

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

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

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

I. Introduction

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

II. Indian Institutes of Management

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

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

III. Indian Institute of Management Calcutta and Its Library

Indian Institute of Management Calcutta was established in 1961 by the Government of India as a national level school of excellence in management science. This institute has well known library naming B. C. Roy Memorial Library. The library has a total collection of 1,20,000 books, 500 current volume journals, 45,000 back volume journals, 11,000 reports, 320 dissertations/theses, 900 audio-visual materials, 2,600 e-journals, 227 e-books, 2,000 CD/DVD ROM databases, 2,500 working papers and subscribing 35 magazines and 20 newspapers. The library subscribes 4 databases through the IIM Consortium, 11 databases through the INDEST - AICTE Consortium and 29 databases are individually subscribed.

IV. Review of Literature

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

1. Singh and Meera conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Indore. The major findings of the study are: (i) The majority of the respondents (66.67%) visit to the library 2-3 times a week (ii) The majority of the respondents (87.50%) indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow & return the books (88.89%) and for to consult print resources (76.54%) (iv) The majority of the respondents (88.89%) are well aware of e-resource services and facilities provided by the IIM Indore Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (88.89%) and INDEST-AICTE Consortium (81.48%) (vi) Friends/colleagues (74.07%) and institution website (69.13%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (54.32%) using e-resources 2-3 times a week (viii) The majority of the respondents (62.96%) take the guidance by friends/colleagues to access e-resources (ix) The majority of the respondents prefer field (61.73%) and phrase search (49.38%) to retrieve the information (x) The majority of the respondents (55.55%) have participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (87.32%) subscribed by the library as well as how to search & retrieve the content (85.91%) (xii) The majority of the respondents using e-resources for research work/project (75.31%) and writing articles/ research papers (64.20%) (xiii) The majority of the respondents (92.59%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-journals, online databases are frequently used by most of the respondents. E-books, electronic coursewares, e-reference sources and e-research reports/projects are occasionally used by most of the respondents (xv) Taylor & Francis is frequently used, whereas Springer Link (Kluwer), Sage HSS Collection and Wiley Interscience (Blackwell) are occasionally used by most of the respondents (xvi) ACM Digital Library and CRIS INFAC (CRISIL Research) are frequently used by most of the respondents, whereas ABI/Inform (Proquest), Business Source Complete (Ebsco), Science Direct (Elsevier), IEL Online, INSIGHT (AERC), Euromonitor (GMID), J-Gate Custom Content for Consortia and Capitaline Plus are occasionally used by most of the respondents. Emerald Management Extra is never used by most of the respondents (xvii) CMIE-Business Beacon, CMIE-India Trades, CMIE-Prowess, ISI Emerging Markets, Jstor, MarketLine Advantage (Datamonitor 360) and PsycARTICLES are occasionally used by most of the respondents. Proquest Dissertations & Theses is never used by most of the respondents (xviii) The majority of the respondents (82.71%) stated that e-resources enhance the efficiency of their academic work (xix) The majority of the respondents (51.85%) faced non-friendly user interface problem while accessing and using e-resources (xx) The majority of the respondents (85.18%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (83.95%) are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, periodicals, reference sources, theses & dissertations, e-books, e-journals and online databases are adequate but they can't say about the collection of CD/DVDs [2].
2. Singh and Meera conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Lucknow. The major findings of the study are: (i) The majority of the respondents (58.14%) visit to the library 2-3 times a week (ii) The majority of the respondents (93.33%) indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow & return the books (89.53%) and for research work/project (84.88%) (iv) The majority of the respondents (100%) are well aware of e-resource services and facilities provided by the IIM Lucknow Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (81.39%) and INDEST-AICTE Consortium (67.44%) (vi) Friends/colleagues (69.77%) and library orientation programmes (65.12%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (68.60%) using e-resources 2-3 times a week (viii) The majority of the respondents (72.09%) take the guidance by friends/colleagues to access e-resources (ix) The majority of the respondents prefer field (74.42%) and simple search (55.81%) to retrieve the information (x) The majority of the respondents (65.12%) have participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (93.67%) subscribed by the library as well as how to search & retrieve the content (82.28%) (xii) The majority of the respondents using e-resources for research work/project (80.23%) and writing articles/ research papers (80.23%) (xiii) The majority of the respondents

(86.05%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-journals, online databases are frequently used by most of the respondents. E-books, e-research reports/projects are occasionally used by most of the respondents (xv) Springer Link (Kluwer), Sage HSS Collection, Taylor & Francis and Wiley Interscience (Blackwell) are occasionally used by most of the respondents (xvi) Business Source Complete (Ebsco), IEL Online, INSIGHT (AERC) and CRIS INFAC (CRISIL Research) are frequently used by most of the respondents, whereas ABI/Inform (Proquest), ACM Digital Library, Science Direct (Elsevier), Emerald Management Extra, Euromonitor (GMID), J-Gate Custom Content for Consortia, and Capitaline Plus are occasionally used by most of the respondents (xvii) CMIE-Business Beacon, CMIE-India Trades, CMIE-Prowess, ISI Emerging Markets, Jstor, MarketLine Advantage (Datamonitor 360) and PsycARTICLES are occasionally used by most of the respondents. Proquest Dissertations & Theses is never used by most of the respondents (xviii) The majority of the respondents (90.70%) stated that e-resources enhance the efficiency of their academic work (xix) The majority of the respondents (43.02%) faced non-friendly user interface problem while accessing and using e-resources (xx) The majority of the respondents (87.21%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (86.05%) are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, reference sources, e-journals and online are adequate, whereas collection of periodicals, theses & dissertations, e-books and CD/DVDs are moderate [3].

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

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

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

Complete (Ebsco) (45.33%) and Capitaline Plus (40%) are frequently used by most of the respondents (xvii) CMIE-CapEx (44%), MarketLine Advantage (Datamonitor 360) (48%), ISI Emerging Markets-India (45.33%) and PsycARTICLES (44%) are frequently used by most of the respondents (xviii) The majority of the respondents (96%) stated that e-resources enhance the efficiency of their academic work (xix) Lack of training problem is being faced by most of the respondents (42.67%) while accessing and using e-resources (xx) The majority of the respondents (90.67%) are satisfied with the adequacy of e-resources (xxi) The majority (80%) of the respondents are expecting a number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of periodicals (48%), e-books (53.33%), e-journals (54.67%) and online databases (49.33%) are adequate, whereas collection of CD/DVDs (38.67%) are inadequate [6].

6. Singh conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Ahmedabad. The major findings of the study are: (i) The majority of the respondents (27.85%) visit the library occasionally (ii) The majority of the respondents (89.79%) indicate that they do not visit the library frequently because all the collection (e-resources) of the library are accessible from their workplace through WiFi/LAN (iii) The majority of the respondents visit the library to borrow and return the books (91.14%) and for research work/project (75.95%) (iv) The majority of the respondents (87.34%) are well aware of e-resource services and facilities provided by the IIM Ahmedabad Library (v) The majority of the respondents is well aware that library is a member of the IIM Consortium (8.01%) and INDEST-AICTE Consortium (65.82%) (vi) E-mail notification from library (78.48%) and friends/colleagues (69.62%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (56.60%) using e-resources occasionally (viii) The majority of the respondents (62.96%) take the guidance from teachers/supervisors to access e-resources (ix) The majority of the respondents prefer field (51.90%) and simple search (51.90%) to retrieve the information (x) The majority of the respondents (50.63%) have not participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (94.12%) subscribed by the library as well as how to search & retrieve the content (80.88%) (xii) The majority of the respondents (94.94%) using e-resources for writing articles/research papers (xiii) The majority of the respondents (94.94%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-journals (61.73%) and e-research reports/projects (50.63%) are frequently used by most of the respondents. E-books (51.90%), online databases (50.63%), CDs/DVDs (44.30%), e-coursewares (39.24%) and e-reference sources (55.70%) are occasionally used by most of the respondents. E-theses and dissertations (40.51%) are less used by most of the respondents (xv) Springer Link (Kluwer) (50.63%), Sage HSS Collection (41.77%), Taylor & Francis (40.51%) and Wiley Interscience (Blackwell) (51.90%) are occasionally used by most of the respondents (xvi) Emerald Management Extra (39.24%) and Euromonitor (GMID) (58.23%) are frequently used by most of the respondents. ABI/Inform (Proquest) (39.24%), ACM Digital Library (50.63%), Business Source Complete (Ebsco) (43.04%), IEL Online (49.37%), INSIGHT (AERC) (37.97%), J-Gate Custom Content for Consortia (32.91%), Capitaline Plus (56.96%), CRIS INFAC (CRISIL Research) (44.30%) and Project Muse (44.30%) are occasionally used by most of the respondents. Science Direct (Elsevier) (37.97%) is never used by most of the respondents (xvii) CMIE-Business Beacon (35.44%), JSTOR (41.77%) and MarketLine Advantage (Datamonitor 360) (36.71%) are frequently used by most of the respondents. CMIE-Economic Intelligence (39.24%), CMIE-Industry Analysis Service (48.10%), CMIE-Prowess (36.71%), Indiastat.com (45.56%) and ISI Emerging Markets (44.30%) are occasionally used by most of the respondents. CMIE-CapEX (Online (45.56%), CMIE-India Trade (54.43%), Proquest Dissertations & Theses (44.30%), Ebrary (40.51%), FT.Com (35.44%) and World Bank e-Library (46.83%) are never used by most of the respondents (xviii) The majority of the respondents (83.54%) stated that e-resources enhance the efficiency of their academic work (xix) No problem being faced by most of the respondents (55.70%) while accessing and using e-resources (xx) The majority of the respondents (83.54%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (79.75%) are expecting a number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of reference sources (58.23%), e-books (50.63%), e-journals (53.16%) and online databases (40.51%) are adequate, whereas collection of books (50.63%), periodicals (48.10%), theses & dissertations (34.18%) and CD/DVDs (45.56%) are moderate [7].

V. Scope of the Study

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

VI. Objectives of the Study

Specific objectives of the study are:

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

VII. Research Methodology

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

VIII. Data Analysis and Interpretation

A total of 100 questionnaires were randomly administered among the user community, i.e. 50 for students, 30 for research scholars and 20 for faculty members. Out of 100 questionnaires, 72 questionnaires (72%) were received.

Table I: Size of Sample

Categories of the Respondents	Distributed	Responded
Student	50	39 (78)
Research Scholars	30	23 (76.67)
Faculty Members	20	10 (50)
Total	100	72 (72)

Note: Figures in parenthesis indicate percentages.

The TABLE I indicates that a response rate of students is high (78%), whereas the response rate of faculty members is low (50%).

Table II: Sex Wise Total of Questionnaires

Sex	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Male	31 (79.49)	17 (73.91)	07 (70)	55 (76.39)
Female	08 (20.51)	06 (26.09)	03 (30)	17 (23.61)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE II indicates that responded to the questionnaire from male respondents are high in students (79.49%) and low in faculty members (70%), whereas responded to a questionnaire from female respondents are high in faculty members (30%) and low in students (20.51%).

Table III: Library Membership

Membership	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	39 (100)	23 (100)	10 (100)	72 (100)
No	-	-	-	-
Total	39 (100)	23 (100)	10 (100)	72 (100)

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

Table IV: Frequency of Visit to the Library

Frequency	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Daily	04 (10.26)	02 (8.69)	-	06 (8.33)
2-3 times a week	15 (38.46)	11 (47.83)	06 (60)	32 (44.44)
Once a week	03 (7.69)	05 (21.74)	02 (20)	10 (13.89)
2-3 times a month	08 (20.51)	02 (8.69)	01 (10)	11 (15.28)
Once a month	06 (15.38)	01 (4.35)	01 (10)	08 (11.11)
Occasionally	03 (7.69)	02 (8.69)	-	05 (6.94)
Never	-	-	-	-
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE IV indicates that the majority of the students (38.46%), research scholars (47.83%) and faculty members (60%) visit the library 2-3 times a week.

Table V: Reasons for do not Visit the Library Frequently

Reasons	Categories of the Respondents			Total (N=34)
	Students (N=20)	Research Scholars (N=10)	Faculty Members (N=04)	
The Library is far off from my work place	04 (20)	01 (10)	-	05 (14.70)
Library working hours are inconvenient	01 (5)	-	-	01 (2.94)
Library collection doesn't fulfil my information needs	03 (15)	-	-	03 (8.82)
The Library collection is accessible from my workplace through WiFi/LAN	16 (80)	09 (90)	04 (100)	29 (85.29)
Any other	-	-	-	-

The TABLE V indicates that the majority of the students (80%), research scholars (90%) and faculty members (100%) stated the reason for do not visit the library frequently (Daily or 2-3 times a week) is library collection is accessible from their workplace through WiFi/LAN.

Table VI: Purpose of Visit to the Library

Purposes	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
To borrow & return the books	35 (89.74)	16 (69.56)	06 (60)	57 (79.17)
For research work/project	33 (84.61)	21 (91.30)	08 (80)	62 (86.11)
To study	21 (53.85)	17 (73.91)	-	38 (52.78)
To consult print resources	29 (74.36)	13 (56.52)	06 (60)	48 (66.67)
To access e-resources	11 (28.20)	15 (65.22)	03 (30)	29 (40.28)
Any other	04 (10.26)	02 (8.69)	04 (40)	10 (13.89)

The TABLE VI indicates that the students (89.74%) visit the library to borrow & return the books, whereas research scholars (91.30%) and faculty members (80%) visit the library for a research work/project.

Table VII: Awareness about E-resources Services and Facilities

Awareness	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	33 (84.61)	21 (91.30)	10 (100)	64 (88.89)
No	06 (15.38)	02 (8.69)	-	08 (11.11)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE VII indicates that the majority of the students (84.61%), research scholars (91.30%) and faculty members (100%) are well aware of e-resource services and facilities provided by the library.

Table VIII: Awareness about Library Consortia

Awareness		Categories of the Respondents			Total (N=72)
		Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
IIM Consortium	Yes	31 (79.49)	20 (86.96)	10 (100)	61 (84.72)
	No	08 (20.51)	03 (13.04)	-	11 (15.28)
INDEST-AICTE	Yes	26 (66.67)	18 (78.26)	10 (100)	54 (75)

Consortium	No	13 (33.33)	05 (21.74)	-	18 (25)
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The library is a member of both IIM Consortium and INDEST-AICTE Consortium. The TABLE VIII indicates that majority of the students (79.49%), research scholars (86.96%) and faculty members (100%) are well aware about library is a member of the IIM Consortium. The table also indicates that students (66.67%) research scholars (78.26%) and faculty members (100%) are also well aware about library is a member of the INDEST - AICTE Consortium.

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

Sources of Awareness	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Library orientation programmes	17 (43.59)	11 (47.83)	06 (60)	34 (47.22)
Library staff	08 (20.51)	16 (69.56)	02 (20)	26 (36.11)
Friends/colleagues	29 (74.36)	19 (82.61)	08 (80)	56 (77.78)
Teachers/research supervisors	26 (66.67)	21 (91.30)	07 (70)	54 (75)
Institution website	21 (53.85)	11 (47.83)	05 (50)	37 (51.39)
Printed sources	08 (20.51)	02 (8.69)	01 (10)	11 (15.28)
E-mail notification from Library	23 (58.97)	17 (73.91)	04 (40)	44 (61.11)
Self Awareness	06 (15.38)	04 (17.39)	02 (20)	12 (16.67)
Any other	-	-	-	-

The TABLE IX indicates that the most popular sources of awareness about e-resource services and facilities provided by the library. Students stated friends/colleagues (74.36%) and teachers/research supervisors (66.67%). Research scholars stated teachers/research supervisors (91.30%) and friends/colleagues (82.61%). Faculty members stated friends/colleagues (80%) and teachers/research supervisors (70%).

Table X: Place of Access E-resources

Place of Access	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Central Library	11 (28.20)	05 (21.74)	02 (20)	18 (25)
Computer Centre	08 (20.51)	03 (13.04)	-	11 (15.28)
Chamber/Hostel/Residential Flat	35 (89.74)	23 (100)	10 (100)	68 (94.44)
Any other	-	-	-	-

The TABLE X indicates that students (100%), research scholars (90%) and faculty members (100%) are accessing e-resources in their chamber/Hostel/Residential.

Table XI: Frequency of Using E-resources

Frequency	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Daily	04 (10.26)	02 (8.69)	-	06 (8.33)
2-3 times a week	08 (20.51)	11 (47.83)	04 (40)	23 (31.94)
Once a week	13 (33.33)	06 (26.09)	02 (20)	21 (29.17)
2-3 times a month	06 (15.38)	02 (8.69)	01 (10)	09 (12.50)
Once a month	03 (7.69)	-	01 (10)	04 (5.55)
Occasionally	05 (12.82)	02 (8.69)	02 (20)	09 (12.50)
Never	-	-	-	-
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XI indicates that the majority of the students (33.33%) responded once a week, research scholars (47.83%) and faculty members (40%) responded 2-3 times a week frequency of using e-resources.

Table XII: Method Used to Access E-resources

Methods	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Trial and error	16 (41.02)	11 (47.83)	06 (60)	33 (45.83)
Guidance from friends/colleagues	33 (84.61)	17 (73.91)	05 (50)	55 (76.39)
Guided by library staff	17 (43.59)	08 (34.78)	02 (20)	27 (37.50)
Guided by teachers/supervisors	29 (74.36)	14 (60.87)	04 (40)	47 (65.28)
Courses offered by the institution	12 (30.77)	06 (26.09)	01 (10)	19 (26.39)
Library brochures/pamphlets	06 (15.38)	02 (8.69)	01 (10)	09 (12.50)
Any other	-	-	-	-

The TABLE XII indicates that the majority of the students (84.61%) and research scholars (73.91%) guidance from friends/colleagues, whereas faculty members (60%) responded trial and error method to access e-resources.

Table XIII: Method Used to Locate E-resources

Methods	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Through institution website	35 (89.74)	18 (78.26)	08 (80)	61 (84.72)
Through publisher's website	21 (53.85)	11 (47.83)	06 (60)	38 (52.78)
Through search engines	16 (41.02)	03 (13.04)	02 (20)	21 (29.17)

The TABLE XIII indicates that the majority of the students (89.74%), research scholars (78.26%) and faculty members (80%) are used to locate e-resources through the institution website.

Table XIV: Commonly Used Search Techniques to Retrieve Information

Search Techniques	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Simple search	31 (79.49)	12 (52.17)	07 (70)	50 (69.44)
Phrase search	23 (58.97)	16 (69.56)	06 (60)	45 (62.50)
Field search	18 (46.15)	21 (91.30)	09 (90)	48 (66.67)
Boolean search	09 (23.08)	14 (60.87)	05 (50)	28 (38.89)
Any other	05 (12.82)	03 (13.04)	02 (20)	10 (13.89)

The TABLE XIV indicates that the majority of the students (79.49%) prefer simple search, whereas research scholars (91.30%) and faculty members (90%) prefer field search to retrieve the information.

Table XV: Method Used for Reading Full Text Articles

Methods	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Read online	21 (53.85)	16 (69.56)	07 (70)	44 (61.11)
Take print out	16 (41.02)	09 (39.13)	08 (80)	33 (45.83)
Save in storage devices for further reference	29 (74.36)	19 (82.61)	05 (50)	53 (73.61)

The TABLE XV indicates that the majority of the students (74.36%) and research scholars (82.61%) save the full text articles in storage devices for further reference, whereas faculty members (80%) take print out to read full text articles.

Table XVI: Participation in Orientation/Training Programmes

Participation	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	17 (43.59)	11 (47.83)	06 (60)	34 (47.22)
No	22 (56.41)	12 (52.17)	04 (40)	38 (52.78)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XVI indicates that the majority of the students (56.41%) and research scholars (52.17%) have not participated in orientation/training programmes, whereas most of the faculty members (60%) have participated in orientation/training programmes.

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

Problems Faced	Categories of the Respondents			Total (N=34)
	Students (N=17)	Research Scholars (N=11)	Faculty Members (N=06)	
Yes	06 (35.29)	03 (27.27)	01 (16.67)	10 (29.41)
No	11 (64.70)	08 (72.72)	05 (83.33)	24 (70.59)
Total	17 (100)	11 (100)	06 (100)	34 (100)

The question asked to the respondents whether they faced problems during participation in orientation and training programmes. The TABLE XVII indicates that the majority of the students (64.70%), research scholars (72.72%) and faculty members (83.33%) have not faced any problem.

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

Problems	Categories of the Respondents			Total (N=10)
	Students (N=06)	Research Scholars (N=03)	Faculty Members (N=01)	
Participants were from different subject background	04 (66.67)	01 (33.33)	-	05 (50)
The period was too short	03 (50)	02 (66.67)	01 (100)	06 (60)
Programmes were lectured oriented	02 (33.33)	-	-	02 (20)
Too many participants	02 (33.33)	-	-	02 (20)
Any other	-	-	-	-

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

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

Reasons	Categories of the Respondents			Total (N=38)
	Students (N=22)	Research Scholars (N=12)	Faculty Members (N=04)	
Lack of information	11 (50)	03 (25)	-	14 (36.84)
Not required	04 (18.18)	02 (16.67)	-	06 (15.79)
Lack of time	09 (40.91)	08 (66.67)	04 (100)	21 (55.26)
Any other	-	-	-	-

The question asked to the respondents give the reason for not participated in orientation/training programmes. The TABLE XIX indicates that the majority of the students (50%) stated lack of information, whereas research scholars (66.67%) and faculty members (100%) stated the lack of time reason for not participating in any orientation/training programmes.

Table XX: Whether Need of Specialised Orientation/Training Programmes

Need	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	36 (92.31)	23 (100)	07 (70)	66 (91.67)
No	03 (7.69)	-	03 (30)	06 (8.33)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XX indicates that the majority of the students (92.31%), research scholars (100%) and faculty members (70%) need a specialised orientation/training programmes.

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

Areas	Categories of the Respondents			Total (N=66)
	Students (N=36)	Research Scholars (N=23)	Faculty Members (N=07)	
To know all the e-resources & its coverage	29 (80.55)	16 (69.56)	05 (71.43)	50 (75.76)
How to search & retrieve the content	33 (91.67)	11 (47.83)	04 (57.14)	48 (72.73)
Any other	-	-	-	-

The question asked to the respondents in which area they need a specialized orientation/training programmes. The TABLE XXI indicates that the majority of the students (91.67%) stated that how to search & retrieve the content, whereas research scholars (69.56%) and faculty members (71.43%) stated that to know all the e-resources & its coverage subscribed by the library.

Table XXII: Purpose of Using E-resources

Purposes	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
For studying course work	33 (84.61)	19 (82.61)	05 (50)	57 (79.17)
For research work/Project	37 (94.87)	21 (91.30)	07 (70)	65 (90.28)
For teaching purposes	-	-	08 (80)	08 (11.11)
To update the subject knowledge	31 (79.49)	17 (73.91)	07 (70)	55 (76.39)
For writing articles/research papers	29 (74.36)	22 (95.65)	09 (90)	60 (83.33)
Any other	-	-	-	-

The TABLE XXII indicates that the majority of the students (94.87%) using e-resources for research work/project, whereas research scholars (95.65%) and faculty members (90%) are using e-resources for writing articles/research papers.

Table XXIII: Option Which Motivate to Use E-resources

Options	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Archival access	08 (20.51)	03 (13.04)	02 (20)	13 (18.05)
Core journals	33 (84.61)	17 (73.91)	08 (80)	58 (80.55)
A wide range of online databases/ journals	36 (92.31)	21 (91.30)	09 (90)	66 (91.67)
Expert assistance from library staff	07 (17.95)	02 (8.69)	01 (10)	10 (13.89)
Abstract of the articles	02 (5.13)	05 (21.74)	01 (10)	08 (11.11)
Table of content	05 (12.82)	02 (8.69)	01 (10)	08 (11.11)
Any other	04 (10.26)	02 (8.69)	-	06 (8.33)

The TABLE XXIII indicates that the majority of the students (92.31%), research scholars (91.30%) and faculty members (90%) stated that the due to a wide range of online databases/journals available, they have been using e-resources.

Table XXIV: Regularly Used E-resources

Types of E-resources		Categories of the Respondents			Total (N=72)
		Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
E-books	Frequently	10 (25.64)	07 (30.43)	03 (30)	20 (27.78)
	Occasionally	21 (53.85)	09 (39.13)	05 (50)	35 (48.61)
	Never	08 (20.51)	07 (30.43)	02 (20)	17 (23.61)
E-journals	Frequently	24 (61.54)	19 (82.61)	08 (80)	51 (70.83)
	Occasionally	15(38.46)	04 (17.39)	02 (20)	21 (29.17)
	Never	-	-	-	-
Online Databases	Frequently	18 (46.15)	16 (69.56)	04 (40)	38 (52.78)
	Occasionally	21 (53.85)	07 (30.43)	06 (60)	34 (47.22)
	Never	-	-	-	-
CDs/DVDs	Frequently	06 (15.38)	02 (8.69)	-	08 (11.11)
	Occasionally	14 (35.90)	05 (21.74)	03 (30)	22 (30.55)
	Never	19 (48.72)	16 (69.56)	07 (70)	42 (58.33)
E-theses & Dissertations	Frequently	02 (5.13)	05 (21.74)	02 (20)	09 (12.50)
	Occasionally	05 (12.82)	11 (47.83)	03 (30)	19 (26.39)
	Never	32 (82.05)	07 (30.43)	05 (50)	44 (61.11)
E-Coursewares	Frequently	09 (23.08)	03 (13.04)	03 (30)	15 (20.83)
	Occasionally	14 (35.90)	08 (34.78)	05 (50)	27 (37.50)
	Never	16 (41.02)	12 (52.17)	02 (20)	30 (41.67)
E-reference sources	Frequently	18 (46.15)	06 (26.09)	04 (40)	28 (38.89)
	Occasionally	09 (23.08)	08 (34.78)	02 (20)	19 (26.39)
	Never	12 (30.77)	09 (39.13)	04 (40)	25 (34.72)
E-research reports/projects	Frequently	11 (28.20)	04 (17.39)	06 (60)	21 (29.17)
	Occasionally	13 (33.33)	16 (69.56)	03 (30)	32 (44.44)
	Never	15 (38.46)	03 (13.04)	01 (10)	19 (26.39)

The TABLE XXIV indicates that the e-journals (61.54%) and e-reference sources (46.15%) are frequently used by most of the students, e-journals (82.61%) and online databases (69.56%) are frequently used by research scholars, whereas e-journals (80%) and e-research reports/projects (60%) are frequently used by most of the faculty members. There is a balance in the frequently and never used by e-reference sources (40%) by faculty members.

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

Frequency of Using E-journal Databases		Categories of the Respondents			Total (N=72)
		Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Springer Link (Kluwer)	Frequently	13 (33.33)	16 (69.56)	02 (20)	31 (43.05)
	Occasionally	16 (41.02)	05 (21.74)	06 (60)	27 (37.50)
	Never	10 (25.64)	02 (8.69)	02 (20)	14 (19.44)
Sage HSS Collection	Frequently	09 (23.08)	04 (17.39)	03 (30)	16 (22.22)
	Occasionally	19 (48.72)	11 (47.83)	03 (30)	33 (45.83)
	Never	11 (28.20)	08 (34.78)	04 (40)	23 (31.94)

Taylor & Francis	Frequently	08 (20.51)	07 (30.43)	05 (50)	20 (27.78)
	Occasionally	23 (58.97)	06 (26.09)	03 (30)	32 (44.44)
	Never	08 (20.51)	10 (43.48)	02 (20)	20 (27.78)
Wiley Interscience (Blackwell)	Frequently	14 (35.90)	17 (73.91)	04 (40)	35 (48.61)
	Occasionally	11 (28.20)	04 (17.39)	05 (50)	20 (27.78)
	Never	14 (35.90)	02 (8.69)	01 (10)	17 (23.61)

The TABLE XXV indicates that Springer Link (Kluwer) is frequently used by the research scholars (69.56%), whereas occasionally used by the students (41.02%) and faculty members (60%). Sage HSS Collection is occasionally used by the students (48.72%) and research scholars (47.83%), whereas never used by faculty members (40%). Taylor and Francis is frequently used by the faculty members (50%), occasionally by the students (58.97%) but never used by the research scholars (43.48%). Wiley Interscience (Blackwell) is frequently used by research scholars (73.91%), occasionally used by the faculty members (50%) but there is a balance in frequently and never used by the students (35.90%).

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

Frequency of Using E-journal Databases		Categories of the Respondents			Total (N=72)
		Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
ABI/Inform (Proquest)	Frequently	09 (23.08)	11 (47.83)	03 (30)	23 (31.94)
	Occasionally	14 (35.90)	06 (26.09)	04 (40)	24 (33.33)
	Never	16 (41.02)	06 (26.09)	03 (30)	25 (34.72)
ACM Digital Library	Frequently	13 (33.33)	05 (21.74)	06 (60)	24 (33.33)
	Occasionally	19 (48.72)	14 (60.87)	03 (30)	36 (50)
	Never	07 (17.95)	04 (17.39)	01 (10)	12 (16.67)
Business Source Complete (Ebsco)	Frequently	16 (41.02)	11 (47.83)	04 (40)	31 (43.05)
	Occasionally	11 (28.20)	05 (21.74)	06 (60)	22 (30.55)
	Never	12 (30.77)	07 (30.43)	-	19 (26.39)
Science Direct (Elsevier)	Frequently	05 (12.82)	06 (26.09)	02 (20)	13 (18.05)
	Occasionally	19 (48.72)	09 (39.13)	04 (40)	32 (44.44)
	Never	15 (38.46)	08 (34.78)	04 (40)	27 (37.50)
Emerald Management Extra	Frequently	09 (23.08)	12 (52.17)	01 (10)	22 (30.55)
	Occasionally	07 (17.95)	08 (34.78)	03 (30)	18 (25)
	Never	23 (58.97)	03 (13.04)	06 (60)	32 (44.44)
IEL Online	Frequently	27 (69.23)	17 (73.91)	02 (20)	46 (63.89)
	Occasionally	06 (15.38)	04 (17.39)	06 (60)	16 (22.22)
	Never	06 (15.38)	02 (8.69)	02 (20)	10 (13.89)
Euromonitor (GMID)	Frequently	12 (30.77)	08 (34.78)	07 (70)	27 (37.50)
	Occasionally	08 (20.51)	09 (39.13)	03 (30)	20 (27.78)
	Never	19 (48.72)	06 (26.09)	-	25 (34.72)
INSIGHT (AERC)	Frequently	16 (51.28)	16 (69.56)	04 (40)	36 (50)
	Occasionally	18 (46.15)	03 (13.04)	03 (30)	24 (33.33)
	Never	05 (12.82)	04 (17.39)	03 (30)	12 (16.67)
J-Gate Custom Content for Consortia	Frequently	09 (23.08)	03 (13.04)	01 (10)	13 (18.05)
	Occasionally	07 (17.95)	06 (26.09)	03 (30)	16 (22.22)
	Never	23 (58.97)	14 (60.87)	06 (60)	43 (59.72)
Capitaline Plus	Frequently	12 (30.77)	16 (69.56)	04 (40)	32 (44.44)
	Occasionally	19 (48.72)	05 (21.74)	05 (50)	29 (40.28)
	Never	08 (20.51)	02 (8.69)	01 (10)	11 (15.28)
CRIS INFAC (CRISIL Research)	Frequently	22 (56.41)	14 (60.87)	06 (60)	42 (58.33)
	Occasionally	13 (33.33)	03 (13.04)	04 (40)	20 (27.78)
	Never	04 (10.26)	06 (26.09)	-	10 (13.89)

The TABLE XXVI indicates that Business Source Complete (Ebsco) (41.02%), IEL Online (69.23%), INSIGHT (AERC) (51.28%) and CRIS INFAC (CRISIL Research) (56.41%) are frequently used by most of the students. ABI/Inform (Proquest) (47.83%), Business Source Complete (Ebsco) (47.83%), Emerald Management Extra (52.17%), IEL Online (73.91%), INSIGHT (AERC) (69.56%), Capitaline Plus (69.56%) and CRIS INFAC (CRISIL Research) (60.87%) are frequently used by most of the research scholars. ACM Digital Library (60%), Euromonitor (GMID) (70%), INSIGHT (AERC) (40%) and RIS INFAC (CRISIL Research) (60%) are frequently used by most of the faculty members.

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

Frequency of Using E-journal Databases		Categories of the Respondents			Total (N=72)
		Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
JSTOR	Frequently	15 (38.46)	07 (30.43)	04 (40)	26 (36.11)
	Occasionally	13 (33.33)	06 (26.09)	02 (20)	21 (29.17)

	Never	11 (28.20)	10 (43.48)	04 (40)	25 (34.72)
Proquest Dissertations & Theses	Frequently	15 (38.46)	06 (26.09)	01 (10)	22 (30.55)
	Occasionally	07 (17.95)	14 (60.87)	03 (30)	24 (33.33)
	Never	17 (43.59)	03 (13.04)	06 (60)	26 (36.11)
PsycARTICLE ES	Frequently	17 (43.59)	14 (60.87)	03 (30)	34 (47.22)
	Occasionally	13 (33.33)	06 (26.09)	04 (40)	23 (31.94)
	Never	09 (23.08)	03 (13.04)	03 (30)	15 (20.83)
Indiastat.com	Frequently	18 (46.15)	14 (60.87)	02 (20)	34 (47.22)
	Occasionally	12 (30.77)	06 (26.09)	03 (30)	21 (29.17)
	Never	09 (23.08)	03 (13.04)	05 (50)	17 (23.61)
ISI Emerging Markets-India	Frequently	08 (20.51)	11 (47.83)	02 (20)	21 (29.17)
	Occasionally	23 (58.97)	07 (30.43)	06 (60)	36 (50)
	Never	08 (20.51)	05 (21.74)	02 (20)	15 (20.83)
MarketLine Advantage (Datamonitor 360)	Frequently	16 (41.02)	06 (26.09)	07 (70)	29 (40.28)
	Occasionally	19 (48.72)	13 (56.52)	02 (20)	34 (47.22)
	Never	04 (10.26)	04 (17.39)	01 (10)	09 (12.50)
FT.Com	Frequently	09 (23.08)	04 (17.39)	03 (30)	16 (22.22)
	Occasionally	17 (43.59)	11 (47.83)	05 (50)	33 (45.83)
	Never	13 (33.33)	08 (34.78)	02 (20)	23 (31.94)
World Bank e-Library Plus	Frequently	12 (30.77)	03 (13.04)	02 (20)	17 (23.61)
	Occasionally	18 (46.15)	11 (47.83)	04 (40)	33 (45.83)
	Never	09 (23.08)	09 (39.13)	04 (40)	22 (30.55)

The TABLE XXVII indicates that JSTOR (38.46%), PsycARTICLES (43.59%) and Indiastat.com (46.15%) are frequently used by most of the students. PsycARTICLES (60.87%), Indiastat.com (60.87%) and ISI Emerging Markets-India (47.83%) are frequently used by most of the research scholars. MarketLine Advantage (Datamonitor 360) (70%) is frequently used by most of the faculty members. There is a balance in the frequently and never used of JSTOR (40%) by faculty members.

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

Way of Access Full Text Articles	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Through friends/colleagues	23 (58.97)	16 (69.56)	06 (60)	45 (62.50)
Through library's document delivery services	16 (41.02)	12 (52.17)	07 (70)	35 (48.61)
From other libraries	03 (7.69)	05 (21.74)	-	08 (11.11)
Obtain reprints/soft copy directly from the authors	11 (28.20)	08 (34.78)	08 (80)	27 (37.50)
Any other	-	-	-	-

The TABLE XXVIII indicates that the majority of the students (58.97%) and research scholars (69.56%) access full text articles not subscribed by the library through friends/colleagues, whereas faculty members (80%) get the full text articles directly from the authors.

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

Time Spent	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Less than 1 hour	13 (33.33)	05 (21.74)	-	18 (25)
Less than 3 hours	12 (30.77)	08 (34.78)	03 (30)	23 (31.94)
Less than 5 hours	05 (12.82)	06 (26.09)	05 (50)	16 (22.22)
More than 5 hours	09 (23.08)	04 (17.39)	02 (20)	15 (20.83)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XXIX indicates that the majority of the students (33.33%) spent less than 1 hour, research scholars (34.78%) spent time less than 3 hours for searching and downloading of e-resources, whereas faculty members spent time less than 5 hours for searching and downloading of e-resources.

Table XXX: Number of Full Text Articles Downloaded Per Month

Full Text Articles Downloaded	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
0 to 5	04 (10.26)	01 (4.35)	-	05 (6.94)
5 to 9	09 (23.08)	04 (17.39)	01 (10)	14 (19.44)

10 to 19	07 (17.95)	13 (56.52)	04 (40)	24 (33.33)
20 to 29	11 (28.20)	01 (4.35)	03 (30)	15 (20.83)
30 to 49	06 (15.38)	03 (13.04)	02 (20)	11 (15.28)
More than 50	02 (5.13)	01 (4.35)	-	03 (4.17)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XXX indicates that the majority of the students (28.20%) downloaded 20 to 29 full text articles in a month. The majority of the research scholars (56.52%) and faculty members (40%) downloaded 10 to 19 full text articles in a month.

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

Opinion	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	35 (89.74)	23 (100)	10 (100)	68 (94.44)
No	04 (10.26)	-	-	04 (5.55)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XXXI indicates that the majority of the students (89.74%), research scholars (100%) and faculty members (100%) stated that e-resources enhance the efficiency of their academic work.

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

Influence	Categories of the Respondents			Total (N=68)
	Students (N=35)	Research Scholars (N=23)	Faculty Members (N=10)	
Expedited the research/project process	29 (74.36)	17 (73.91)	06 (60)	52 (72.22)
Improved profession competence	33 (84.61)	19 (82.61)	10 (10)	62 (86.11)
Expedited the teaching process	-	-	10 (10)	10 (13.89)
Access to wider range of information	30 (76.92)	21 (91.30)	08 (80)	59 (81.94)
Easier and faster access to information	27 (69.23)	23 (100)	07 (70)	57 (79.17)
Any other	02 (5.13)	-	03 (30)	05 (6.94)

The TABLE XXXII indicates that the majority of the students (84.61%) stated e-resources help in improved profession competence. Research scholars (100%) stated that e-resources help in easier and faster access to information. The majority of the faculty members (80%) stated that e-resources help with access to a wider range of information.

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

Problems	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Non-friendly user Interface	23 (58.97)	07 (30.43)	03 (30)	33 (45.83)
Not enough coverage	11 (28.20)	02 (8.69)	02 (20)	15 (20.83)
Lack of training	16 (41.02)	09 (39.13)	04 (40)	29 (40.28)
No problem being faced	09 (23.08)	06 (26.09)	03 (30)	18 (25)
Any other	03 (7.69)	-	-	03 (4.17)

The TABLE XXXIII indicates that non-friendly user interface problem is being faced by most of the students (58.97%), whereas lack of training problem is being faced by the research scholars (39.13%) and faculty members (40%) while accessing and using e-resources.

Table XXXIV: Satisfaction Towards Adequacy of E-resources

Satisfaction	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	37 (94.87)	17 (73.91)	07 (70)	61 (84.72)
No	02 (5.13)	06 (26.09)	03 (30)	11 (15.28)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XXXIV indicates that the majority of the students (94.87%), research scholars (73.91%) and faculty members (70%) are satisfied with the adequacy of e-resources.

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

Expectation	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	32 (82.05)	21 (91.30)	10 (100)	63 (87.50)
No	07 (17.95)	02 (8.69)	-	09 (12.50)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XXXV indicates that the majority of the students (82.05%), research scholars (91.30%) and faculty members (100%) are expected number of e-resources added to the collection.

Table XXXVI: Subscription of Print version of E-resources

Opinion	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	05 (12.82)	02 (8.69)	-	07 (9.72)
No	34 (87.18)	21 (91.30)	10 (100)	65 (90.28)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The question asked to the respondents that library also subscribes the print version of e-resources. The TABLE XXXVI indicates that the majority of the students (87.18%), research scholars (91.30%) and faculty members (100%) are not agreed.

Table XXXVII: Suggestion Regarding E-resources Subscription

Suggestion	Categories of the Respondents			Total (N=72)
	Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Yes	02 (5.13)	05 (21.74)	04 (40)	11 (15.28)
No	37 (94.87)	18 (78.26)	06 (60)	61 (84.72)
Total	39 (100)	23 (100)	10 (100)	72 (100)

The TABLE XXXVII indicates that the majority of the students (94.87%), research scholars (78.26%) and faculty members (60%) haven't suggested to the librarian for subscribing the relevant e-resources.

Table XXXVIII: Consideration of Request Regarding E-resources Subscription

Consideration	Categories of the Respondents			Total (N=11)
	Students (N=02)	Research Scholars (N=05)	Faculty Members (N=04)	
Yes	-	02 (40)	04 (100)	06 (54.54)
No	02 (100)	03 (60)	-	05 (45.45)
Total	02 (100)	05 (100)	04 (100)	11 (100)

The TABLE XXXVIII indicates that the majority of the students (100%) and research scholars (60%) stated that whatever they have suggested to purchase the relevant materials related to e-resources their request was not attended, whereas most of the faculty members (100%) stated that the request was attended.

Table XXXIX: Adequacy of Library Collection

Sources		Categories of the Respondents			Total (N=72)
		Students (N=39)	Research Scholars (N=23)	Faculty Members (N=10)	
Books	Adequate	26 (66.67)	14 (60.87)	03 (30)	43 (59.72)
	Moderate	06 (15.38)	07 (30.43)	05 (50)	18 (25)
	Inadequate	07 (17.95)	02 (8.69)	02 (20)	11 (15.28)
	Can't say	-	-	-	-
Periodicals	Adequate	23 (58.97)	06 (26.09)	05 (50)	34 (47.22)
	Moderate	11 (28.20)	09 (39.13)	03 (30)	23 (31.94)
	Inadequate	05 (12.82)	06 (26.09)	02 (20)	13 (18.05)
	Can't say	-	02 (8.69)	-	02 (2.78)
Reference Sources	Adequate	16 (41.02)	08 (34.78)	06 (60)	30 (41.67)
	Moderate	21 (53.85)	13 (56.52)	04 (40)	38 (52.78)
	Inadequate	02 (5.13)	02 (8.69)	-	04 (5.55)
	Can't say	-	-	-	-
Theses & Dissertations	Adequate	06 (15.38)	03 (13.04)	02 (20)	11 (15.28)
	Moderate	14 (35.90)	17 (73.91)	04 (40)	35 (48.61)
	Inadequate	11 (28.20)	02 (8.69)	04 (40)	17 (23.61)
	Can't say	08 (20.51)	01 (4.35)	-	09 (12.50)
E-books	Adequate	27 (69.23)	13 (56.52)	06 (60)	46 (63.89)
	Moderate	07 (17.95)	09 (39.13)	03 (30)	19 (26.39)
	Inadequate	03 (7.69)	01 (4.35)	01 (10)	05 (6.94)

	Can't say	02 (5.13)	-	-	02 (2.78)
E-journals	Adequate	23 (58.97)	16 (69.56)	08 (80)	47 (65.28)
	Moderate	07 (17.95)	04 (17.39)	02 (20)	13 (18.05)
	Inadequate	06 (15.38)	03 (13.04)	-	09 (12.50)
	Can't say	03 (7.69)	-	-	03 (4.17)
Online Databases	Adequate	13 (33.33)	11 (47.83)	06 (60)	30 (41.67)
	Moderate	19 (48.72)	08 (34.78)	02 (20)	29 (40.28)
	Inadequate	07 (17.95)	04 (17.39)	02 (20)	13 (18.05)
	Can't say	-	-	-	-
CDs/DVDs	Adequate	17 (43.59)	07 (30.43)	02 (20)	26 (36.11)
	Moderate	10 (25.64)	08 (34.78)	04 (40)	22 (30.55)
	Inadequate	05 (12.82)	03 (13.04)	04 (40)	12 (16.67)
	Can't say	07 (17.95)	05 (21.74)	-	12 (16.67)

The TABLE XXXIX indicates the adequacy of the library collection. The majority of the students stated that collection of books (66.67%), periodicals (58.97%), e-books (69.23%), e-journals (58.97%) and CDs/DVDs (43.59%) are adequate. The majority of the research scholars stated that collection of books (60.87%), e-books (56.52%), e-journals (69.56%) and online databases (47.83%) are adequate. The majority of the faculty members stated that collection of periodicals (50%), reference sources (60%), e-books (60%), e-journals (80%) and online databases (60%) are adequate.

IX. Findings of the study

Major findings of the study are:

- [1] The majority of the respondents (44.44%) visit the library 2-3 times a week.
- [2] The majority of the respondents (85.29%) indicate that they do not visit the library frequently because all the collection (e-resources) of the library are accessible from their workplace through WiFi/LAN.
- [3] The majority of the respondents visit the library for research work/project (86.11%) and to borrow and return the books (79.17%).
- [4] The majority of the respondents (88.89%) are well aware of e-resource services and facilities provided by the IIM Calcutta Library.
- [5] The majority of the respondents are well aware that library is a member of the IIM Consortium (84.72%) and the INDEST-AICTE Consortium (75%).
- [6] Friends/colleagues (77.78%) and teachers/research supervisors (75%) are the most popular sources of awareness about e-resource services and facilities among respondents.
- [7] The majority of the respondents (31.94%) using e-resources 2-3 times a week.
- [8] The majority of the respondents (76.39%) take the guidance from friends/colleagues to access e-resources.
- [9] The majority of the respondents prefer simple (69.44%) and field search (66.67%) to retrieve the information.
- [10] The majority of the respondents (52.78%) have not participated in orientation/training programmes.
- [11] The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (75.76%) subscribed by the library as well as how to search & retrieve the content (72.73%).
- [12] The majority of the respondents (90.28%) using e-resources for research work/project.
- [13] The majority of the respondents (91.67%) indicate that due to a wide range of online databases/journals available, they have been using e-resources.
- [14] E-journals (70.83%), online databases (52.78%), and e-reference sources (38.89%) are frequently used by most of the respondents. E-books (48.61%) and e-research reports/projects are occasionally used by most of the respondents. CDs/DVDs (58.33%), e-theses & dissertations (61.11%) and e-coursewares (41.67%) are never used by most of the respondents.
- [15] Springer Link (Kluwer) (43.05%) and Wiley Interscience (Blackwell) (48.61%) are frequently used by most of the respondents. Sage HSS Collection (45.83%) and Taylor & Francis (44.44%) are occasionally used by most of the respondents.
- [16] Business Source Complete (Ebsco) (43.05%), IEL Online (63.89%), Euromonitor (GMID) (37.50%), Insight (AERC) (50%), Capitaline Plus (44.44%) and CRIS INFAC (CRISIL Research) (58.33%) are frequently used by most of the respondents. ACM Digital Library (50%) and Science Direct (Elsevier) (44.44%) are occasionally used by most of the respondents. ABI/Inform (Proquest), Emerald Management Extra (44.44%) and J-Gate Custom Content for Consortia (59.72%) are never used by most of the respondents.
- [17] JSTOR (36.11%), PsycARTICLES (47.22%) and Indiatat.com (47.22%) are frequently used by most of the respondents. ISI Emerging Markets (50%), MarketLine Advantage (Datamonitor 360) (47.22%),

- FT.Com (45.83%) and World Bank e-Library Plus (45.83%) are occasionally used by most of the respondents, but Proquest Dissertations & Theses (36.11%) are never used by most of the respondents.
- [18] The majority of the respondents (94.44%) stated that e-resources enhance the efficiency of their academic work.
- [19] Non-friendly user interface problem is being faced by most of the respondents (45.83%) while accessing and using e-resources.
- [20] The majority of the respondents (84.72%) are satisfied with the adequacy of e-resources.
- [21] The majority (87.50%) of the respondents are expecting a number of e-resources included in the collection.
- [22] The majority of the students, research scholars and faculty members stated that collection of books (59.72%), periodicals (47.22%), e-books (63.89%), e-journals (65.28%), online databases (41.67%) and CDs/DVDs (36.11%) are adequate, whereas collection of reference sources (52.78%) and theses & dissertations (48.61%) are moderate.

X. Conclusion

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

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