

# COLLECTION MANAGEMENT AND IT ENABLED SERVICES IN UNIVERSITY LIBRARIES: USERS PERSPECTIVE

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## ABSTRACT

Attempt to report the findings of a survey conducted to study the present status of collection management and IT enabled services in digital environment in Devi Ahilya University, Indore, Madhya Pradesh. The primary data is collected from Teachers, Research Scholars and Post-Graduate Students of different departments of the University through a well designed questionnaire. The study revealed that 41.05% of the users rated collection of the subject of their area of study as 'good', while 34.73% users rated the collection as 'satisfactory' and 40% users find UGC-INFONET consortia 'extremely advantageous' for their area of study. Finally highlights the suggestions for better collection development policy in DAVV Central Library.

**Keywords:** Collection Management, IT enables Services, Digital environment.

## 1. INTRODUCTION

Universities play a major role in contribution to growth and development of human resources by conserving, interpreting and advancing knowledge. They are primarily concerned with the search for truth, extension of knowledge, enrichment of minds and training. As a resource centre, the library occupies the central and primary place, because it serves all the functions of the university, such as teaching, research, creation of new knowledge and dissemination and transmission of information to posterity. The efficiency of the library service is governed largely by the quantity, quality and utility of its collection. Issues like interdisciplinary nature of research, information explosion, production and availability of sources of information, multimedia, automation of library systems, physical deterioration of documentary sources, the changing concept from ownership to access, library networks, Internet services, financial constraints all affect library services. Hence collection development and management in such a dynamic environment is a challenge.

Information Technology (IT) covers all activities and technologies that involve the handling of information by electronic means; that is, information acquisition, storage, retrieval, processing, transmission and control. IT has influenced all spheres of modern activities from simple business activity to high level research and development

work. The quality of work and activities has been greatly changed by the presence and application of IT. The specific role that IT plays in shaping the libraries and information centers has become an absolute necessity. The library environment has been leading towards digital.

## 2. OBJECTIVES OF THE STUDY

The objectives of the study are:

- To find out the information needs of users for their study and research activities.
- To know the satisfactory level of the users regarding the collection of the university library.
- To collect the opinions of users regarding the adequacy of various kinds of information resources and their use.
- User expectations of electronic resources and services.
- User awareness regarding the information required in their concern subject.
- To suggest recommendations to overcome the problems and to modify the collection development policy for the benefit of its users.

## 3. LIMITATION OF THE STUDY

This study aims to identify the extent of application of IT in the area of collection management and various services of Devi Ahilya University, Central Library of Indore, Madhya Pradesh, India. The study does not cover different

colleges/institutes which are affiliated to DAVV, Indore.

#### 4. METHODOLOGY

The study is mainly based on the primary data collected from the user community through a well designed questionnaire. Data was collected from Teachers, Research Scholars and Post-Graduate Students of different departments of the University. Total 150 questionnaires were distributed to users of the Central Library of DAVV, Indore. Out of which only 95 questionnaires filled by respondents were received back, which stand as the baseline data for analysis and interpretation of the study.

#### 5. TABULATION AND ANALYSIS OF DATA

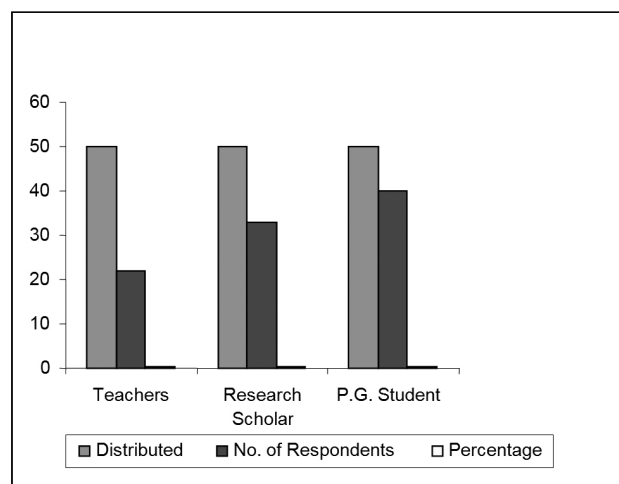
The analysis of collected data from users has been spread into tables as mentioned below.

##### 5.1 Distribution of User Community

The user community consists of Teaching faculties, Research Scholars and Post-Graduate students of various departments belonging to the University. Each category of users was given 50 questionnaires respectively. It is noted that 55 (36.6%) of the respondent were hesitant to respond.

**Table 1: Distribution of User Community**

Category of User	Distributed	No. of Respondents	Percentage
Teachers	50	22	14.6
Research Scholar	50	33	22
P.G. Student	50	40	26.6
<b>Total</b>	<b>150</b>	<b>95</b>	<b>63.2</b>



**Fig. 1 Distribution of User Community**

It is clear from figure and table 1 that, 40 (26.6%), respondents are post graduate students, 33 (22%) research

scholars and 22 (14.6%) are teachers. Hence it can be concluded majority of the Post Graduate students.

##### 5.2 Frequency of Visits of the User Community

In the library users are the recipient of the information. These are the ones who use one or more library services at least once a year. Since an academic library is to support the teaching, research and extension programmes of its parent organization, i.e. university, its collection and services are to cater the curricular, co-curricular and extra curricular needs of its clientele. The below table depicts the users' frequency of visiting the library.

**Table 2: Frequency of Visits of the User Community**

Frequency	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Daily	3 (3.15)	0	4 (4.21)	7 (7.36)
Weekly	14 (14.73)	22 (23.15)	24 (25.26)	60 (63.15)
Fortnightly	0	4 (4.21)	9 (9.47)	13 (13.68)
Occasionally	5 (5.26)	7 (7.36)	3 (3.15)	15 (15.78)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

From Table 2 it is clear that 60 (63.15%) out of 95 users visit the library on weekly basis. Only 7.36% users visit the library daily. Further analysis shows that among these users weekly is the model frequency of visit. It also shows that library is frequently visited by the Post-Graduate students which are 40 (42.10%) out of 95.

##### 5.3 Purpose of Visiting the Library

Users visit the library for varied purposes. It may be to get a book issued, to search information in journals, to use internet or to read newspapers/magazines. Users make use of different communication media in accessing their information. Research journals are the most preferred medium in accessing information by the researchers.

**Table 3: Purpose of Visiting the Library**

Purpose	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
To borrow a book from library	14 (14.73)	3 (3.15)	29 (30.52)	46 (48.42)
To search information in journals	4 (4.21)	24 (25.26)	3 (3.15)	31 (32.63)
To use Internet	0	0	0	0
To read newspapers/magazines	4 (4.21)	6 (6.31)	8 (8.42)	18 (18.94)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

It is observed from Table 3 that purpose of using the library is “To borrow book from library”, which is 46 (48.42%), while 31 (32.63%) users come to the library for the purpose of “searching latest information/article in journals” and only 18 (18.94%) users visit the library for reading newspaper and magazine. As Internet facility is provided to every department of the library through LAN and there is separate section of IT Lab where students can access the Internet. No users visit the library for the purpose of using the Internet.

#### 5.4 Purpose of Using the Journals

Periodicals are of vital use for any research work. These are the basic media through which intellectual community in the world communicates with each other and shares their findings in various branches of universe of knowledge. They are the carriers of the latest information and happenings of the subject field.

**Table 4: Purpose of Using the Journals**

Purpose	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
To update latest happenings/ Developments	17 (17.89)	26 (27.36)	11 (11.57)	54 (56.82)
To get information on Seminars/ Conferences	0	7 (7.36)	0	7 (7.36)
To complete the projects/ assignments given	0	0	29 (30.52)	29 (30.52)
Others	5 (5.26)	0	0	5 (5.26)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

It is evident from Table 4 that majority of the users 54 (56.82%) scan journals for keeping abreast of the latest happenings/developments in their field of knowledge, while 29 (30.52%) PG Students use journals for the purpose of completing their projects/assignments given. Research Scholars 7 (7.36%) use journals for getting information related to seminars and conferences and 5 (5.26%) of the users use journals for other purposes.

#### 5.5 Rate of Collection of the Concerned Subject

The purpose of asking this question from users is to know what they feel about collection of the concerned subject, so that collection development process can be streamlined according to the users' response and requirements as collection development are an efficiency audit aspect of a library, closely linked with its use.

**Table 5: Rate of Collection of the Concerned Subject**

Purpose	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Excellent	0	0	6 (6.31)	6 (6.31)
Good	10 (10.52)	11 (11.57)	18 (18.94)	39 (41.05)
Satisfactory	4 (4.21)	13 (13.68)	16 (16.84)	33 (34.73)
Poor	8 (8.42)	9 (9.47)	0	17 (17.89)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

The collected reveals that 39 (41%) of the users rated collection of the subject of their area of study as *good*, while 17 (17.8%) users rated it poor. Further analysis shows that for Teachers 10 (10.52%) and PG Students 18 (18.94%) the collection is *good* while for Research Scholars 13 (13.68) it is *satisfactory*. Only 6 (6.31%) users feel that collection is excellent.

#### 5.6 Satisfaction Regarding Number of Journals (Print/ Non-print)

Users are the best judge of the collection of a library. They may usefully suggest as to what could be acquired in order to strengthen the subscription of the journals and also fill in the gaps in the existing journals subscription. The below table discuss the responses to the question asked to know users' satisfaction on number of print and non-print journals subscribed by the library.

**Table 6: Satisfaction Regarding Number of Journals (Print/Non-print)**

Satisfactory level	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Satisfied	7 (7.36)	8 (8.42)	11 (11.57)	26 (27.36)
Not Satisfied	15 (15.89)	25 (26.31)	0	40 (42.10)
No Response	0	0	29 (30.52)	29 (30.52)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

It is observed from Table 6 that majority i.e. 40 (42.1%) users are dissatisfied with the number of journals subscribed by the library. Only 26 (27.36%) users are satisfied with the current subscription of the journals. It can be concluded that the journals periodical literature/ collection calls for the serious attention of the authorities.

#### 5.7 Usage of Internet

Users make use of this facility for various purposes which include academic purpose, career opportunities, personal

communication etc. The table discusses these purposes, which will help in improving the service and will highlight their attitude towards technology.

**Table 7: Usage of Internet**

Purpose	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Academic Purpose	17 (17.89)	25 (26.31)	11 (11.57)	53 (55.78)
Career Opportunities	5 (5.26)	5 (5.26)	0	10 (10.52)
Personal Communication	0	3 (3.15)	14 (14.73)	17 (17.89)
Other	0	0	15 (15.78)	15 (15.78)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

It is observed from Table 7 that most of the users use Internet facility for the academic purpose, while only 10 (10.52%) user it for career opportunities. 17 (17.89%) of the users use Internet for personal communication and 15 (15.78%) for other purposes. Majority of Teachers and Research Scholars (17.89% & 26.31% respectively) use Internet for academic purposes while majority of PG Students 15 (15.78%) use it for other purposes. It is encouraging to note that there is now great awareness among users to use the modern technologies to retrieve and seek information on their own.

### 5.8 Usage of E-mail Facility

The system of e-mail provides a communication facility which, to a great extent, replaces the traditional mail and fax systems formerly used, thus saving time for the user. Users use this facility for exchanging literary articles, for getting information on conferences/seminars, asking for full text papers from other institutional library and for personal communication.

**Table 8: Usage of E-mail Facility**

Purpose of Use	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
For exchanging literary articles	10 (10.52)	0	0	10 (10.52)
For getting information on Conferences/ Seminars	5 (5.26)	4 (4.21)	2 (2.10)	11 (11.57)
For asking full text paper from other institutional library	4 (4.21)	25 (26.31)	0	29 (30.52)
Personal communication	3 (3.15)	4 (4.21)	38 (40)	45 (47.36)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

From Table 8 it is evident that majority of the users 45 (47.36%) and PG Students 38 (40%) use e-mail facility for personal communication. 29 (30.52%) users avail this for the purpose of asking full text paper from other institutional library. 11 (11.57%) users use it for getting information on conferences/seminars, while only 10 (10.52%) users which are Teachers use this facility for exchanging literary articles.

### 5.9 Purpose of Usage the E-resources

The e-resources has influenced educational world tremendously. Universities are using new information technology to provide e-resources as an important part of their learning and teaching strategies. University libraries are acquiring such e-resources and making it available on Intranet for the benefits of their library users. Users are availing this facility for various purposes.

**Table 9: Purpose of Usage the E-resources**

Purpose of Use	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
To Keep abreast of latest developments	15 (15.78)	10 (10.52)	8 (8.42)	33 (34.73)
To save time	2 (2.10)	6 (6.31)	18 (18.94)	26 (27.36)
For research purpose	5 (5.26)	17 (17.89)	0	22 (23.15)
To prepare yourself for competitive exams	0	0	14 (14.73)	14 (14.73)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

From Table 9 it is observed that most of the users 33 (34.73%) use e-resources to keep themselves abreast of latest developments in the area of knowledge. While e-resources used for saving time finds second place 26 (27.36%) in the rank and e-resources used for research purpose is third 22 (23.15%) in the rank. 14 (14.73%) user, which are PG Students avail this facility for preparing themselves for competitive exams.

### 5.10 Opinion regarding UGC-INFONET Program

UGC-INFONET is a consortium of libraries supported by INFLIBNET. It provides access to e-journals on various subject fields. University library is a member of the consortium, which provides access to its users. The facility is intensively used by research faculty. The purpose of asking the question is to know users' awareness about the facility and to draw their opinion on the inclusion of other types of journals which are not included in the consortium.

**Table 10: Opinion regarding UGC-INFONET Program**

Opinion	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Extremely advantageous	13 (13.68)	23 (24.21)	2 (2.10)	38 (40)
Partially Useful	6 (6.31)	4 (4.21)	8 (8.42)	18 (18.94)
Satisfactory	3 (3.15)	6 (6.31)	5 (5.26)	14 (14.73)
No Response	0	0	25 (26.31)	25 (26.31)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

From Table 10, it is evident that 40% users think that UGC-INFONET program is extremely advantageous while 25 (26.31%) users were unable to say anything about usefulness of the program which is providing e-journals. 18 (18.94%) partially useful while 14 (14.73%) users were satisfactory with the UGC-INFONET program.

**5.11 Usefulness of E-journals**

Internet has brought a new breed of electronic publishers who intend to disseminate nascent intellectual thoughts, new discoveries and inventions in a faster and better way thus giving rise to the domain of e-journals. They provide fast and easy access to information. The user can access the relevant information without going to the library. The question was asked to elicit users’ opinion on its advantages.

**Table 11: Usefulness of E-journals**

Response	No. of Responses			
	T(%)	RS (%)	PG (%)	Total (%)
Beneficial	22 (23.15)	33 (34.73)	4 (4.21)	59 (62.10)
Not Beneficial	0	0	0	0
No Response	0	0	36 (37.89)	36 (37.89)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

It is evident from Table 11 that 59 (62.10%) users find E-journals beneficial for their area of study, while 36 (37.89%) users didn’t responded to usefulness of the e-journals. The data shows the need for user orientation program so that more number of users can take benefit of the e-resources.

**5.12 Opinion on E-Journals related to Science**

This question was asked to draw opinion about users’

satisfaction on number of journals related to science faculty subscribed by the library.

**Table 12: Opinion on E-Journals related to Science**

Opinion	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Sufficient in Number	19 (20)	27 (28.42)	0	46 (48.42)
Insufficient	3 (3.15)	6 (6.31)	0	9 (9.47)
No Response	0	0	40 (42.10)	40 (42.10)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

The data from Table 12 demonstrates the users’ opinion on subscription to science related e-journals. 46 (48.42%) users opine that they are sufficient in number. 40 (42.1%) users didn’t respond whereas, 9 (9.47%) of them are dissatisfied with the number of journals subscribed.

**5.13 Opinion on E-Journals related to Social Science/ Humanities**

This question was asked to draw opinion about users’ satisfaction on number of journals related to social science/ humanities faculty subscribed by the library.

**Table 13: Opinion on E-Journals related to Social Science/ Humanities**

Opinion	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Sufficient in Number	4 (4.21)	8 (8.42)	0	12 (12.63)
Insufficient	18 (18.94)	16 (16.84)	0	34 (35.78)
No Response	0	9 (9.47)	40 (42.10)	49 (51.57)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

The above table depicts that 34 (35.78%) users satisfied whereas only 12.63% users only 49 (51.57%) users were unable to say anything while say that the number of e-journals related to social science/humanities are sufficient. 49 (51.57%) users were unable to say anything. Large number of users did not express opinion because this study included more number of users from science faculty.

**5.14 Satisfaction Regarding Availability of E-resources**

Recognizing the advantages of information technology applications in academic and research activities, university libraries are providing e-resources through Intranet to the user community. These include CD-ROM Databases,



e-journals, e-books etc. The question was asked to know users' satisfaction about the sources.

**Table 14: Satisfaction Regarding Availability of E-resources**

Satisfaction Level	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Satisfied	11 (11.57)	12 (12.63)	8 (8.42)	31 (32.63)
Partially Satisfied	5 (5.26)	6 (6.31)	0	11 (11.57)
Dissatisfied	6 (6.31)	15 (15.78)	0	21 (22.10)
No Response	0	0	32 (33.68)	32 (33.68)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	40 (42.10)	95 (100)

Table 14 demonstrates data on users' satisfaction regarding availability of e-resources, 32 (33.68%) users did not say anything, and 31 (32.63%) users were satisfied with the e-resources while 21 (22.10%) users were not satisfied.

Further analysis shows that 15 (15.7%) Research Scholars are not satisfied by e-resources. They suggested more number of e-journals should be subscribed and links to e-books should be regularly updated.

### 5.15 Opinion on E-journals over Print Journals

Journals are available in both the formats, electronic and print formats. Both of these formats have their own advantages and disadvantages. E-journals can be easily browsable, accessed from anywhere anytime, while print journals have the advantage of being carried and read easily.

**Table 15: Opinion on E-journals over Print Journals**

Opinion	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Prefer E-journals	12 (12.63)	19 (20)	6 (6.31)	37 (38.94)
Prefer Print Journal	4 (4.21)	3 (3.15)	3 (3.15)	10 (10.52)
Prefer Both Media	6 (6.31)	11 (11.57)	0	17 (17.89)
No Response	0	0	31 (32.63)	31 (32.63)
<b>Total</b>	<b>22 (23.15)</b>	<b>33 (34.73)</b>	<b>40 (42.10)</b>	<b>95 (100)</b>

The data from Table 15 shows that 37 (38.94%) users prefer e-journals over print journals, 10 (10.52%) users prefer print journals, 31 (32.63%) users were not able to say anything and 17.89% users prefer both media.

### 5.16 Opinion on Availability of Online/CD-ROM E-Resources

Online e-resources are the electronic counterparts of journals/books in print. Electronic journal can be online or in CD-ROM format. The question was asked to know users' preference for the format of the journal, the data obtained will help in further subscription of the journal in particular format.

**Table 16: Opinion on Availability of Online/CD-ROM E-Resources**

Opinion	No. of Responses			
	T (%)	RS (%)	PG (%)	Total (%)
Online E-Resources	14 (14.73)	24 (25.26)	6 (6.31)	44 (46.31)
Resources available on CD-ROM Format	5 (5.26)	3 (3.15)	0	8 (8.42)
Both Forms	3 (3.15)	6 (6.31)	0	9 (9.47)
Can't Say	0	0	34 (35.78)	34 (35.78)
<b>Total</b>	<b>22(23.15)</b>	<b>33(34.73)</b>	<b>40(42.10)</b>	<b>95(100)</b>

Table 16 shows data on opinion of users on availability of e-journals in different formats. 44 (46.31%) users prefer online e-journals, 34 (35.78%) post graduate users were confused about which format to prefer, only 9 (9.47%) users prefer journals available in both the form and 8 (8.42%) users like journals available in CD-ROM format.

## 6. MAJOR FINDINGS OF THE STUDY

The findings of the study, based on analysis and interpretation of the data received, are given below:

### 6.1 IT-Enabled Services/E-Resources

- 40% users find UGC-INFONET Consortia "extremely Advantageous" for their area of study, while 18.94% users find it partially useful.
- 62.10% users find e-journals beneficial. 33.68% users were unable to say anything regarding their satisfaction on availability of e-resources.
- The need is also felt by the users for the assistance of library staff in searching and using the e-resources.
- It is observed that despite the fact that electronic formats are gaining fast acceptability in the market and library, paper format still constitutes the preferred choice as indicated by users. Although, there is a high acceptance for electronic source but paper form is still most popular.
- 38.94% users prefer E-journals as mode of format while 10.54% users prefer print journals.

- It is learnt from the study that 46.31% users prefer online e-resources while 8.42% users prefer e-resources in CD-ROM format.
- All users felt the need for separate section of the Digital library in the central library where all facilities related to IT environment can be provided.

## 6.2 Collection Development

- The study revealed that 41.05% of the users rated collection of the subject of their area of study as 'Good', while 34.73% users rated the collection as 'Satisfactory'. 17.89% users rated the collection as 'Poor'. This necessitates the need for enrichment and enhancement of the library collection.
- The university library has "written collection development policy" to guide them in their quest for developing need-based library material. These collection development policies are revised from time to time to incorporate required changes. It has been found that most of the university libraries have well defined and clear cut aims and objectives pertaining to development of collection.
- Most of the users felt the need to increase the number of journals, as the non-availability of adequate number of journals is coming in the way of their academic activity.
- Most of the users (56.82%) use journals to keep themselves abreast of latest developments in their area of study.

## 7. SUGGESTIONS

The users were asked to offer their suggestions for the university library services. The suggestions included like modifications to the existing services and acquisition of documents etc. To put them in an order they are grouped into: General services, IT-Enabled Services, and procurement of documents.

### 7.1 General Services includes the following:

- Need for strengthening the inter-library loan services.
- Need for exhibiting on boards the services offered by the library, which brings awareness among the users
- Need for library orientation programmes for better utilization of library services.

### 7.2 IT-Enabled Services comprise the following:

- The website should classify and regularly update the information in such a manner that the user can find the information easily they need for their area of research.
- An electronic resources contains latest information, easy to access and have ability to enhance the academic excellence of the users, more concentration should be given to procure such e-resources.

- There is the need for proper display of recent books and journals in the library.

### 7.3 Procurement of Documents includes the following:

- Non-availability of subject periodicals is hampering the academic activities to a greater extent. Most of the users have expressed that something should be done in this regard to improve the collection of journals.
- There is the need to improve the collection of reference and text books.

## 8. RECOMMENDATIONS

- Based on the findings, the following recommendations are made:
- Funding remains a key issue. The problems of continuing lack of resources in the phase of increased volumes and costs of printed publications, and particularly the mounting pressure on book funds from serials, are now compounded by the extra demand to acquire new media. Collection Development should be geared to properly identified needs and must be responsive to the requirements of the users. It should consider all information formats for inclusion.
- Libraries increasingly need a collection development policy for electronic materials, paying particular attention to potential use.
- Libraries need to enhance the quality of their services, using information technology in new ways to deliver services and provide access to information on networks or through document delivery services.

## 9. CONCLUSION

It is evident from the study that library has updated its operations and services according to the new information technology and to serve its users effectively and efficiently. For this purpose library has acquired e-resources to satisfy the users' requirements in the new information age. Users also expressed adequate satisfaction with the services provided by DAVV, central library in IT environment.

There is no denying the fact that information technology is a great innovation, not once for all, but continuous. Not only scholarly communication has been affected by it and is having impact on the university library, but the university library, by adopting, adapting and absorbing technology, is becoming a change agent in the ways of communication patterns of scholarship and research as well particularly by providing access to the literature to the scholars in the network milieu. Libraries must decide the type of policies it should adopt for selection, acquisition and collection development in the light of new information technology to have a balanced collection. The challenge is now to maintain, nurture and optimize the resources of the libraries with the help of this new technology.

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