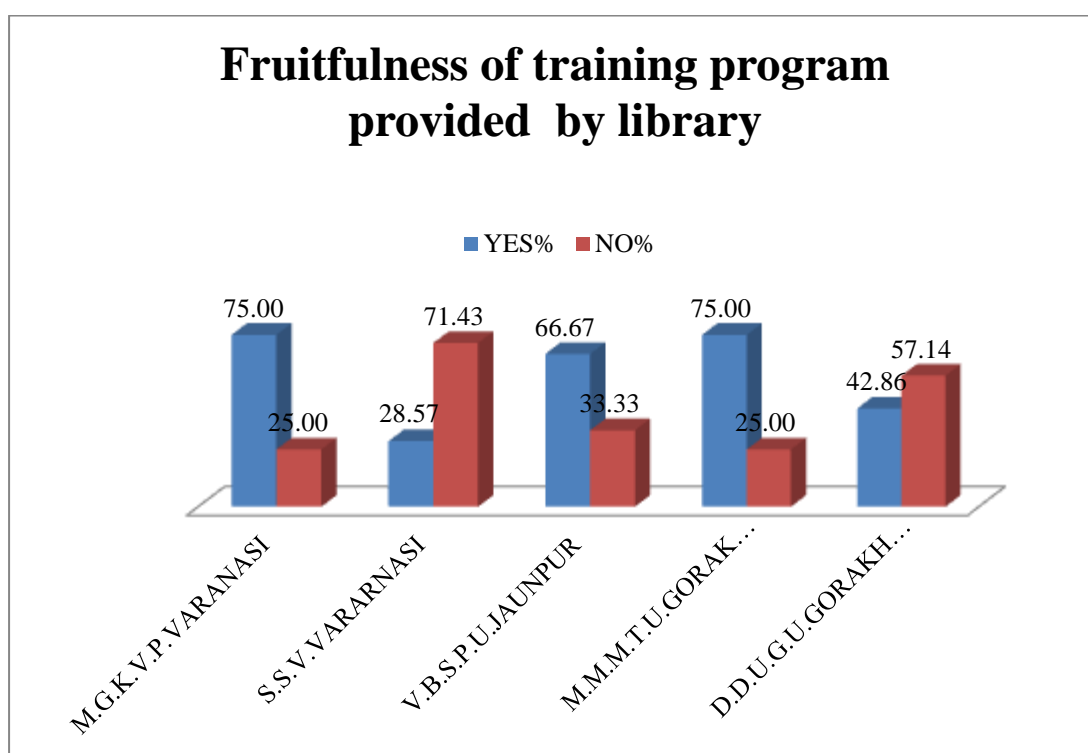


Fig.no.5.1.10

Table no 5.1.10 and figure 5.1.10 shows that the training program provided by library organization or other agencies are fruitful for library professionals in library. In M.G.K.V.P.75.00% library professionals said the training program provided by library organization or other agencies are fruitful for library professionals whereas

25% library professionals said the training program provided by library organization or other agencies are not fruitful for library professionals.

In S.S.V.28.57% library professionals said the training program provided by library organization or other agencies are fruitful for library professionals whereas 71.43% library professionals said the training program provided by library organization or other agencies are not fruitful for library professionals.

In V.B.S.P.U.66.67% library professionals said the training program provided by library organization or other agencies are fruitful for library professionals whereas 33.33% library professionals said the training program provided by library organization or other agencies are not fruitful for library professionals.

In M.M.M.T.U.75.00% library professionals said the training program provided by library organization or other agencies are fruitful for library professionals whereas 25.00% library professionals said the training program provided by library organization or other agencies are not fruitful for library professionals.

In D.D.U.G.U.42.86% library professionals said the training program provided by library organization or other agencies are fruitful for library professionals whereas 57.14% library professionals said the training program provided by library organization or other agencies are not fruitful for library professionals.

Table.no.5.1.11 A special training program .

A special training program	YES	YES%	NO	NO%
M.G.K.V.P.VARANASI	9	75.00	3	25.00
S.S.V.VARANASI	3	42.86	4	57.14
V.B.S.P.U.JAUNPUR	4	44.44	5	55.56
M.M.M.T.U.GORAKHPUR	3	75.00	1	25.00
D.D.U.G.U.GORAKHPUR	3	42.86	4	57.14

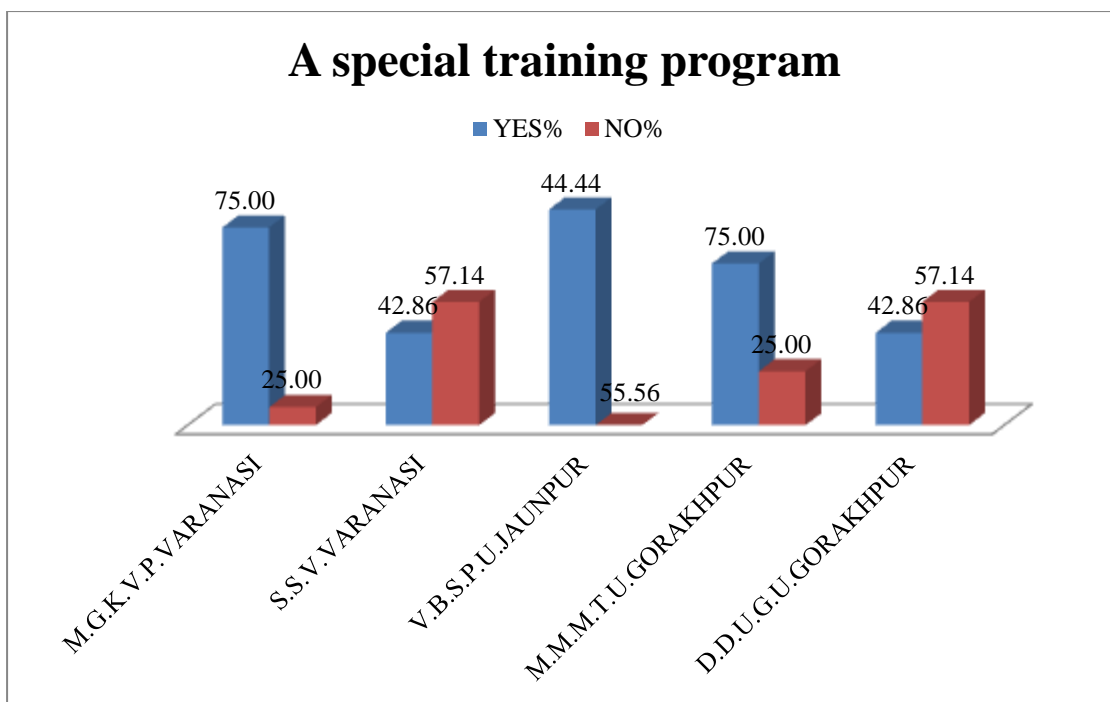


Fig. no.5.1.11

Table no.5.1.11 and figure no.5.1.11 shows that a special training program is needed for more elderly library professionals in library. In M.G.K.V.P 75.00% library professional said a special training program is needed for more elderly library professionals in library whereas 25.00% library professional said a special training program is not needed for more elderly library professionals.

In S.S.V.42% library professional said a special training program is needed for more elderly library professionals in library whereas 57.14% library professional said a special training program is not needed for more elderly library professionals.

In V.B.S.P.U.44.44% library professional said a special training program is needed for more elderly library professionals in library whereas 55.56% library professional said a special training program is not needed for more elderly library professionals.

In M.M.M.T.U.75.00% library professional said a special training program is needed for more elderly library professionals in library whereas 25.00% library professional said a special training program is not needed for more elderly library professionals.

In D.D.U.G.U.42.86% library professional said a special training program is needed for more elderly library professionals in library whereas 57.14% library professional said a special training program is not needed for more elderly library professionals.

Table.no.5.1.12 Positive attitude increases cooperation.

Positive attitude increases cooperation	YES	YES%	NO	NO%
M.G.K.V.P.VARANASI	11	91.67	1	8.33
S.S.V.VARANASI	3	42.86	4	57.14
V.B.S.P.U.JAUNPUR	9	100.00	0	0.00
M.M.M.T.U.GORAKHPUR	3	75.00	1	25.00
D.D.U.G.U.GORAKHPUR	3	42.86	4	57.14

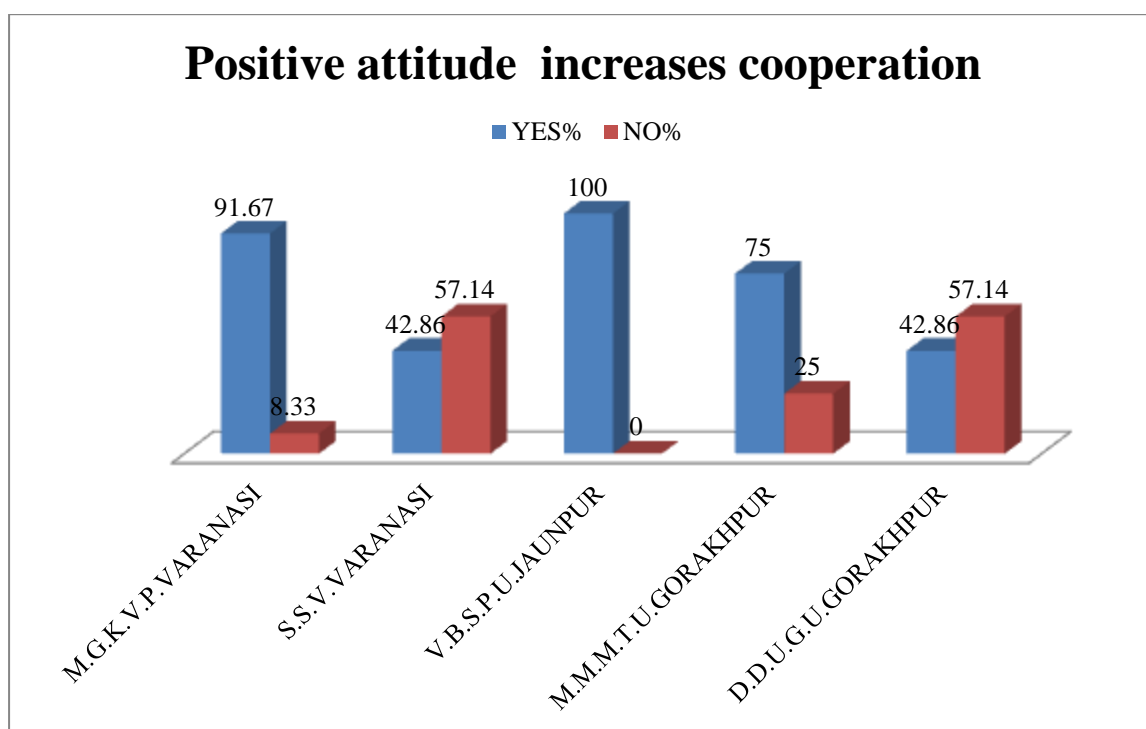


Fig.no.5.1.12

Table no 5.1.12 and figure no.5.1.12 shows that Positive attitude increases cooperation among library staff in library. In M.G.K.V.P.91.67% library professionals said Positive attitude increase cooperation among library staff whereas 8.33% library professionals said Positive attitude does not increase cooperation among library staff.

In S.S.V.42.86% library professionals said Positive attitude increase cooperation among library staff whereas 57.14% library professionals said Positive attitude does not increase cooperation among library staff.

In V.B.S.P.U.100.00% library professionals said Positive attitude increase cooperation among library staff.

In M.M.M.T.U.75.00% library professionals said Positive attitude increase cooperation among library staff whereas 25.00% library professionals said Positive attitude does not increase cooperation among library staff.

In D.D.U.G.U.42.86% library professionals said Positive attitude increase cooperation among library staff whereas 57.14% library professionals said Positive attitude does not increase cooperation among library staff.

Table no.5.1.13 Attitude towards ICT application.

M.G.K.V.P.VARANASI	Attitude towards ICT application	YES	YES%	NO	NO%
	It improve the quality of service	12	100.00	0	0
	Reduces the work load of library professional	10	83.33	2	16.67
	Increase job satisfaction of library professional	10	83.33	2	16.67
	All work in a collaborative way	9	75.00	3	25.00
	Increase the skill of library professional	8	66.67	4	33.33
	ICT make library professional more productive	11	91.67	1	8.33
	To learn skill in an autonomous way	12	100.00	0	0.00
	It help library professional organize work	10	83.33	2	16.67
S.S.V.VARANASI	It improve the quality of service	7	100.00	0	0.00
	Reduces the work load	1	14.29	6	85.71

	of library professional				
	Increase job satisfaction of library professional	4	57.14	3	42.86
	All work in a collaborative way	2	28.57	5	71.43
	Increase the skill of library professional	7	100.00	0	0.00
	ICT make library professional more productive	5	71.43	2	28.57
	To learn skill in an autonomous way	4	57.14	3	42.86
	It help library professional organize work	5	71.43	2	28.57
V.B.S.P.U.JAUNPUR	It improve the quality of service	9	100.00	0	0.00
	Reduces the work load of library professional	7	77.78	2	22.22
	Increase job satisfaction of library professional	5	55.56	4	44.44
	All work in a collaborative way	3	33.33	6	66.67
	Increase the skill of library professional	6	66.67	3	33.33
	ICT make library professional more productive	7	77.78	2	22.22
	To learn skill in an autonomous way	5	55.56	4	44.44
	It help library professional organize work	6	66.67	3	33.33
M.M.M.T.U.GORAKHPUR	It improve the quality of service	3	75.00	1	25.00
	Reduces the work load of library professional	4	100.00	0	0.00
	Increase job satisfaction of library professional	4	100.00	0	0.00
	All work in a	4	100.00	0	0.00

	collaborative way				
	Increase the skill of library professional	4	100.00	0	0.00
	ICT make library professional more productive	4	100.00	0	0.00
	To learn skill in an autonomous way	4	100.00	0	0.00
	It help library professional organize work	3	75.00	1	25.00
D.D.U.G.U.GORAKHPUR	It improve the quality of service	6	85.71	1	14.29
	Reduces the work load of library professional	3	42.86	4	57.14
	Increase job satisfaction of library professional	5	71.43	2	28.57
	All work in a collaborative way	4	57.14	3	42.86
	Increase the skill of library professional	4	57.14	3	42.86
	ICT make library professional more productive	6	85.71	1	14.29
	To learn skill in an autonomous way	5	71.43	2	28.57
	It help library professional organize work	6	85.71	1	14.29

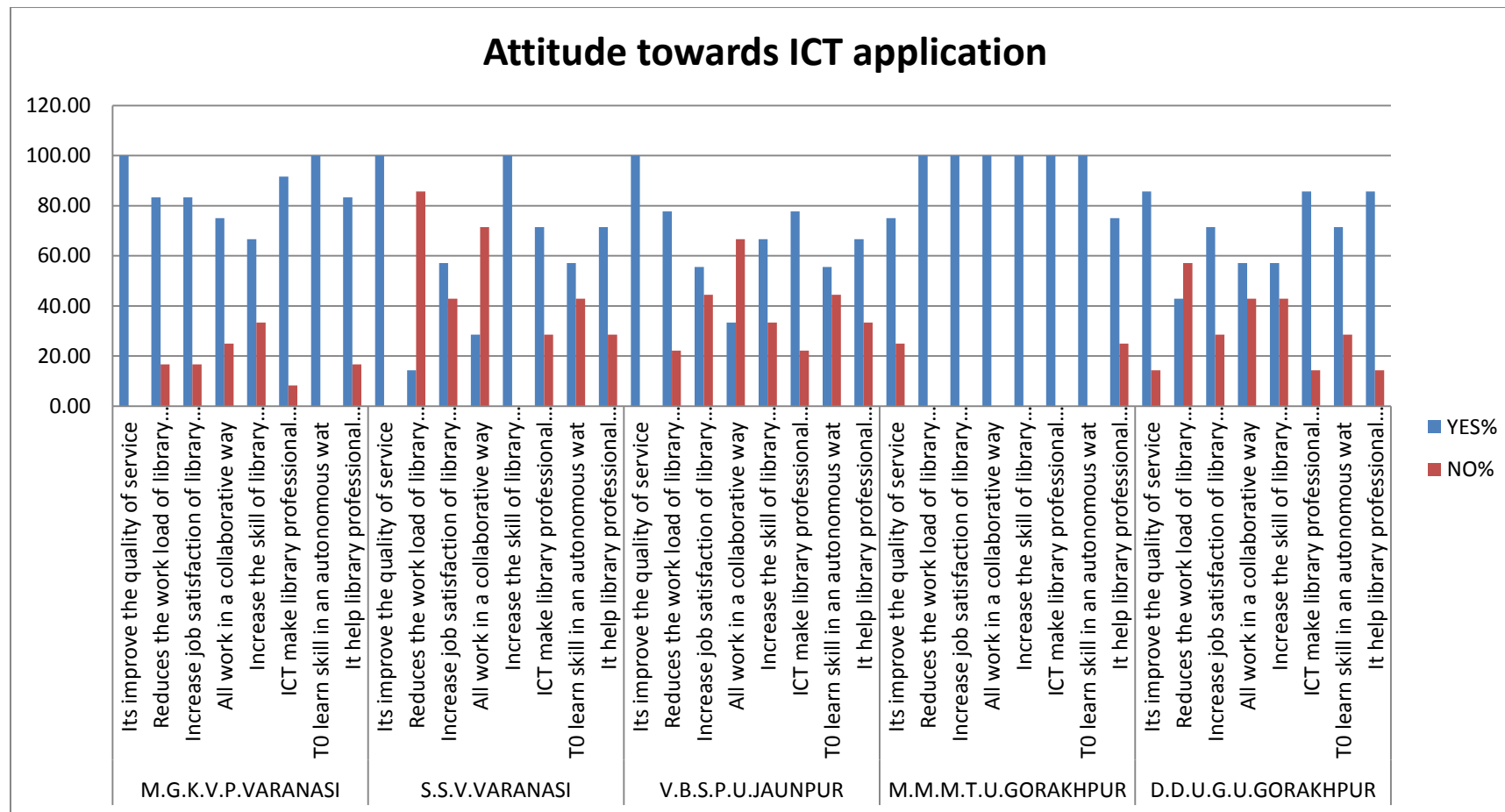


Fig.no5.1.13

Table no.5.1.13 and figure no.5.1.13 shows the attitude towards ICT application in library. The respondent of M.G.K.V.P, S.S.V and V.B.S.P.U 100% library professionals said that the ICT improves the quality of service whereas 75% and 85.71% respondent of M.M.M.TU and D.D.U.G.U library professionals said that the ICT improves the quality of services respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U 83.33%, 14.29%, 100%, 100%, 42.86% said that the ICT reduces the work load of library professionals respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U 83.33%, 57.14%, 55.56%, 100%, 71.43% said that the ICT increases job satisfaction in library professionals respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U 75%, 28.57, 33.33%, 100%, 57.14% said that the ICT helps in all work in a collaborative way respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U said that the ICT increases productivity in library professionals i.e. 91.67%, 71.43%, 77.78%, 100%, 85.71% respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U said that the ICT increases the skills of library professionals i.e. 66.67%, 100%, 66.67%, 100% 57.14% respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U said that the ICT helps in organize work.i.e.83.33%, 71.43%, 66.67%, 75%, 85.71% respectively.

Table.no.5.1.14 Confidence rate for different skills.

M.G.K.V.P. VARANASI	Confidence rate for different skills	A lot	A lot%	Somewhat	Somewhat %	A little	A little %	None	None %
	Produce a text using a word processing program	11	91.67	0	0.00	1	8.33	0	0
	Create a database	8	66.67	2	16.67	1	8.33	1	8.33
	Organize computer files in folder and subfolders	9	75.00	1	8.33	2	16.67	0	0
	Download and install software on a computer	8	66.67	0	0.00	1	8.33	3	25
	Edit text online internet links and images	8	66.67	3	25.00	0	0.00	1	8.33
	Use email to communicate with others	10	83.33	2	16.67	0	0.00	0	0.00
S.S.V.VARANASI	Produce a text using a word processing program	6	85.71	1	14.29	0	0.00	0	0.00
	Create a database	3	42.86	4	57.14	0	0.00	0	0.00
	Organize computer files in folder and subfolders	1	14.29	1	14.29	3	42.86	2	28.57
	Download and install software on a computer	0	0.00	2	28.57	0	0.00	5	71.43
	Edit text online internet links and images	1	14.29	3	42.86	2	28.57	1	14.29
	Use email to communicate with others	5	71.43	1	14.29	1	14.29	0	0.00
V.B.S.P.U.JAUNPU	Produce a text	3	33.3	6	66.6	0	0.00	0	0.00

R	using a word processing program		3		7				
	Create a database	6	66.67	1	11.11	2	22.22	0	0.00
	Organize computer files in folder and subfolders	7	77.78	1	11.11	1	11.11	0	0.00
	Download and install software on a computer	7	77.78	2	22.22	0	0.00	0	0.00
	Edit text online internet links and images	6	66.7	3	33.33	0	0.00	0	0.00
	Use email to communicate with others	7	77.78	2	22.22	0	0.00	0	0.00
M.M.M.T.U.GORAK HPUR	Produce a text using a word processing program	4	100.00	0	0.00	0	0.00	0	0.00
	Create a database	3	75.00	1	25.00	0	0.00	0	0.00
	Organize computer files in folder and subfolders	3	75.00	0	0.00	0	0.00	1	25.00
	Download and install software on a computer	2	50.00	1	25.00	0	0.00	1	25.00
	Edit text online internet links and images	2	50.00	1	25.00	0	0.00	1	25.00
	Use email to communicate with others	3	75.00	1	25.00	0	0.00	0	0.00
D.D.U.G.U.GORAK HPUR	Produce a text using a word processing program	1	14.29	1	14.29	1	14.29	4	57.14
	Create a database	2	28.57	2	28.57	0	0.00	3	42.86
	Organize computer files in folder and	3	42.86	1	14.29	0	0.00	3	42.86

	subfolders								
	Download and install software on a computer	3	42.86	0	0.00	0	0.00	4	57.14 \
	Edit text online internet links and images	2	28.57	1	14.29	0	0.00	4	57.14
	Use email to communicate with others	4	57.14	0	0.00	3	42.86	0	0.00

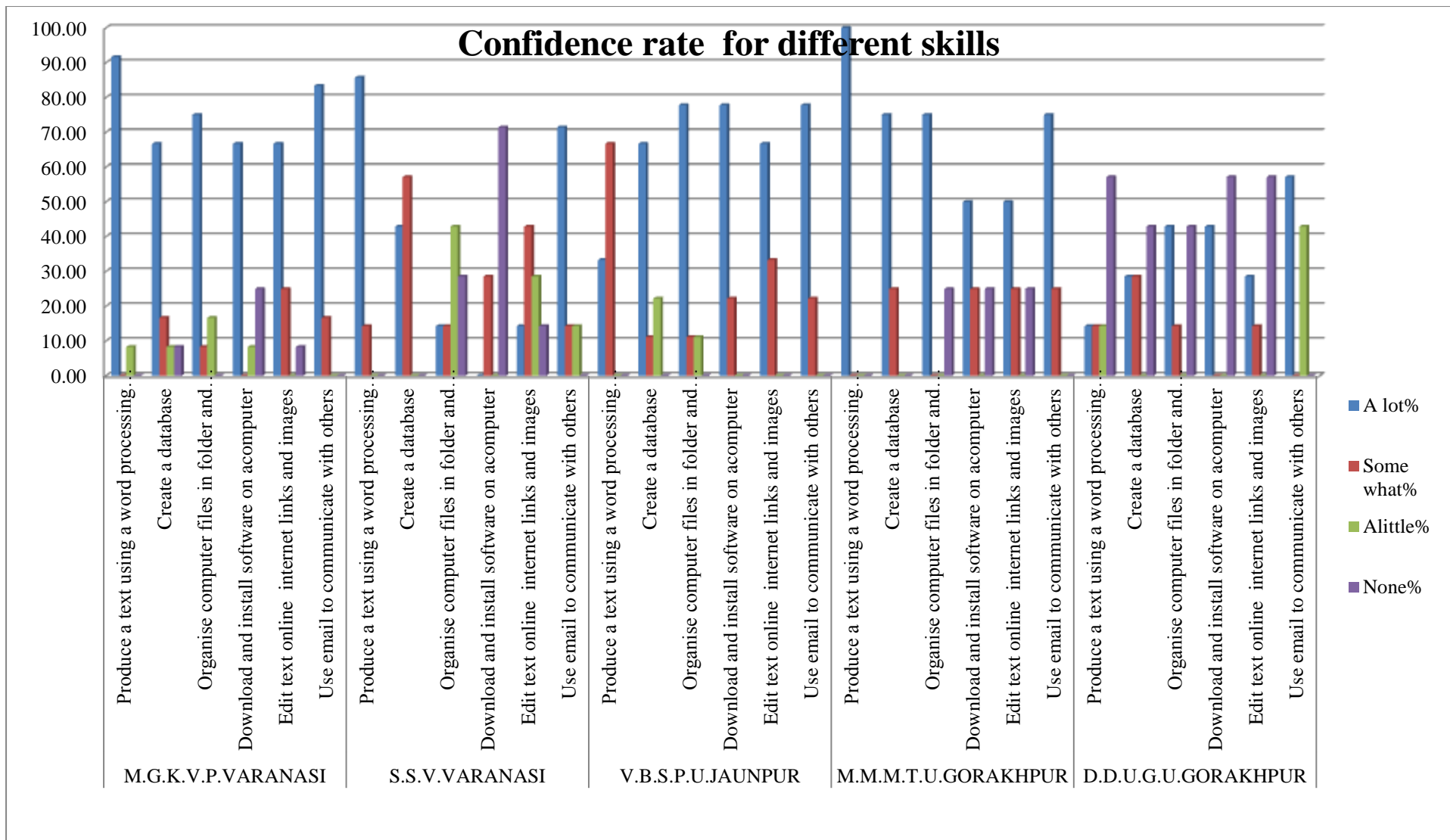


Fig.no.5.1.14

The above table shows that the respondent of M.G.K.V.P,S.S.V and M.M.M.T.U have high confidence rate in produce a text using a word processing program.i.e.91.67%,85.71%, 100% respectively.

The above table shows that the respondent of M.G.K.V.P,V.B.S.P.U and M.M.M.T.U have high confidence rate in create a database. i.e. 66.67%, 66.67%,75% respectively.

The above table shows that the respondent of M.G.K.V.P,V.B.S.P.U and M.M.M.T.U have high confidence rate in organize computer files in folder and subfolders. i.e.75%, 77.78%, 75% respectively.

The above table shows that the respondent of M.G.K.V.V.B.S.P.U and M.M.M.T.U have high confidence rate in download and install software on a computer. i.e. 66.67%, 77.78%, 50% respectively.

The above table shows that the respondent of M.G.K.V.P,V.B.S.P.U and M.M.M.T.U have high confidence rate in edit text online internet links and images. 66.67%, 66.7%, 50% respectively.

The above table shows that the respondent of M.G.K.V, S.S.V, V.B.S.P.U.,M.M.M.T.U and D.D.U.G.U have high confidence rate in using email to communicate with others. i.e. 83.33%, 71.43%, 77.78%, 75%, 57.2% respectively.

Table.no.5.1.15 The problems faced while using ICT.

M.G.K.V.P.VARANASI	The problems faced while using ICT	YES	YES%	NO	NO%
	Lack of adequate training	11	91.67	1	8.33
	Lack of knowledge	5	41.67	7	58.33
	Poor level of ICT literacy	4	33.33	8	66.67
	Lack of ICT competency	3	25.00	9	75.00
	Lack of skills	4	33.33	8	66.67
	Lack of software	8	66.67	4	33.33
	Lack of awareness of	4	33.33	8	66.67

	ICT				
S.S.V.VARANASI	Lack of adequate training	5	71.43	2	28.57
	Lack of knowledge	2	28.57	5	71.43
	Poor level of ICT literacy	4	57.14	3	42.86
	Lack of ICT competency	3	42.86	4	57.14
	Lack of skills	2	28.57	5	71.43
	Lack of software	4	57.14	3	42.86
	Lack of awareness of ICT	2	28.57	5	71.43
V.B.S.P.U.JAUNPUR	Lack of adequate training	6	66.67	3	33.33
	Lack of knowledge	2	22.22	7	77.78
	Poor level of ICT literacy	4	44.44	5	55.56
	Lack of ICT competency	4	44.44	5	55.56
	Lack of skills	3	33.33	6	66.67
	Lack of software	2	22.22	7	77.78
	Lack of awareness of ICT	4	44.44	5	55.56
M.M.M.T.U.GORAKHPUR	Lack of adequate training	2	50.00	2	50.00
	Lack of knowledge	1	25.00	3	75.00
	Poor level of ICT literacy	2	50.00	2	50.00
	Lack of ICT competency	3	75.00	1	25.00
	Lack of skills	3	75.00	1	25.00
	Lack of software	2	50.00	2	50.00
	Lack of awareness of ICT	1	25.00	3	75.00

D.D.U.G.U.GORAKHPUR	Lack of adequate training	6	85.71	1	14.29
	Lack of knowledge	5	71.43	2	28.57
	Poor level of ICT literacy	5	71.43	2	28.57
	Lack of ICT competency	3	42.86	4	57.14
	Lack of skills	4	57.14	3	42.86
	Lack of software	2	28.57	5	71.43
	Lack of awareness of ICT	2	28.57	5	71.43

The problem faced while using ICTs

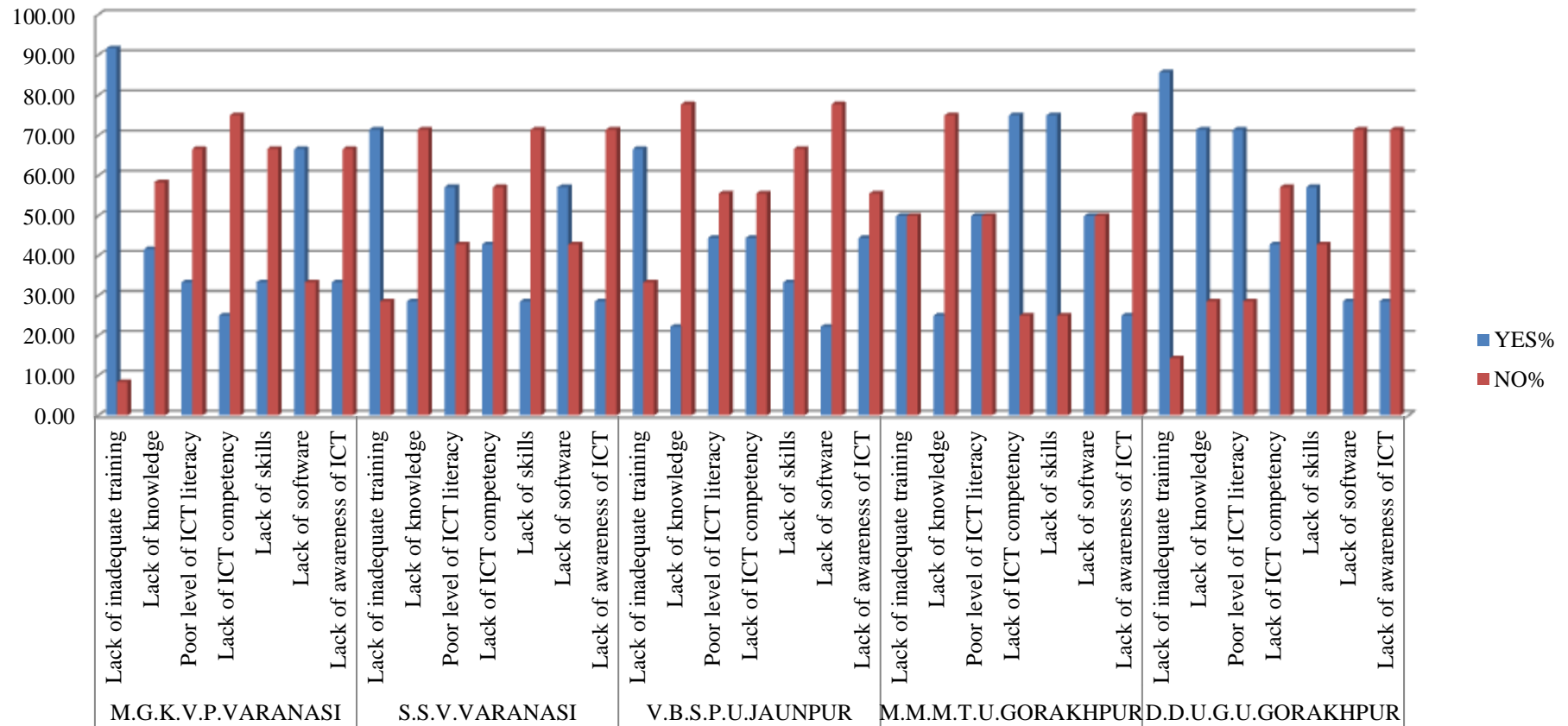


Fig.no.5.1.15

The above table shows that the respondent of M.G.K.V.P,S.S.V, V.B.S.P.U,M.M.M.T.U and D.D.U.G.U have lack of inadequate training.i.e.91.67%, 71.43%, 66.67%, 50%, 85.71% respectively. The result indicates that in M.G.K.V.P 91.67% library professionals were faced problem due to inadequate training.

The above table shows that the respondent of M.G.K.V.P,S.S.V, V.B.S.P.U,M.M.M.T.U and D.D.U.G.U have lack of knowledge.i.e.41.67%, 28.57%, 22.22%, 25%, 71.43% respectively The result indicates that in D.D.U.G.U 71.43% library professionals were faced problem due to lack of knowledge.

The above table shows that the respondent of S.S.V,M.M.M.T.U and D.D.U.G.U library professionals were faced problem due to poor level of ICT literacy. i.e. 57.14%, 50%, 71.43% respectively. The result indicates that in D.D.U.G.U. 71.43% library professionals were faced problem due to poor level of ICT literacy.

The above table shows that the respondent of M.M.M.T.U and D.D.U.G.U have lack of ICT competency. i.e.75%, 42.86% respectively The result indicates that in M.M.M.T.U 75% library professionals were faced problem due to lack of ICT competency

The above table shows that the respondent of M.M.M.T.U and D.D.U.G.U have lack of skills. i.e.75%, 57.14% respectively The result indicates that in M.M.M.T.U 75% library professionals were faced problem due to lack of skills.

The above table shows that the respondent of M.G.K.V.P, S.S.V and M.M.M.T.U library professionals were faced problem due to lack of software. i.e. 66.67%, 57.14%, 50% respectively.

Table.no.5.1.16 The impact of ICT in housekeeping activities.

M.G.K.V.P.VAR ANASI	The impact of ICT in housekeeping activities	Strongly agree	Strongly agree %	Agree	Agree %	Disagree	Disagree %	Strongly disagree	Strongly disagree %
	ICT	11	91.6	1	8.33	0	0.00	0	0.00

	applicat ion facilitat es quick access to current data		7						
	ICT applicat ion reduce workloa d of library professi onals	7	58.3 3	2	16.6 7	3	25.00		0.00
	ICT disturbs routine work of the library	1	8.33	4	33.3 3	3	25.00	4	33.33
S.S.V.VARANA SI	ICT applicat ion facilitat es quick access to current data	6	85.7 1	1	14.2 9	0	0.00	0	0.00
	ICT applicat ion reduce workloa d of library professi onals	1	14.2 9	3	42.8 6	3	42.86	0	0.00
	ICT disturbs	2	28.5 7	3	42.8 6	1	14.29	1	14.29

	routine work of the library								
V.B.S.P.U.JAUNPUR	ICT application facilitates quick access to current data	1	11.11	7	77.78	1	11.11	0	0.00
	ICT application reduce workload of library professionals	2	22.22	3	33.33	4	44.44	0	0.00
	ICT disturbs routine work of the library	3	33.33	1	11.11	5	55.56	0	0.00
M.M.M.T.U.GO RAKHPUR	ICT application facilitates quick access to current data	1	25.00	3	75.00	0	0.00	0	0.00
	ICT application reduce workload of	1	25.00	2	50.00	1	25.00	0	0.00

	library professionals								
	ICT disturbs routine work of the library	0	0.00	1	25.00	3	75.00	0	0.00
D.D.U.G.U.GOR AKHPUR	ICT application facilitates quick access to current data	2	28.57	2	28.57	3	42.86	0	0.00
	ICT application reduce workload of library professionals	1	14.29	6	85.71	0	0.00	0	0.00
	ICT disturbs routine work of the library	1	14.29	1	14.29	3	42.86	2	28.57

The impact of ICT in housekeeping activities in the library

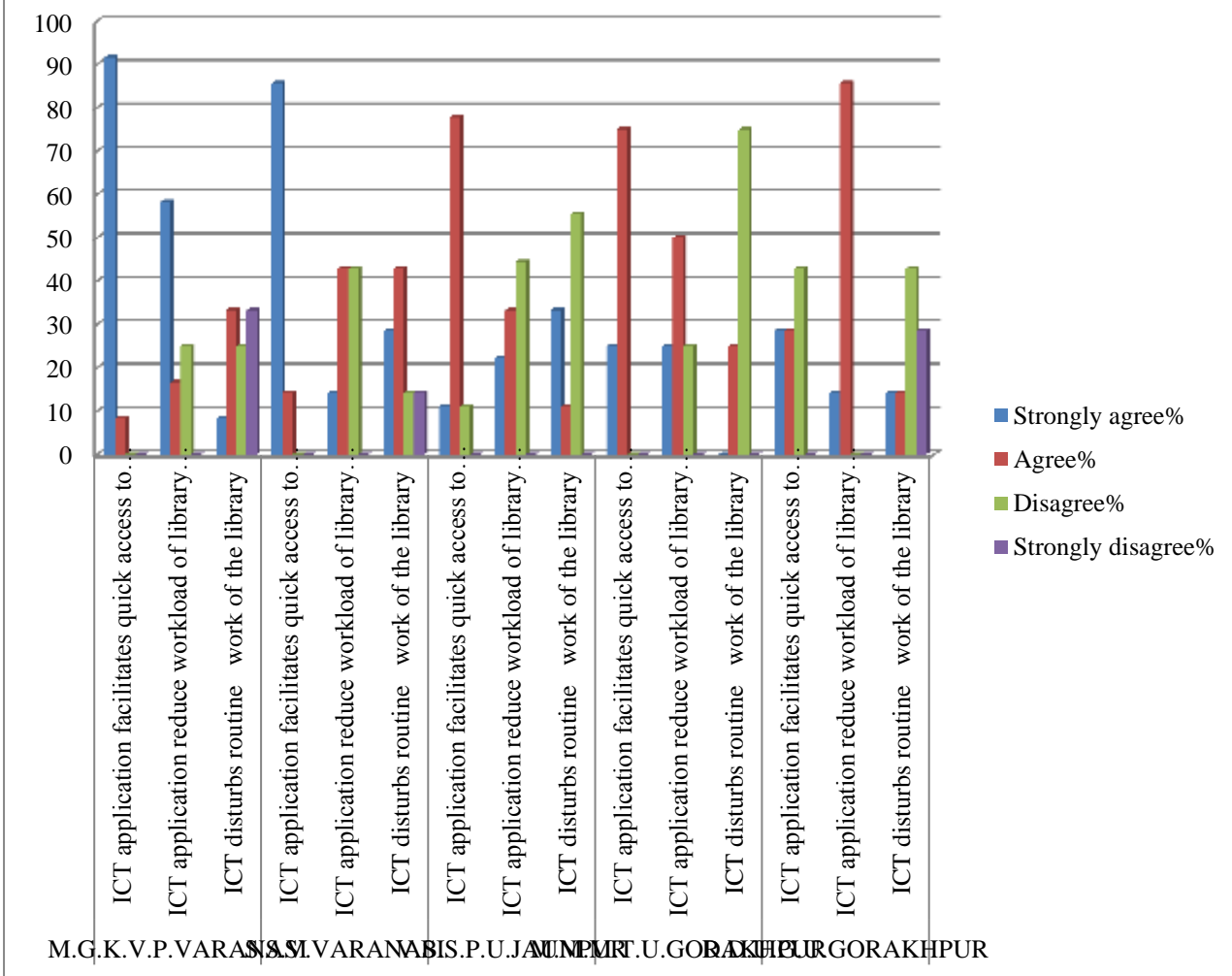


Fig.no.5.1.16

The above table shows that the respondent of M.G.K.V.P and S.S.V were agree to ICT application provides facilities to easily access current data. i.e.91.67%, 85.71%,respectively.

The result indicate that in M.G.K.V.P 91.67%library professionals were agree that the impact of ICT on housekeeping work in libraries and in M.G.K.V.P 58.33% library professionals were agree that the ICT application reduces work load of library professionals

Table.no.5.1.17 Impact of ICT on library professionals.

M.G.K.V.P.VA RANASI	Impact of ICT on library professi onals	Stro ngly agre e	Stro ngly agre e%	Ag ree	Agr ee%	Disa gree	Disag ree%	Stro ngly disa gree	Stron gly disagr ee%
	Improv e status among library professi onal	5	41.6 7	7	58.3 3	0	0.00	0	0.00
	Insecur ity of job	1	8.33	3	25.0 0	3	25.00	5	41.67
	Increas e work load	1	8.33	3	25.0 0	1	8.33	7	58.33
	Increas e ICT skills	9	75.0 0	2	16.6 7	0	0.00	1	8.33
S.S.V.VARANA SI	Improv e status among library professi onal	5	71.4 3	2	28.5 7	0	0.00	0	0.00
	Insecur ity of job	1	14.2 9	1	14.2 9	5	71.43	0	0.00
	Increas e work	0	0.00	1	14.2 9	4	57.14	2	28.57

	load								
	Increase ICT skills	0	0.00	1	14.29	4	57.14	2	28.57
V.B.S.P.U.JAU NPUR	Improve status among library professional	3	33.33	6	66.67	0	0.00	0	0.00
	Insecurity of job	2	22.22	7	77.78	0	0.00	0	0.00
	Increase workload	0	0.00	3	33.33	6	66.67	0	0.00
	Increase ICT skills	2	22.22	5	55.56	2	22.22	0	0.00
M.M.M.T.U.GO RAKHPUR	Improve status among library professional	1	25.00	2	50.00	1	25.00	0	0.00
	Insecurity of job	0	0.00	0	0.00	3	75.00	1	25.00
	Increase workload	1	25.00	0	0.00	2	50.00	1	25.00
	Increase ICT	2	50.00	1	25.00	0	0.00	1	25.00

	skills								
D.D.U.G.U.GO RAKHPUR	Improv e status among library professi onal	4	57.1 4	0	0.00	1	14.29	2	28.57
	Insecur ity of job	0	0.00	1	14.2 9	4	57.14	2	28.57
	Increas e work load	0	0.00	3	42.8 6	2	28.57	2	28.57
	Increas e ICT skills	1	14.2 9	5	71.4 3	1	14.29	0	0.00

Impact of ICT on library professionals

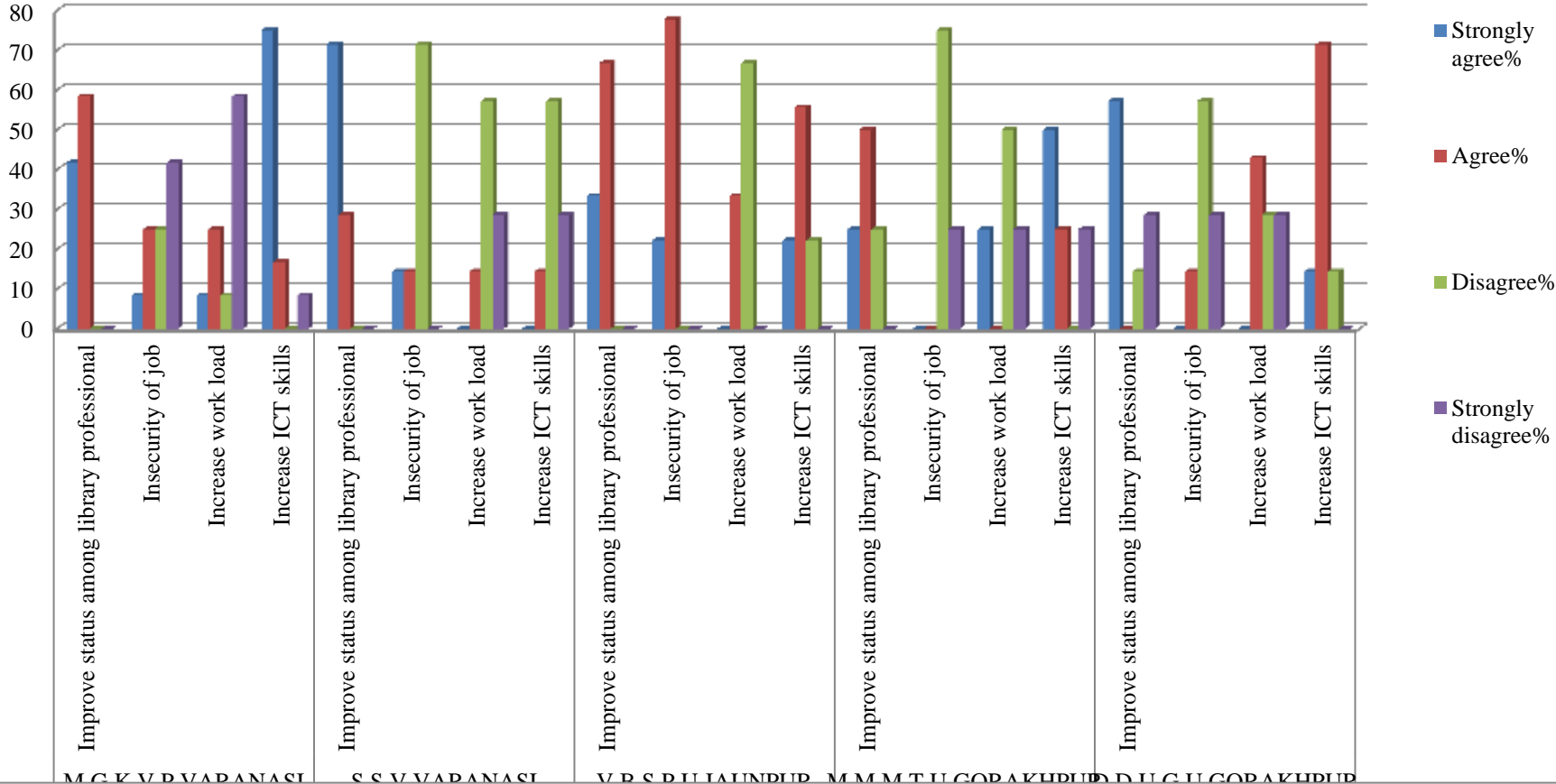


Fig.no.5.1.17

Table no.5.1.17 and figure no.5.1.17 shows that impact of ICT on library professional in library. In S.S.V 71.43% library professionals were strongly agree to improve the status among library professionals due to ICT whereas in D.D.U.G.U 57.14% library professionals were strongly agree to improve the status among library professionals due to ICT.

In V.B.S.P.U 77.78% library professionals were agree to insecurity of job due the ICT and in M.G.K.V.P 75% library professionals were strongly agree to increases skill due to ICT.

PART-2

USERS BASE DATA ANALYSIS AND INTERPRETATION:

Table.5.2.1 Questionnaire distributed and received among library users.

S.N.	Name of the University	Distributed	Received	Percentage
1	M.G.K.V.P VARANASI	50	48	96
2	S.S.V VARANASI	50	50	100
3	V.B.S.P.U JAUNPUR	50	50	100
4	M.M.M.T.U GORAKHPUR	50	45	90
5	D.D.U.G.U GORAKHPUR	50	46	92
TOTAL		250	239	95.6

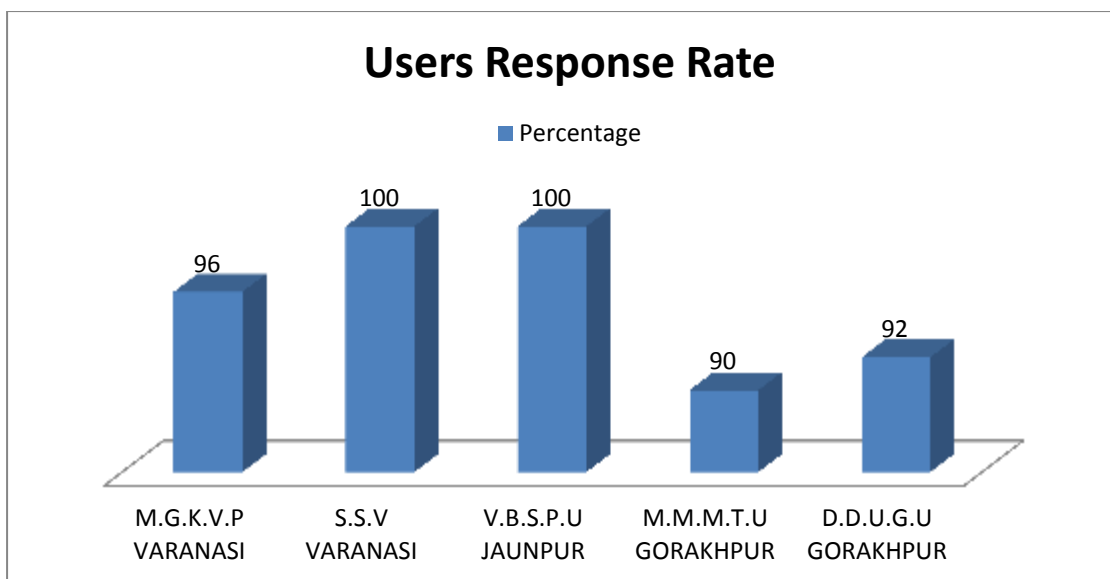


Fig.no.5.2.1

Table no.5.2.1 and figure no .5.2.1 shows that total 250 questionnaires are distributed among library users in five Universities of eastern Uttar Pradesh whereas 239 questionnaires are received from library users in five Universities of eastern Uttar Pradesh, the overall result shows that 95.6% questionnaires are received. The results show that highest responses rate are of 100.00% from S.S.V. and V.B.S.P.U, followed by 96.00% responses from M.G.K.V.P, 92.00% responses from D.D.U.G.U and 90.00% responses from M.M.M.T.U.

The table no.5.2.1 indicates that the highest responses rate received 100.00% from S.S.V and V.B.S.P.U. and responses rate received 90.00% from M.M.M.T.U.

Table.5.2.2Awareness about ICT application in your library.

Awareness about ICT application.	YES	YES%	NO	NO%
M.G.K.V.P.VARANASI	40	83.33	8	16.67
S.S.V.VARANASI	20	40.00	30	60.00
V.B.S.P.U.JAUNPUR	40	80.00	10	20.00
M.M.M.T.U.GORAKHPUR	45	100.00	0	0.00
D.D.U.G.GORAKHPUR	26	56.52	20	43.48

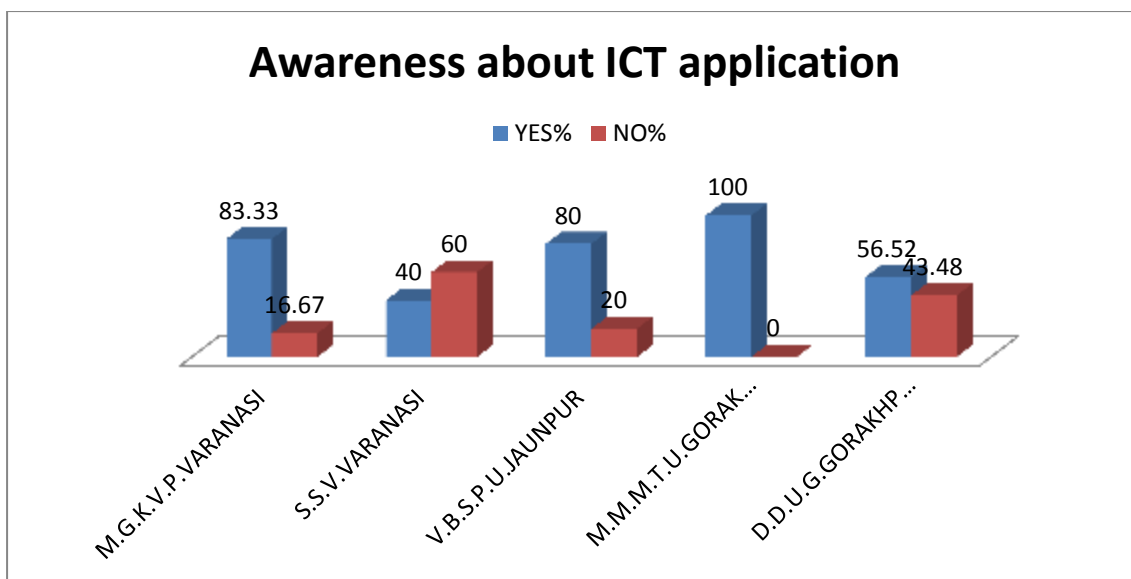


Fig.no.5.2.2

Table no.5.2.2 and figure no.5.2.2 shows that awareness about ICT application in library. In .M.G.KV.P.83.33% library users are aware about ICT application whereas 16.67% library users are not aware about ICT application. In S.S.V.40.00%library users are aware about ICT application whereas 60.00% library users are not aware about ICT application. In V.B.S.P.U. 80.00%library users are aware about ICT application whereas 20.00% library users are not aware about ICT application while in M.M.M.T.U.100.00% library users are aware about ICT application.

In D.D.U.G.U.56.52%library users are aware about ICT application whereas 43.48% library users are not aware about ICT application ICT application.

Table.5.2.3 Purpose of using ICT.

Purpose of using ICT	Resear ch work	Resear ch work %	Study purpo se	Study purpos e%	Interne t browsi ng	Internet browsin g%	An y oth er	Any other %
M.G.K.V.P.VARAN ASI	3	6.25	30	62.5	15	31.25	0	0
S.S.V.VARANASI	4	8	40	80	6	12	0	0
V.B.S.P.U.JAUNPU R	0	0	45	90	5	10	0	0
M.M.M.T.U.GORAK HPUR	0	0	40	88.89	5	11.11	0	0
D.D.U.G.GORAKHP UR	0	0	36	78.26	10	21.74	0	0

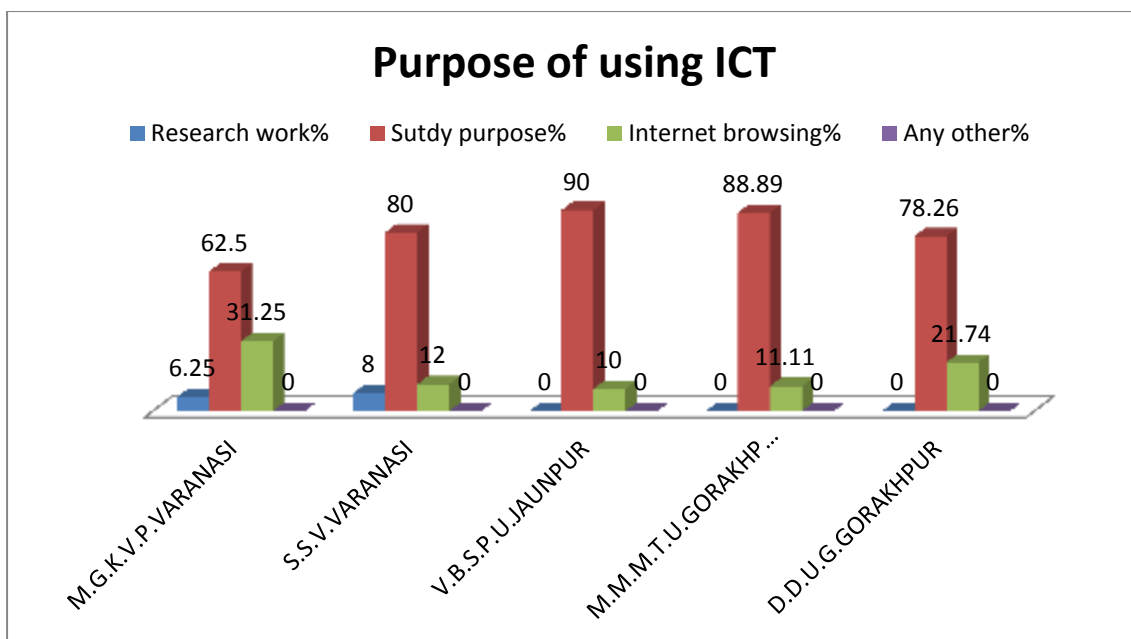


Fig.no.5.2.3

Table no.5.2.3 and figure no.5.2.3 shows that Purpose of using ICT in library. In M.G.K.V.P. 6.25% library users are use ICT research purpose, 62.5% library user are use ICT study purpose whereas 31.25% library users are use ICT Internet browsing. In S.S.V. 8.000% library users are use ICT research purpose, 80.00% library user are use ICT study purpose whereas 12.00% library users are use ICT Internet browsing. In V.B.S.P.U. 90.00% library user are use ICT study purpose whereas 10.00% library users are use ICT Internet browsing. In M.M.M.T.U. 88.89% library user are use ICT study purpose whereas 11.11% library users are use ICT Internet browsing. In D.D.U.G.U. 78.26% library user are use ICT study purpose whereas 21.74% library users are use ICT Internet browsing.

Table.5.2.4 ICT tools save the time to get the information.

ICT tools save the time to get the information	YES	YES%	NO	NO%
M.G.K.V.P.VARANASI	42	87.5	6	12.5
S.S.V.VARANASI	48	96	2	4
V.B.S.P.U.JAUNPUR	50	100	0	0
M.M.M.T.U.GORAKHPUR	45	100	0	0
D.D.U.G.GORAKHPUR	43	93.48	3	6.52

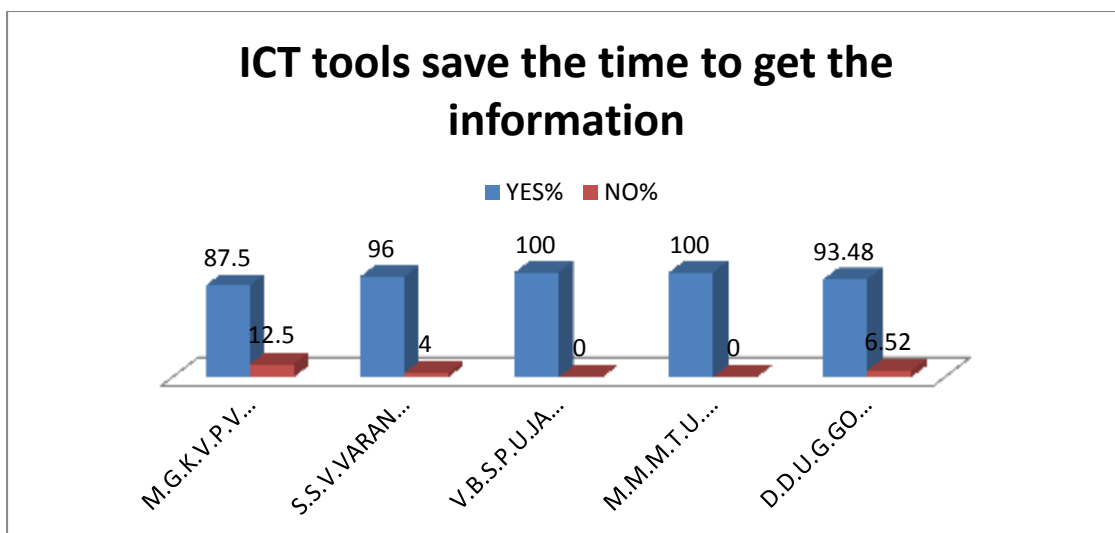


Fig.no.5.2.4

Table no.5.2.4 and figure no.5.2.4 shows that ICT tools save the time to get the information in library. In M.G.K.V.P.87.5% library users are accepting ICT tools save the time to get the information whereas 12.5% library users are not accepting it. In S.S.V.96.00% library users are accepting ICT tools save the time to get the information whereas 4.00% library users are not accepting it. In V.B.S.P.U and M.M.M.T.U.100.00% library users are accepting ICT tools save the time to get the information. In D.D.U.G.U.93.48% library users are accepting ICT tools save the time to get the information whereas 6.52% library users are not accepting it.

Table.5.2.5 Types of attitude.

Types of attitude	Positive attitude	Positive attitude %	Negative attitude	Negative attitude %	Neutral attitude	Neutral attitude %	None of these	None of these %
M.G.K.V.P.VARANASI	20	41.67	15	31.25	13	27.08	0	0
S.S.V.VARANASI	30	60	12	24	8	16.00	0	0
V.B.S.P.U.JAUNPUR	40	80	3	6	7	14.00	0	0
M.M.M.T.U.GORAKHPUR	25	55.56	5	11.11	15	33.33	0	0
D.D.U.G.GORAKHPUR	30	65.22	6	13.04	10	21.74	0	0

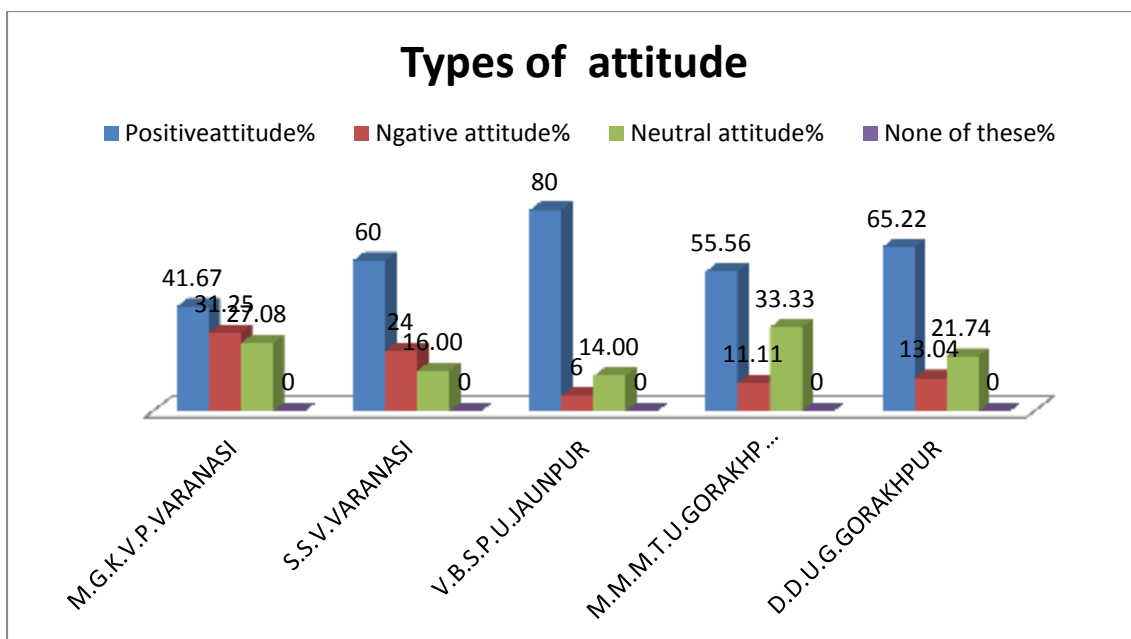


Fig.no.5.2.5

Table no.5.2.5 and figure no.5.2.5 shows that types of attitude library users towards library professionals in the library. It was found that in M.G.K.V.P. 41.67% library users were having positive attitude towards library professional. In S.S.V. 41.60.00% library users were having positive attitude towards library professionals. In V.B.S.P.U. 80.00% library users were having positive attitude towards library professionals. In M.M.M.T.U. 55.56% library users were having positive attitude towards library professionals. In D.D.U.G.U. 65.22% library users were having positive attitude library professionals,

Table.no.5.2.6 Information provided by library professionals is authentic

Information provided by library professionals is authentic	YES	YES%	NO	NO%
M.G.K.V.P. VARANASI	40	83.33	8	16.67
S.S.V. VARANASI	45	90.00	5	10.00
V.B.S.P.U. JAUNPUR	48	96.00	2	4.00
M.M.M.T.U. GORAKHPUR	41	91.11	4	8.89
D.D.U.G. U. GORAKHPUR	43	93.48	3	6.52

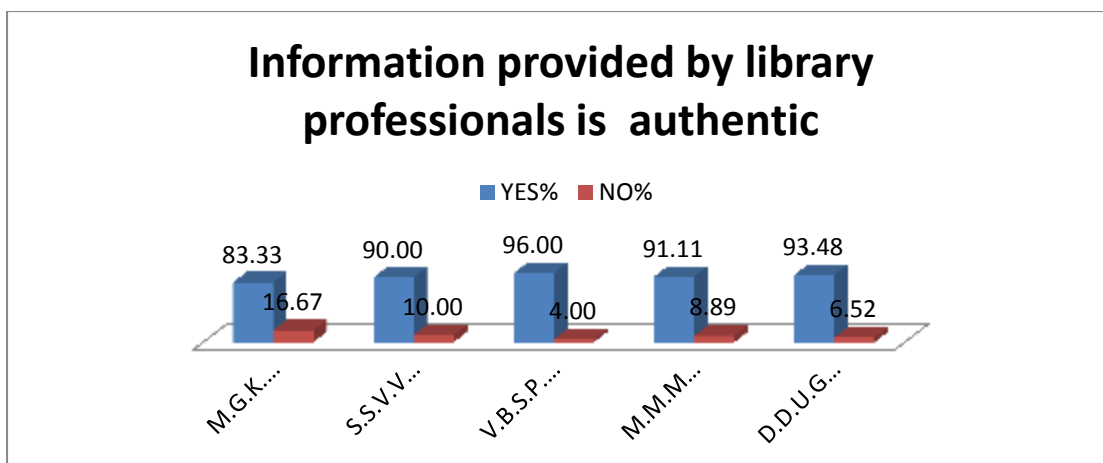


Fig. no.5.2.6

Table no.5.2.6 and figure no.5.2.6 shows that Information provided by library professionals is authentic in library. In M.G.K.V.P. 83.33% library users are accepting Information provided by library professionals are authentic whereas 16.67% library users are not accepting it.

In S.S.V. 90.00% library users are accepting Information provided by library professionals are authentic whereas 10.00% library users are not accepting it.

In V.B.S.P.U. 96.00% library users are accepting Information provided by library professionals are authentic whereas 4.00% library users are not accepting it.

In M.M.M.T.U. 91.11% library users are accepting Information provided by library professionals are authentic whereas 8.89% library users are not accepting it.

In D.D.U.G.U. 93.48% library users are accepting Information provided by library professionals are authentic whereas 6.52% library users are not accepting it.

Table.5.2.7. Library professionals fulfill your information need

library professionals fulfill information need	YES	YES%	NO	NO%
M.G.K.V.P.VARANASI	20	41.67	28	58.33
S.S.V.VARANASI	40	80.00	10	20.00
V.B.S.P.U.JAUNPUR	46	92.00	4	8.00
M.M.M.T.U.GORAKHPUR	41	91.11	4	8.89
D.D.U.G.U.GORAKHPUR	10	21.74	36	78.26

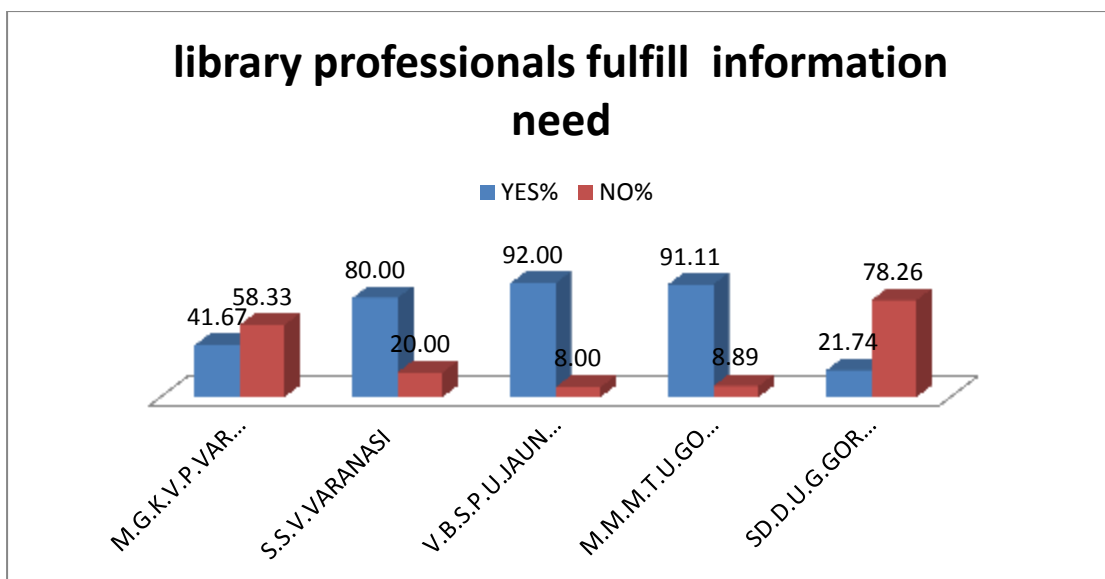


Fig.no.5.2.7

Table no.5.2.7 and figure no 5.2.7 shows that library professionals fulfill information need in library. In M.G.K.V.P.41.67% library users are accepting library professionals fulfill information need whereas 58.33% library users are not accepting it.

In S.S.V.80.00% library users are accepting library professionals fulfill information need whereas 20.00% library users are not accepting it.

In V.B.S.P.U.92.00% library users are accepting library professionals fulfill information need whereas 8.00% library users are not accepting it.

In M.M.M.T.U.91.11% library users are accepting library professionals fulfill information need whereas 8.89% library users are not accepting it.

In D.D.U.G.U.21.74% library users are accepting library professionals fulfill information need whereas 278.26% library users are not accepting it.

Table.5.2.8 Expectation of library users.

Expectation of library users	T e x t b o o k	Te x t b o o k %	A u d i o v i s u a l	Au d i o v i s u a l %	W e b p a g e	W e b p a g e	P D F f o r m a t	PD F f o r m a t %	po w e r p o i n t s l i d e	Po w e r p o i n t s l i d e %	Ani m a t i o n g r a p h i c s	Ani m a t i o n g r a p h i c s %	a n y o t h e r	an y o t h e r %
M.G.K.V.P. VARANASI	20	41.67	10	20.83	2	4.17	8	16.67	8	16.67	0	0	0	0
S.S.V.VAR ANASI	40	80.00	5	10.00	3	6.00	2	4.00	0	0.00	0	0	0	0
V.B.S.P.UJ AUNPUR	30	60.00	15	30.00	2	4.00	3	6.00	0	0.00	0	0	0	0
M.M.M.T. U.GORAK HPUR	10	22.22	20	44.44	5	11.11	10	22.22	0	0.00	0	0	0	0
D.D.U.G.G ORAKHPU R	30	65.22	5	10.87	2	4.35	9	19.57	0	0.00	0	0	0	0

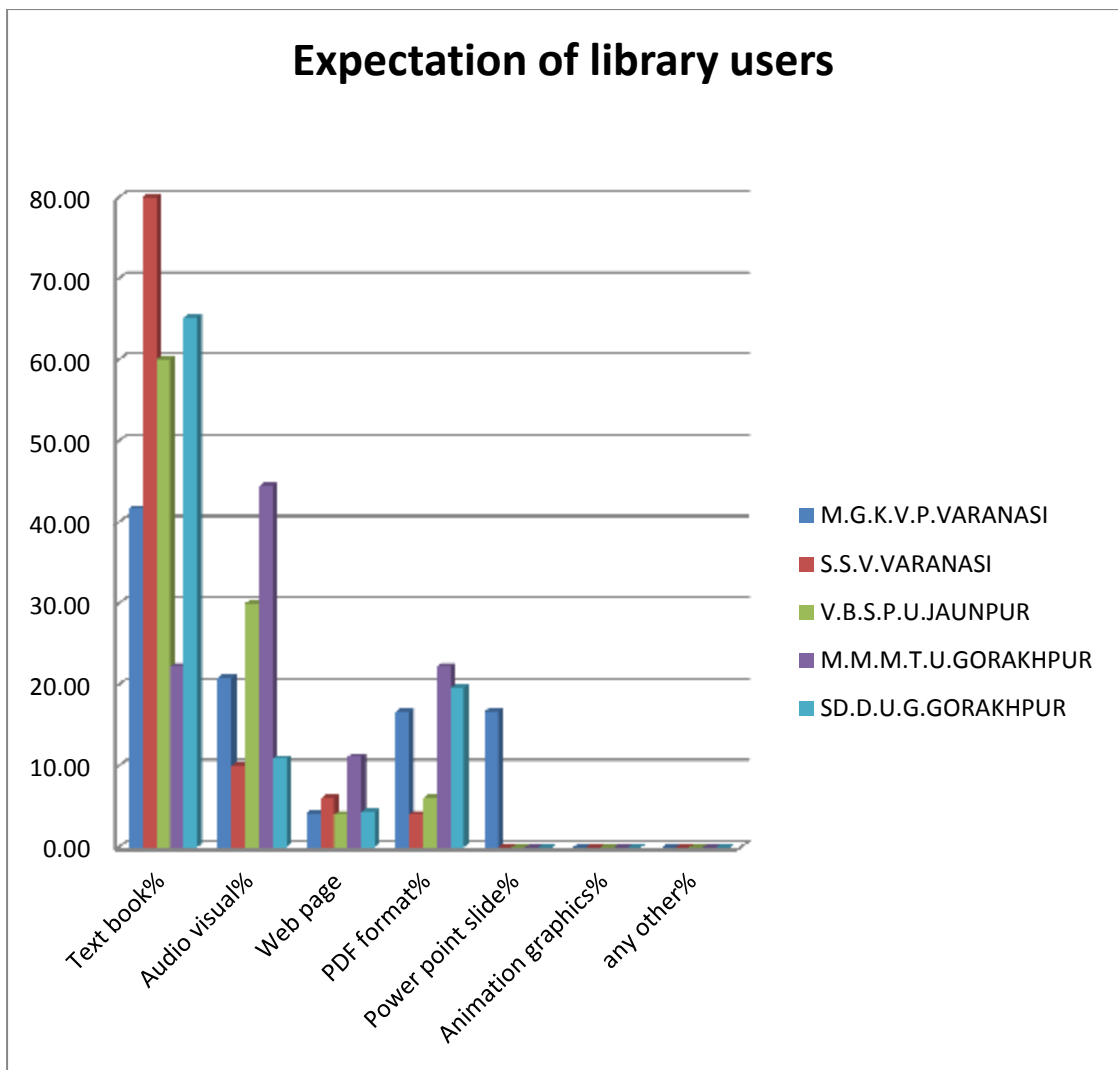


Fig.no.5.2.8

Table no.5.2.8 and figure no.5.2.8 shows that library users expect from library professional in getting information in library. In M.G.K.V.P. 41.67% library users are expecting from library professional in getting information in text book, 20.83% library users are expected from library professional in getting information in audio visual, 4.14% library users are expected from library professional in getting information in web page, 16.67% library users are expected from library professional in getting information in PDF format whereas 16.67% library users are expected from library professional in getting information in power point slides.

In S.S.V. 80.00% library users are expected from library professional in getting information in text book, 10.00% library users are expected from library professional in getting information in audio visual, 6.00% library users are expected from library

professional in getting information in web page whereas 4.00% library users are expected from library professional in getting information in PDF format.

In V.B.S.P.U.60.00% library users are expected from library professional in getting information in text book, 30.00% library users are expected from library professional in getting information in audio visual,4.00% library users are expected from library professional in getting information in web page whereas 6.00% library users are expected from library professional in getting information in PDF format.

In M.M.M.T.U.22.22% library users are expected from library professional in getting information in text book, 44.44% library users are expected from library professional in getting information in audio visual,11.11% library users are expected from library professional in getting information in web page whereas 22.22% library users are expected from library professional in getting information in PDF format.

In D.D.U.G.U.65.22% library users are expecting from library professional in getting information in text book, 10.87% library users are expected from library professional in getting information in audio visual,4.35% library users are expected from library professional in getting information in web page whereas 19.57% library users are expected from library professional in getting information in PDF format.

Table no.5.2.9 Type of problem faced

M.G.K.V.P. VARANASI	Type of problem faced	Strongly agree	Agree	Disagree	Strongly disagree
	Lack of library staff	20(41.67%)	14(29.17%)	10(20.82%)	4(8.33%)
	Absence of library staff from his/ her place	15(31.25%)	10(20.83%)	7(14.58%)	16(33.33%)
	Lack of library staff cooperation among user	22(45.83%)	8(16.67%)	8(16.67%)	10(20.83%)
	Lack of organized information	5(10.42%)	6(12.50%)	21(43.75%)	16(33.33%)
	Absence of OPAC	12(25.00%)	10(20.83%)	15(31.25%)	11(22.92%)
S.S.V. VARANASI	Lack of library staff	30(60.00%)	10(20.00%)	6(12.00%)	4(8.00%)
	Absence of library staff from his/ her place	15(30.00%)	20(40.00%)	10(20.00%)	5(10.00%)
	Lack of library	20(40.00%)	15(30.00%)	4(8.00%)	11(22.00%)

	staff cooperation among user				
	Lack of organized information	14(28.00%)	12(24.00%)	16(32.00%)	8(16.00%)
	Absence of OPAC	25(50.00%)	10(20.00%)	8(16.00%)	7(14.00%)
V.B.S.P.U. JAUNPUR	Lack of library staff	5(10.00%)	15(30.00%)	20(40.00%)	10(20.00%)
	Absence of library staff from his/ her place	3(6.00%)	7(14.00%)	27(54.00%)	14(28.00%)
	Lack of library staff cooperation among user	20(40.00%)	15(30.00%)	10(20.00%)	5(10.00%)
	Lack of organized information	2(4.00%)	4(8.00%)	28(54.00%)	16(32.00%)
	Absence of OPAC	10(20.00%)	5(10.00%)	20(40.00%)	15(30.00%)
M.M.M.T.U . GORAKHPUR	Lack of library staff	20(44.44%)	15(33.33%)	6(13.33%)	4(8.89%)
	Absence of library staff from his/ her place	5(11.11%)	10(22.22%)	18(40.00%)	12(26.67%)
	Lack of library staff cooperation among user	15(33.33%)	10(22.22%)	12(26.67%)	8(17.78%)
	Lack of organized information	2(4.44%)	6(13.33%)	20(44.44%)	17(37.78%)
	Absence of OPAC	30(66.67%)	10(22.22%)	2(4.44%)	4(8.89%)
D.D.U.G.U. GORAKHPUR	Lack of library staff	22(47.83%)	18(39.13%)	3(6.52%)	3(6.52%)
	Absence of library staff from his/ her place	15(32.61%)	10(21.74%)	8(17.39%)	13(28.26%)
	Lack of library staff cooperation among user	10(21.74%)	12(26.09%)	15(32.61%)	9(19.57%)
	Lack of organized information	2(4.45%)	5(10.87%)	10(21.74%)	29(63.04%)
	Absence of OPAC	30(65.22%)	16(34.78%)	0(0.00%)	0(0.00%)

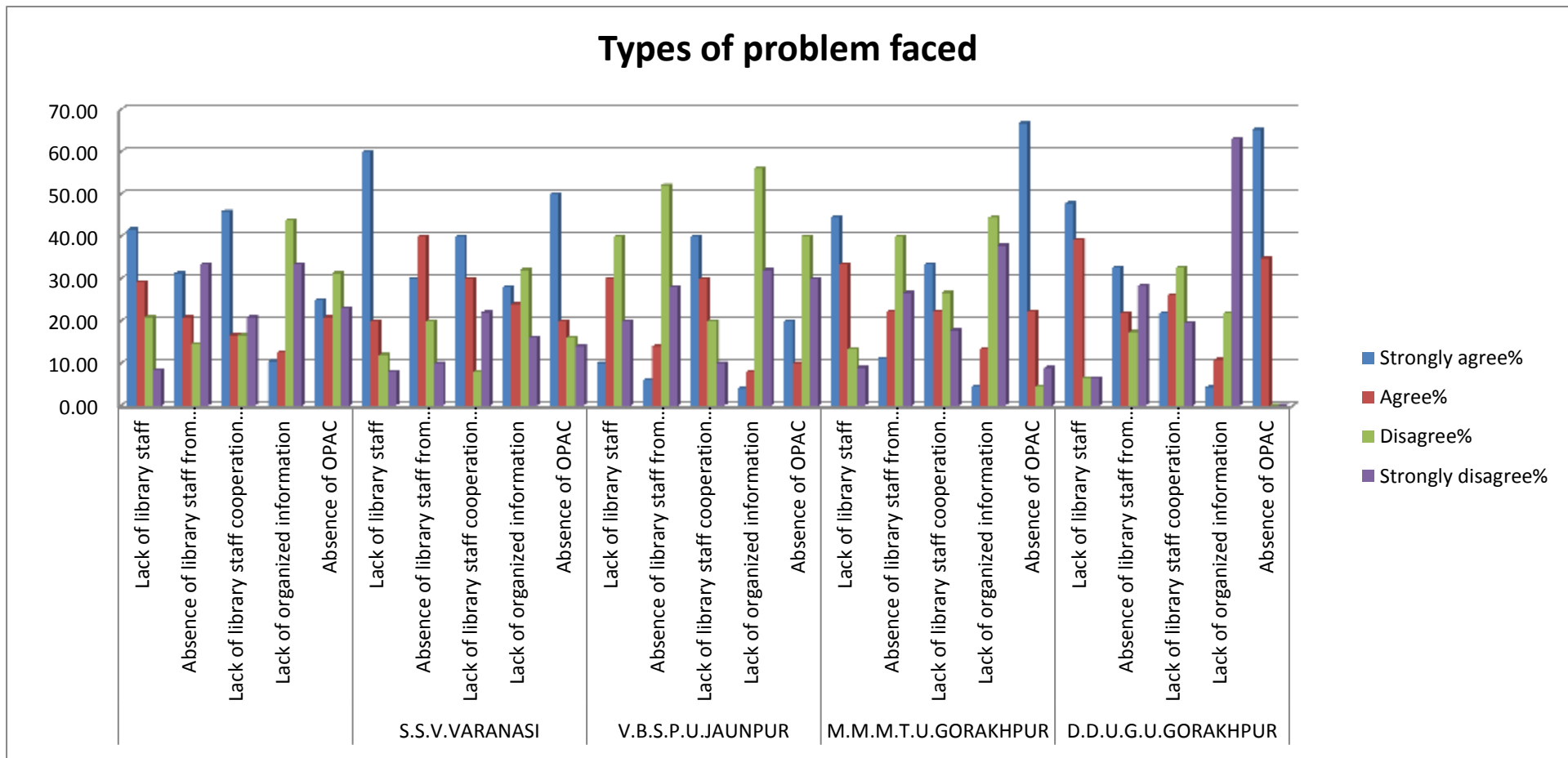


Fig.no.5.2.9

The above table shows that the respondent of M.G.K.V.P, S.S.V,V.B.S.P.U, M.M.M.T.U and D.D.U.G.U are strongly agree that faced problem due to lack of staff. i.e. 20%, 30%, 5%, 20%,22% respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V,V.B.S.P.U, M.M.M.T.U and D.D.U.G. are strongly agree that face problem due to absence of library staff from his/ her place i.e. 15%, 15%, 3%, 5%,15% respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V,V.B.S.P.U, M.M.M.T.U and D.D.U.G.U are strongly agree that faced problem due to lack of library staff cooperation to users. i.e. 22%, 20%, 20%, 15%,10% respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V,V.B.S.P.U, M.M.M.T.U and D.D.U.G.U are strongly agree that faced problem due to lack of organized information . i.e. 5%, 14%, 2%, 2%,2% respectively.

Table.5.2.10 Type of ICT-based resources..

M.G.K.V.P.VARANASI	Type of ICT-based resources	YES	YES%	NO	NO%
	Electronic journal	18	37.5	30	62.5
	Institutional repository	22	45.83	26	54.17
	Electronic offline resources(CD-ROM)	0	0	48	100
	E-book	12	25	36	75
S.S.V.VARANASI	Electronic journal	10	20	40	80
	Institutional repository	35	70	15	30
	Electronic offline resources(CD-ROM)	0	0	50	100
	E-book	13	26	37	74
V.B.S.P.U.JAUNPUR	Electronic journal	30	60	20	40
	Institutional repository	45	90	5	10
	Electronic offline resources(CD-ROM)	0	0	50	100
	E-book	14	28	38	76
M.M.M.T.U.GORAKHPUR	Electronic journal	41	91.11	4	8.89

	Institutional repository	36	80.00	9	20
	Electronic offline resources(CD-ROM	3	6.67	42	93.33
	E-book	23	51.11	22	48.89
D.D.U.G.U.GORAKHPUR	Electronic journal	6	13.04	40	86.96
	Institutional repository	32	69.57	14	30.43
	Electronic offline resources(CD-ROM	0	0.00	46	100.00
	E-book	16	34.78	30	65.22

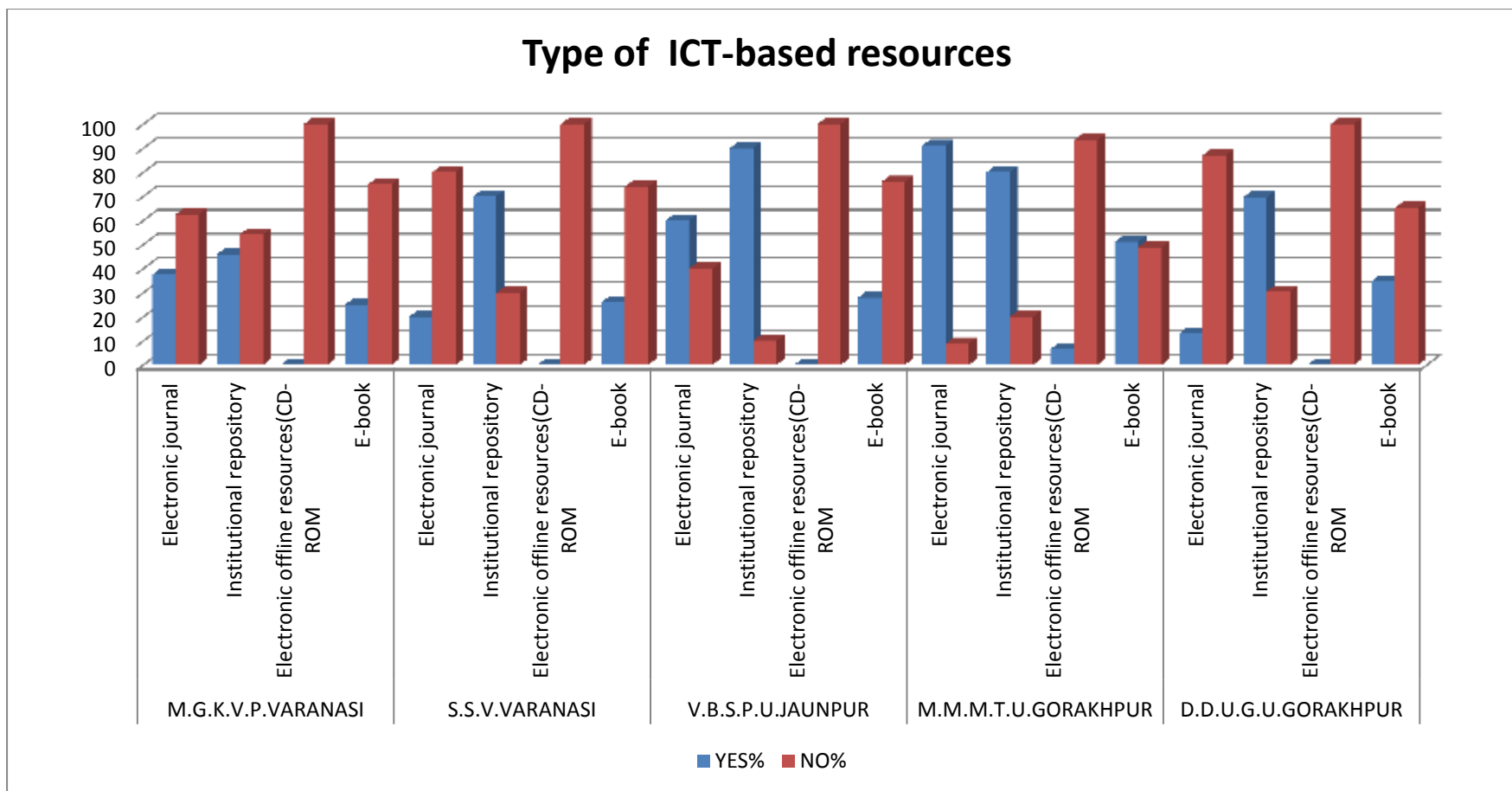


Fig. no. 5.2.10

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U are users expected to library professionals provide to electronic journal. i. e. 37%, 20%, 60%, 91.11% , 13% respectively.

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U are users expected to library professionals provide to information institutional repository i. e. 45.83%, 70%, 90%, 80% , 69.57% respectively

The above table shows that the respondent of M.G.K.V.P, S.S.V, V.B.S.P.U, M.M.M.T.U and D.D.U.G.U are users expected to library professionals provide to information e-books. i. e. 25%, 26%, 28%, 51.11% , 34.78% respectively.

FINDINGS, CONCLUSION AND SUGGESTIONS

PART-1

Major Findings

6.1 Introduction:

This chapter concludes the major finding, suggestion and recommendation on the basis of the analysis and interpretation of data. It also includes conclusion and further research in context of attitude towards ICT skills of library professionals. The findings of this study are more helpful to researcher, to find the attitude towards ICT skills of library professionals from various variables of skills and attitudes towards library and information science profession.

6.2 Summary of the findings:

The major findings of the study are given under various titles:

6.2.1 Findings on the basis of library professionals responses:

It was found that the overall responses, 96.37% of total library professionals were received from five eastern State University libraries of Uttar Pradesh, the response rate was 100.00% of M.G.K.V.P, S.S.V, M.M.M.T.U, D.D.U.G.U and 81.82% questionnaire was received from V.B.S.P.U.

6.2.2 Aware of the ICT application in library:

It was found that in S.S.V, M.M.M.T.U, D.D.U.G.U 100% library professionals were aware of ICT application and in V.B.S.P.U 88.9% library professionals were aware of ICT application.

6.2.3 Type of attitude towards ICT:

It was found that in M.M.M.T.U 75% library professionals were having positive attitude towards ICT in library. In S.S.V 57% library professionals were having

negative attitude towards ICT in library. In D.D.U.G.U 57.14% library professionals were having neutral attitude towards ICT in library .

6.2.4 Positive attitude helps in using ICT application in library:

It was found that in M.M.M.T.U,D.D.U.G.U 100% library professionals were agree that positive attitude is helpful in using ICT application in library. In V.B.S.P.U 22.22%library professionals were agree that positive attitude is helpful in using ICT application in library.

6.2.5 The ICT skills according to job profile:

It was found that in V.B.S.P.U88.89% library professionals were accepted that they have ICT skills according to their job profile in library and in S.S.V 14.29%library professionals were agree that they have ICT skills according to their job profile in library.

6.2.6 Overall skill of using ICT:

The result indicates that M.G.K.V.P 58.33% library professionals having basic skill. In S.S.V, D.D.U.G.U 42.86% library professionals having proficient skills and only in M.M.M.T.U 50% library professionals are having advance skill.

6.2.7 Participation in ICT training should be compulsory for library professional:

The result indicates that most of the library professionals accepted that participation in ICT training program compulsory in library.

6.2.8 Participated in any ICT training program:

The result indicates that in M.M.M.T.U 75% library professionals accepted that they participations in ICT training program in library.

6.2.9 Fruitful of training program provided by library:

The result indicates that 75% library professionals were agree that provided training program are fruitful in library of M.G.K.V.P,M.M.M.T.U and 28.57% library professionals were agree that provided training program are fruitful in library of S.S.V.

6.2.10 A special training program is needed for more elderly library professionals:

The result found that 75% library professionals of M.G.K.V.P and M.M.M.T.U were agree that a special training program is needed for more elderly library professionals and 42.86% library professionals of S.S.V and D.D.U.G.U are agree that a special training program is needed for more elderly library professionals

6.2.11 Positive attitude increases cooperation:

The result indicates that the 100% library professionals accepted the positive attitude are increases cooperation in library of V.B.S.P.U and 42.86% library professionals are accepted that the positive attitude are increases cooperation in library of S.S.V and D.D.U.G.U.

6.2.12 Attitude towards ICT application:

- **It improve the quality of service:** On the basis of result, it was found that 100% library professionals were agree that the use of ICT application improve the quality of library services of M.G.K.V.P, S.S.V, V.B.S.P.U and 85.71% library professionals are agree that the use of ICT application improve the quality of library services of D.D.U.G.U.
- **Reduces the work load of library professionals:** The result indicates that 100% library professionals are agree that the use of ICT application reduces the work load of library professionals of M.M.M.T.U .
- **Increase job satisfaction of library professional:** The result indicates that 100% library professionals are agree that the use of ICT applications are increases job satisfaction of library professionals of M.M.M.TU and 55.56%% library professionals are agree that the use of ICT applications are increases job satisfaction of library professionals of V.B.S.P.U.
- **Increase the skill of library professional:** The result indicates that in S.S.V and M.M.M.T.U 100% library professionals were agree that the use of ICT application the Increase the skill of library professionals and in D.D.U.G.U 57.14% library professionals agree that the use of ICT application the Increase the skill of library professionals.

- **ICT make library professional more productive:** The result indicates that 100% library professionals were agree that ICT make library professional more productive in library of M.M.M.T.U and 71.43% library professionals were agree that ICT make library professional more productive in library of S.S.V.

6.2.13 Confident rate for different skills:

The result indicates that most of the library professionals were having a lot of confident in produce a text using a word processing program, create a database, organize computer files in folder and subfolders, Downloading and installing software and using email to communicate with others.

6.2.14 The problems faced while using ICT:

It was found that most of the library professionals were having lack of adequate training, lack of ICT knowledge, lack of ICT knowledge, Poor level of ICT literacy, Lack of ICT competency.

6.2.15 The impact of ICT in housekeeping activities:

- **ICT application facilitates quick access to current data:** The result indicates that in M.G.K.V.P 91.67% library professionals were strongly agree that ICT application facilitates quick access to current data, followed by in M.M.M.T.U 77.78% library professionals were agree that ICT application facilitates quick access to current data in library,
- **ICT application reduce workload of library professionals:** The result indicates that in M.G.K.V.P 58.33% library professionals were strongly agree that ICT application reduce workload of library professionals , followed by in S.S.V, D.D.U.G.U 14.29% library professionals were strongly agree that ICT application reduce workload of library professionals, in V.B.S.P.U 11.11% library professionals were strongly agree that ICT application reduce workload of library professionals and in M.M.M.T.U 25% library professionals were strongly agree that ICT application reduce workload of library professionals.

6.2.18 Impact of ICT on library professional:

It was found that most of library professionals were strongly agree that improve status among library professional ,increases ICT skills due to ICT application.

PART-2

USER BASE MAJOR FINDINGS

Table 5.2.1 Users response

The results indicates that about the overall responses, 95.6% of total library users are received from five eastern State University libraries of Uttar Pradesh, response rate is 100.00% of S.S.V, V.B.S.P.U and only 90% questionnaire are received from M.M.M.T.U.

Table 5.2.2 Awareness about ICT application:

The result indicates that most of library users were aware of ICT application in library.

Table.5.2.3.Purpose of using ICT:

The result indicates that most of library users were using ICT for study purpose in library.

Table no.5.2.4 ICT tools save the time to get the information:

The result indicates that 100% library users were accepted that the ICT tools save the time to get information in V.B.S.P.U, M.M.M.T.U , followed by 87.5%, 96%,93.48% library users were accepted that the ICT tools save the time to get information in M.G.K.V.P,S.S.V, D.D.U.G.U respectively

Tableno.5.2.5 Types of attitude library user towards library professionals:

The result indicates that most of library users were having positive attitude towards library professionals.

Table no.5.2.6 Information provided by library professionals is authentic:

The result indicates that most of library users were agree that information provided by library professionals is authentic.

Table5.2.7 Library professionals fulfill information need:

The result indicates that most of library user were agree that library professionals fulfill information need in library.

Table 5.2. 8 Expectation of library users :

The result indicates that in S.S.V 80% library users were expected from library professional in getting information in text books and in M.M.M.T.U 44.44% library users were expected from library professional in getting information in audiovisual form in library.

.Table no.5.2.9 Problem faced by library users:

The result indicates that most of library users were strongly agree that lack of library staff in library.

5.2.10 Testing of Hypothesis:

H₁: Attitude of library professionals of the eastern State University towards ICT is positive.

Table no.5.1.5 shows that majority of library professional have positive attitude towards ICT. Thus this hypothesis has been accepted.

H₂: The State University libraries have ICT skilled library professionals.

The above hypothesis has been accepted. In the table no. 5.1.7 and 5.1.14 shows that library professionals have good ICT skills to use of ICT application.

H₃: The State University library professionals are problem faced while using ICT.

Table no.5.1.15 shows that library professionals are more problem faces, lack of software, poor level of ICT literacy, lack of knowledge, lack of adequate training. Thus this hypothesis has been accepted.

H₄: The use of ICT puts a positive impact on the library professional of the State University libraries.

Table no .5.1.19 shows that various positive impact of ICT on library professionals, improve status among library professionals, increase work load, increase ICT skills and increase insecurity of job. Thus this hypothesis has been accepted

5.2.11 Conclusion:

The study on attitude towards ICT skills of library professionals: a study of eastern Uttar Pradesh State University Libraries. The main objective of this study to identify the skills and attitude of library professions .Due to development of new emerging ICT application library professionals are faced the various problems while using the ICT application in the libraries. The ICT skills and positive attitude can be increased by solving problems faced by library professionals. In the present time ICT application make library professional more active and to think positively towards ICT. The positive attitude is not only reduces the work load of library professional but also enhance the productivity of the library professionals in the library. The using of ICT application can make library more information flow centre to users and enhance the web society in the world.

5.2.12 Suggestions:

Based on the findings, following suggestions should be made for further improvement:

- It is suggested that adequate ICT training program should be provide for library professionals.
- It is suggested that a kind of awareness program should be organized on ICT application for library professionals in the library.
- ICT literacy program should be organize in library for library professionals
- It is suggested that a special training program should be organized on library software in library.

- It is suggested that a special ICT training program should be organized should be organized for more elderly library professionals.
- It is also suggested that a basic computer training program should be provide library professionals which have no any kind of computer skills.
- It is suggested that institutional repository development training program should be organized in library time to time.
- It is also suggested that a library network management program should be organized in library in time to time.

5.2.13 Area for further study:

The study incorporates the investigation of “Attitude towards ICT skills of library professionals: A study of eastern Uttar Pradesh State University libraries” This study covered University of eastern State University library professionals. There is a scope of other aspects to be studied. In future the following depth and other aspects study can be framed.

- Comparative study between any two eastern State University libraries professionals skills and their attitude.
- Digital literacy among the library professionals of Eastern State University Libraries.
- On a similar basis more study can be undertaken State University library professional at national level.

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**ATTITUDE TOWARDS ICT SKILLS OF LIBRARY PROFESSIONALS : A
STUDY OF EASTERN UTTAR PRADESH STATE UNIVERSITY
LIBRARIES**

**QUESTIONNAIRE
(For library professional)**

Dear Sir/Madam

I'm Prem Prakash kushawaha, M. Phil. Scholar, in the Department of Library and Information Science, Babasaheb Bhimrao Ambedkar University (A Central University), Lucknow, doing a research work on the topic “**ATTITUDE TOWARDS ICT SKILLS OF LIBRARY PROFESSIONALS : A STUDY OF EASTERN UTTAR PRADESH STATE UNIVERSITY LIBRARIES**”. In this context, I would like to request for your kind cooperation in filling this questionnaire for my study and giving some essential suggestions. Spending some time, will help me to complete this research work. I assure you that the data provided by you will be used only for this research work and shall be kept confidential.

Thanking you

1. Personal Information

Name		Designation	
Age (Optional)		Male/Female (optional)	Male <input type="checkbox"/> Female <input type="checkbox"/>
Highest qualification		Department	
Experience			

(Please tick in the appropriate box)

2. Are you aware of the ICT application in your library?

Yes [] No []

3. Which type of attitude do you have towards ICT?

a) Positive attitude b) Negative attitude c) Neutral attitude

4. Do you think that positive attitude helps In using ICT application in library?

Yes [] No []

If No how you operate ICT application in your routine work. Please specify.....

5. Do you think the ICT skill you have is according to your job profile?

Yes [] No []

6. How would you rate your overall skill of using ICT?

a)Below basic b)Basic c)Proficient d) Advance

7. Do you think participation in ICT training should be compulsory for library professional?

Yes [] No []

8. Have you participated in any ICT training program?

Yes [] No []

9. Do you think that the training program provided by library organization or other agencies are fruitful?

Yes [] No []

10. Do you think a special training program is needed for more elderly library professionals?

Yes [] No []

11. Do you think that positive attitude will increase cooperation among library staff ?

Yes [] No []

12. What is your attitude towards ICT application in library? Please tick the following.

S.N.	Attitude towards ICT application	Yes	No
1.	It improve the quality of service		
2.	Reduces the work load of library professional		
3.	Increase job satisfaction of library professional		
4.	All work in a collaborative way		
5.	Increase the skill of library professional		
6.	ICT make library professional more productive		

7.	To learn skill in an autonomous way		
8.	It help library professional organize work		

13. what are your confident rate in following? **(Multiple answers permitted)**

S.N.	ICT skill of library professional	A lot	Some what	A little	None
1.	Produce a text using a word processing programme				
2.	Create a database				
3.	Organise computer files in folder and subfolders				
4.	Download and install software on a computer				
5.	Edit text online internet links and images				
6.	Use email to communicate with others				

14. What are the problems face in using ICTs in your library? Please tick the following.

Problems of ICTs facilities	Yes	No
Lack of adequate training		
Lack of knowledge		
Poor level of ICT literacy		
Lack of ICT competency		
Lack of skills		
Lack of software		
Lack of awareness of ICT		

15. How much you agree towards the impact of ICT in housekeeping activities of the library. ? **(Multiple answers permitted)**

S.N.	Impact of ICT in housekeeping activities	Strongly agree	Agree	Disagree	Strongly disagree
1.	ICT application facilitates quick access				

	to current data				
2.	ICT application reduce workload of library professionals				
3.	ICT disturbs routine work of the library				

16.. What is impact of ICT on library professional?

S.N	Impact of ICT	Strongly agree	Agree	Disagree	Strongly disagree
1.	Improve status among library professional				
2.	Insecurity of job				
3.	Increase work load				
4.	Increase ICT skills				

17.Do you have any suggestions to improve ICT skills in library professional in your library? (please specify)

.....

.....

.....

Thank you

Signature

**ATTITUDE TOWARDS ICT SKILLS OF LIBRARY PROFESSIONALS : A
STUDY OF EASTERN UTTAR PRADESH STATE UNIVERSITY
LIBRARIES**

**QUESTIONNAIRE
(For library users)**

Dear Research Scholars/Student

I'm Prem Prakash kushawaha, M. Phil. Scholar, in the Department of Library and Information Science, Babasaheb Bhimrao Ambedkar University (A Central University), Lucknow, doing a research work on the topic “**Attitude towards ICT skills of library professionals :A study of eastern Uttar Pradesh state university libraries**”. In this context, I would like to request for your kind cooperation in filling this questionnaire for my study and giving some essential suggestions. Spending some time, will help me to complete this research work. I assure you that the data provided by you will be used only for this research work and shall be kept confidential.

Thanking you

1. Personal Information

Name		University	
Age (Optional)		Male/Female (optional)	Male <input type="checkbox"/> Female <input type="checkbox"/>
Course		Department	
E-mail			

(Please tick in the appropriate box)

2. are you aware about ICT application in your library?

Yes [] No []

3. What is your purpose of using ICT?

a) Research work b) Study purpose c) Internet browsing d) Any other please specify.....

4. Do you think , ICT tools save the time to get the information?

Yes [] No []

5) Which types of attitude Library professionals have towards user?

a) Positive attitude b) Negative attitude c) neutral type of attitude d)None of these

6.Do you think, information provided by library professionals are authentic ?

Yes [] No []

7.Do you think library professionals fulfill your information need?

Yes [] No []

8.Which of the format you expect from library professional in getting information ?

a)Text book b) Audio visual c) Web page c) PDF format e) power point slide f) Animation graphics g) any other

9.Which types of problems faced by you in the library?

S.N.	Problems faced	Strongly agree	Agree	Disagree	Strongly disagree
1	Lack of library staff				
2	Absence of library staff from his/ her place				
3	Lack of library staff cooperation among user				
4.	Lack of organized information				
5.	Absence of OPAC				

10. Which type of ICT-based resources used by you in the library? Please tick the following

S.N.	ICT-based resources	Yes	No
1	Electronic journal		
2	Institutional repository		
3	Electronic offline resources(e.g. CD-ROM)		
4	E-book		

11. Do you have any suggestion to your library staff?

.....
.....
.....
.....

Thank You

Signature