Users' Perception towards Reference Materials Available in E-resources in TUCL

A thesis submitted to the

Central Department of Library and Information Science
Tribhuvan University, in Partial fulfillment of the requirements
For the Degree of Master of Arts in Library and Information science

Submitted By

Shailendra Kumar Gupta
T.U Reg. No.:9-2-324-135-2010
Roll. No.:02 (2072 batch)
Exam Symbol No.:- 0006434

Central Department of Library and Information Science
Faculty of Humanities and Social Sciences
Tribhuvan University, Kirtipur
Kathmandu, Nepal
February, 2019

SELF DECLARATION SHEET

I declare that this thesis has been prepared entirely by me. It has not been submitted for any other degree or professional qualification. The data, analysis and experimental work are almost solely my own work. Due reference has been provided on all supporting literatures and resources wherever required. I am aware of and understand the university's policy on plagiarism.

Signature   :   …………………………..

Name   :   Shailendra Kumar Gupta

Exam Roll No.:   00006434

T.U. Regd. No.:   9-2-324-135-2010

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LETTER OF RECOMMENDATION

This is to certify that Mr. Shailendra Kumar Gupta has prepared this thesis entitled **"Users' Perception towards Reference Materials Available in E-resources in TUCL"**, under my supervision and guidance. I recommend this thesis for final approval and acceptance.

……………………………

Mr. Bhim Dhoj Shrestha

Thesis Supervisor

Date: ....

T r i b h u v a n   U n i v e r s i t y
Faculty of Humanities and Social Sciences
Central Department of Library and Information Science

Kirtipur,
Kathmandu
Tel. No. 4331316
Date: ....

E-mail: lisd@healthnet.org.np
Website: http://www.tulisd.edu.np

Reference No.:

LETTER OF ACCEPTANCE

The thesis entitled **"Users' Perception towards Reference Materials Available in E-resources in TUCL"** has been prepared and submitted by Mr. Shailendra Kumar Gupta in partial fulfillment of the requirements for the Master's Degree in Library and Information Science is hereby accepted and approved.

Approval Committee:

....
Mr. Bhim Dhoj Shrestha

Head of Department and Thesis Supervisor

....
Mrs. Nira Manandhar

Internal Examiner

....
Mr. Bishnu Aryal

External Examiner

Date: ....

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ABSTRACT

The research entitled " Users' Perception towards Reference Materials Available in E-resources in TUCL" has been carried out the main objectives are to find out the information on user's participation of the library, to explore the obstacles to use available E-resources by the TUCL users, to examine the users' satisfaction in using electronic library materials than manual form, to identify the impact of the conversion of manual library materials into E-resources from the users' point of view, to evaluate the usefulness and benefits of electronic library materials in the comparison to manual library materials, to know whether those other library materials are used as reference materials or not. Users are being very passive to search the manual form of library materials and there are being difficulties of getting deep information through keywords, demands of only softcopies of library documents rather than manual, no avaibility of all the library materials as in e-resources are the major problems of TUCL. The related literature is reviewed from books, journals, thesis and internet. The descriptive research design has been followed to reach at the stage of result using structured questionnaire, semi opened and in which 30 questionnaires were distributed and all of them were returned in time. For the questionnaire distribution, purposive sampling method of the whole population in IT section of TUCL had been followed.

The data collected from the library users in IT section has been analyzed and presented in tables and in different figures. The major findings of this research are: Most of the users are interested to access those library materials in electronic format as well as in both formats of library materials, there is also very effective role of electronic reference materials in which other library materials such as journal articles, thesis reports etc. are being used by the users as reference materials means they search or locate library materials from those specific materials too except common reference materials, and many of them are interested to access online reference materials etc. Various recommendations were made for the better results and performance such as trainings and awareness programs on library, e-resources update as well as conversion, Inter library relation, friendly environment or infrastructure management, budget maximization, database management and so on.

DEDICATION

Dedicated

To all of my respected teachers and seniors,

And

To my parents for their love, support and encouragement,

Without whom none of my success would be possible.

PREFACE

This study has been carried out as a partial fulfillment of the requirements for the degree of Master of Arts in library and information science (MLISC). In 21st century, the information has crucial role than others. Without information, the world is like as plane without pilot which means has no meaning of flying in the sky. So this thesis entitled" **Users' Perception towards Reference Materials Available in E-resources in TUCL**" is taken into consideration to find out the exact condition of TUCL's materials and users' needs and demands as in electronic reference materials. Reference materials is a concept of locating the required information through different tools i.e. reference materials available in library. In general, there are some limited reference materials that fulfill the requirements of reference services but there can be also other some specific library materials that are being used by users as reference materials. These all thing are studied through this research and collected information from the users that what they want and how it should be for the all e-resources.

CATALOGUE OF THE THESIS

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LIST OF ACRONYMS

CD: Compact Disk

HMG: His Majesty's Government

ICT: Information Communication Technology

IT: Information Technology

LISC: Library and Information Science

OPAC: Online Public Access Catalogue

TU: Tribhuvan University

TUCL: Tribhuvan University Central Library

UGC: University Grant Commission

UNO: United Nation Organization

WWW: World Wide Web

Chapter-I
INTRODUCTION

1.1 Background of Study

Among several academic libraries, Tribhuvan University Central Library (TUCL) is one of them which was established in 1959 with different sections to fulfill the educational purposes. TUCL library originally suffered from inadequate book collection and facilities. At that time the library had only 1200 books, shelved in stacks made out of bricks and planks of wood in a very limited space. With the absence of a trained librarian, the collection could not be organized in a systematic manner. After three years, in 1962, the Central Library at Lal Durbar was handed over to Tribhuvan University Library in accordance with a decision of HMG of Nepal, and thus, after the merge of the 3 years old Central library (having a collection of 15,000 volumes of books) with the Tribhuvan University Library (having a collection of 7813 volumes) it came to be known as Tribhuvan University Library (TUCL) and the collection reached 24,813 volumes of books. The library had 2,25,107 volumes of documents at the end of fiscal year 1999/2000(up to 14 July, 2000) according to the record available in acqustion section of TUCL(Karki, 2011). The library has approximately 4 lakhs volumes of documents in which about 3 lakhs documents are in manual form and one lakh documents are as in E-resources (I.P. Adhikari, personal communication, January 24, 2018). This library is role playing as a depository library of United Nation Organization (UNO) too. This library has also several sections such as library section, book section, IT section, account section, renew section and so on. Among them IT section is very important for facilitating E-resources with the systematic collaboration between users, staffs and library itself. On the basis of that concept library materials in manual form are also being converted into electronic form or digitalized form to enhance the quality to deal with it in easier form. IT section includes the Electronic library materials that help both the users and library staffs too to retrieve the information from the libraries. IT section deals with those available materials which show the way to access the information in a modern way.

And another thing is that with the concept of Information technology, the library's concept on use is also become different than traditional library system. So with the concept of minimum space, time and effort to handle, the works and materials or

information is also being up to date with the recent development on information technology all over the world.

S.R. Ranganathan's those five laws also focus on collaboration between user's demands and needs with minimum time, minimum budget, minimum effort as well as acceptance of the view on library is a growing organism.

On the other hand, reference service with reference materials is also one of the important service for library users. All the library materials have equal significance for librarians but use of those library materials may differ from one user to another in the sense that library materials may be also used as reference materials. So, there are different reference materials to locate the required information like encyclopedia, dictionaries, yearbook, directories, and bibliographies and so on in general but there may be also possibilities of using other library materials as reference materials too.

The reference service refers to establishing contact between reader and book by personal service. (S.R. Ranganathan, 1961)

The reference work includes the direct personal aid within a library to persons in search of information for whatever purpose and also various library activities especially aimed at making information as easily available as possible.(Margaret Hutchins,1983)

1.1.1 Library materials

The library is established with different sections to facilitate the users though several perspectives. Among those sections, IT section functions with the Electronic resources or collections of different library materials whereas circulation section also has responsibility to circulate the library materials but specially in manual or paper form. The library materials are those materials which are used to access the required information about any subject fields or disciplines. The library materials are also called library properties which are the ways to fulfill their needs and demands of information in general form. Library materials are always used as in printed or non-printed documents. The library service become meaningless if there is absence of library materials.

Print and non-print materials collected, processed, and stored by libraries. They comprise books, periodicals, pamphlets, reports, microfilms, maps, manuscripts, motion pictures, and all other forms of audiovisual records. (Harrod, The librarians' Glossary, 4th ed., p.497)

1.1.2 Reference materials

Reference service is ' A symphonic and informed personal aid in interpreting library collection for study and research'. The pleasure of understanding human nature and handling difficult cases shouldn't, however regarded as the beginning and end of librarianship. They are only means to an end. What is library? A library is a collection of books kept for use. Librarianship, then, is a connecting link between a user and a book. Hence, the very life of a library is the personal service given to the people. (Mittal, 1978)

There may be several sections among them reference section is one of them. Reference section includes reference collections in which collection, reference materials are kept to facilitate the users with exact location of the required information. Moreover, the reference materials are those materials which are used to identify the depth information about any subject fields such as bibliographies, dictionaries, directories, and encyclopedia and so on. The reference materials are also called reference sources which are the roadmap to reach at the destination of our information in general form. Reference materials are always used as an instruction for the librarian to facilitate the users. The reference service become meaningless if there is absence of reference materials.

1.1.3 E-resources

As there is rapid development of information technology and their impact on all the fields of knowledge, the format of information or documents are being changed into electronic form from the manual form. Simply, E-resources means having our data accessible by a computer; that can be copied either on a hard drive, burned to a CD or floppy or online. If we can view our images or our typed documents on any computer, they are called as in E-resources. Electronic resource is the concept of using information technology with computer as well as internet through offline mode or online mode. The real existence and collaboration between computers and the electric power is concerned as E-resources which can't show the data or figures directly to the users as manual documents can be.

E-resources mean that information or knowledge resources which are able in electronic forms rather than print or paper forms. Such resources are the materials for virtual library. The other names of virtual library are digital library or electronic library. A virtual library is a system by which a user may connect transparently to

remove libraries and databases using the local library's online catalogue or network computer as a gateway somewhere in a digital format. These kinds of digital library concepts are originated after 1980's decade. Digital or virtual library is multimedia-media information objects where information is acquired in full text in electronic and perhaps digital form. The electronic texts are distributed throughout the world which is accessed through computer communication networks. Hence, E-library is known as global library without walls. The transmission of information in such libraries is possible through internet of world wide wave (WWW). Certain software and tools are required for information access. 24 hours access is possible. A practical organizational scheme is required which helps to select among similar publications that are available in a variety of formats (Karki, 2011).

It is the duty of librarians in library to make access all the documents or information as soon as possible to retrieve the answers of the questions of the users. It can be possible if there is Information technology is existed as a conversion of manual to E-resources. There has been facilitated to access websites for teaching, learning and research purpose; the users can access journal articles, books, thesis reports in full text with membership in IT section in TUCL; some of those available facilities are database search with TUCL database, NepJOL database, INASP/SRKS Online Journals and other online materials are JSTOR, Project Muse, Directory of Open Access Journals, (DOAJ) , Directory of Open Access Books (DOAB), HINARI, AGORA,OARE etc.

1.2 Statement of the Problem

Library materials are the key information rather than other materials available in out of library for readers as well as library personnel. With the advancement and development of the information technology, the perspectives and desires to handle any works are changed day by day. Specially, the library materials of library environment are being changed into low space environment from the high space in the libraries in all over the world. With the present requirements of users and availability of their time should be concentrated by the manager of the libraries.

The users' perception towards using library materials can't be neglected for a good library development as well as management. And it is necessary to get know what the users want to handle those E-resources in the comparison to manual library materials. For the adjustment in the present context of world, there is a need of

acceptance of information technology or electronic form of documents in library too. The users of TUCL are being very passive to search the manual form of library materials and there are being difficulties of getting deep information through keywords. Usually all the library materials are not in E-resources in the procedure of accessing the documents, directly in time. They demand only softcopies of library documents rather than manual. All the library materials are not available as in e-resources. Therefore it is necessary to identify what the users' view towards library materials available as in E-resources in TUCL and how it is helpful to them. For reference materials, it can be such as bibliographies, dictionaries, directories, and encyclopedia and so on but there may be the use of other electronic library materials like journal article, thesis report, books as reference materials too.

1.3 Research questions

a. Which types of users are participated to visit library?
b. What the TUCL users exactly face the obstacles for accessing E-resources with their appropriate recommendations?
c. How much E-resources of library materials are being used or familiar for their satisfaction in TUCL?
d. What is impact of conversion of manual library materials into E-resources on the basis of users' view?
e. How E-resources make manual library materials much beneficial rather than manual library materials for the TUCL users with their views?
f. Are other library materials such as journal article, thesis report and books used as reference materials or not?

1.4 Objectives of the study

This study has some objectives which are listed below:

i. To find out the information on user's participation of the library.
ii. To explore the obstacles to use available E-resources by the TUCL users.
iii. To examine the users' satisfaction in using electronic library materials than manual form.
iv. To identify the impact of the conversion of manual library materials into E-resources from the users' point of view.

v. To evaluate the usefulness and benefits of electronic library materials in the comparison to manual library materials.

vi. To know whether those other library materials are used as reference materials or not.

1.5 Significance of the study

This research is necessary in the sense that it identifies the requirement of reference materials in electronic format for the users/students of TUCL rather than the manual reference format which shows the traditional environment of accessing information. How electronic form of reference materials is useful and how to adjust in the world wide environment condition in the context of library field is the very much focusing part of this study. All the users, students and researchers in the library can be facilitated according to the current rapid accessible approach to retrieve the information which can be possible if the advancement of technology in the library is existed as a conversion from the traditional way to modern way. And not focusing only on electronic reference materials but also about demands and necessity of e-resources and possibilities of other library materials such as journal articles, thesis reports and books as well are used as reference materials or not on the basis of user's views.

1.6 Limitations of the study

The limitation of this study is that it does not cover the whole library users of Nepal and all the aspects of library materials means it only represents the observation of TUCL users on the perception of reference materials as well as other library materials in the form of E-resources. The study has not been made on this similar title about to conversion of manual to electronic form of library materials so it is hard to collect several local literatures in this study. It tries to collect data focusing on how the TUCL users think about library materials available in the form of E-resources through TUCL member users' point of view.

a. This study does not focus on the historical background and types or elements of E-resources as well as library materials.

b. The users of IT section in TUCL as respondents only represent the views or perception on reference materials available in E-resources.

c. This research doesn't observe about the library materials retrieving tools.

d. This study doesn't include much information on TUCL facilities about E-resources.

e. This study has not been limited only with e-resources of reference materials but it also looks after possibilities of other electronic library materials available in library.

1.7 Ethical issues

a. The member users of TUCL have been requested for their agreement before handling the questionnaire to them.

b. They have to be ensured in this research about to use those received data from them hasn't been used in other places and their unnecessary information for this research has been confidential from all sides.

c. During the process of getting information from the required sample population as participants, if any participant for this research feels discomfort, those participants have been totally quit for them without any complain.

d. While collecting information as the research required, the rules and regulations of the TUCL hasn't been broken.

1.8 Definition of Used Key Terms

Computer: An electronic device for storing and processing data, typically in binary form, according to instructions given to it in a variable program.

Conversion: The process of changing or causing something to change from one form to another.

E-resources: the resources having or operating with components such as microchips and transistors that control and direct electric currents.

Floppy: A flexible removable magnetic disk (typically encased in a hard plastic shell) for storing data.

Hard drive: A disk drive used to read from and write to a hard disk

Information: Facts provided or learned about something or someone.

Library: A building or room containing collections of books, periodicals, and sometimes films and recorded music for use or borrowing by the public or the members of an institution.

Materials: Information or ideas for use in creating a book or other work.

Offline: Not controlled by or directly connected to a computer or the Internet.

Online: Controlled by or connected to a computer.

Perception: The ability to see, hear, or become aware of something through the senses.

Respondent: A person who replies to something, especially one supplying information for a questionnaire or responding to an advertisement.

Technology: The application of scientific knowledge for practical purposes, especially in industry.

1.9 Organization of the study

First chapter has been introductory part in which the background of the study, statement of the problems, objectives of the study, limitation of the study, significance of the study and organization of the study has been presented. Second chapter has been about the review of the related literature such as books, journals, articles, web sites (www), past researches. Third chapter consists research methodology in which different sub- headings have also been kept like research design, sample and population, data collection procedure, data analysis procedure and so on. Forth chapter deals with the analysis and presentation of the data in which task; collected data has been analyzed as well as presented to interpret them for fact findings. Fifth chapter have followed the information on summary, conclusion and recommendation. Hence, with the different phases as organization has been applied for this research, systematically.

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Chapter-II
LITERATURE REVIEW

This chapter contains review of literature for the study. Different articles, journals, theses were collected during the study. Out of them, those literatures relating to the subject matter of the study. It also consists of the appropriate conceptual framework formulated for the study.

2.1 Review of Related Literature

The term literature review is used to define the process of reviewing the related documents or information that has been already published on the same subject or problem to reject the repetition of similar research and to give continuity to some research. Literature is all information in printed or oral form that is available on topic of research interest (Adams and schavaneveldt, 1985). There is a vital role of literature review for all studies. It is a best tool or way to discover what the other research are done and what are not done regarding our research problem. The purpose of literature review is to find out what research studies have been conducted in one's chosen field of study, and what remains to be done(Wolff and pant, 2005).

A literature review for this subject also has been done and the findings show the result that library materials and information technology are very much focused to follow them in library in an appropriate way they help both the users and library personnel. Emerging the development of information technology in library shows the changes in the behaviors of users as well as librarians to deal with the library materials. The changes on the format of materials especially library materials into the electronic from the manual is affecting procedure to the users and the librarians.

The previous researchers have found the result that how much E-resources are useful materials for the library users rather than the printed or manual document in past time except user's view points on their needs and demands. In some research, it is also tried to find out how much it is effective of E-resources for the academic library users but what the TUCL users exactly want is not mentioned in those research study and how much E-resources are being used or familiar with them isn't focused well. Raut(2017) has mentioned several benefits of e-resources in her research. They are as follows:

- Current(very current contents)

- Easy and efficient retrieval process
- Sharing of resources(can be accessed by many at the same time)
- Easy to access related item.
- Easy to browse
- saves time for both user and staff
- No cataloguing(MARC records are part of the package)
- Economic(subscribe or purchase in package)
- Enhanced security(no loses, no multiplication etc.)
- Easy to monitor and evaluate usage(publishers provide usage statistics)

Chaudhary(2016) has studied on " use of electronic resources and its impact: a study of social science Baha Library users" in which research she has used descriptive and user based surveys with sampling procedure. The procedure to collect and interpret those required data are form Baha library users systematically, out of 40 students/ users as sample population have been chosen among them 30 were active to response the information but 10 were not. And this research has found the result that E-resources are in high demand for the library users rather than the printed or manual document.

Luitel(2016) in her research on " effectiveness of reference service in Tribhuvan University Center Library" has tried to find out how much it is beneficial of reference service in the academic library from the all point of view like users, library personnel, researchers etc. Her research project work is highly useful to know the actual need of reference services which study is done through the methodology used with 230 structured questionnaires for the users and library staffs of TUCL. The result has focused on appropriate use and availability of reference materials in the library is very much required.

Gautam(2016) has studied on "impact of information technology on reference service of Tribhuvan University Center Library" which focuses on only the advantages of information technology in reference service to manage the library with high qualification and skills of library staffs leaving the requirement of users' view. So this study consists only the TUCL reference section and the data analysis technique is

descriptive putting some illustrations from the response to questionnaire as a limitation of the study.

Manandhar(2015) has also mentioned on her thesis entitled "Use of information and communication technology in Tribhuvan University Central Library" has been carried out with the objective of finding out the present status of ICT being used in Tribhuvan University Central Library. To find out use of ICT in basic housekeeping operations like circulation and cataloguing, to assess use of e-resources and to find out the problems encountered in the use of ICT are the specific objectives of this study. TUCL has been focused for the study as TUCL is the biggest library of Nepal and it is taken as model for other libraries of Nepal. Nowadays, information is generating in a tremendous rate. To manage ever increasing information in libraries, today's information age demands the replacement of traditional manual methods of handling information by some new technologies like information and communication technologies. The shift from printed form to digital form of information has also influenced all the library activities. For effective and efficient service, TUCL is also trying to adapt ICT for their operations. The data and information has been collected through questionnaire and observation, 100 questionnaires have been distributed randomly to the users of TUCL and only 60 have been returned. Various sections of the library were observed personally. The collected data has been tabulated and analyzed. The findings showed that almost all users have agreed that ICT and e-resources service can satisfy their information needs. More than half of the users have shown their dissatisfaction for e- resource service of TUCL and have complained about the problems in searching e-resources. Except periodical section and IT section other sections have implemented Koha, an integrated library software to some extent. Non-availability of technical experts, lack of adequate operations and lack of reliable power backup have been their problems regarding the use of the software. Findings of the study have revealed that users should be guided and encouraged for using OPAC and e-resources. Staffs should be given trainings and also regular refresher trainings regarding the use of software. The library should manage reliable power backup, fast internet service, technical experts etc. The library should add LAN facilities. TUCL should except that application of ICT in libraries is the demand of today's information age and the effectiveness of ICT depends on how well and fast it provides information

required. Hence, TUCL should improve its services accordingly to support academic advancement of Tribhuvan University.

The thesis entitled "Library users' use and practices on NepJOL in the context of Research" by Nyaupane(2017), this is a study regarding the use and practices on NepJOL in TUCL. In which research, NepJOL is an online database of TUCL to access all the journals published in Nepal. The main objectives of the study is to find out the use of NepJOL in TUCL and its important of the researchers. This study is significance of the all kinds of researchers of college or university students. The researchers only limited with TUCL so, it cannot be generalized other libraries. The study is chiefly based on primary and secondary data of the TUCL. Data analysis procedure is descriptive and analyzed process by using table and chart. The results of the study show that majority of students have the awareness regarding the importance of library but still some of them (35.71%) were ignorant regarding the services of the library. They still use NepJOL for articles and others purpose though majority of them (52.86%) use and OPAC. Regarding the choice of access point, majority of the respondents (40%) preferred using all the possibilities i.e. subject, author, and title. Majority of the respondents (62.86%) know how to search the documents in the shelves while notable numbers of users (30 %) are still not getting the documents in their proper places. Moreover, majority of the respondents (61.43%) have never used the Internet service provided by the library and search the online database searching in the library's website. Some of the respondents (52.86%) think that the OPAC of the library should be well developed while others (47.14%) still opt for the proper management of card catalogue for making effective use of the library resources. Hence, finally in TUCL there are maximum respondents are use NepJOL for research are further study of any kinds of search. These all literature reviews have been done for this research but the answers of the question of this research couldn't get so it is required to continue my research for the mentioned research problem.

2.2 Conceptual Framework of the Study

Every person has the curiosity to know new current inventions and to up to date with them which are built through information technology. No one wants to spend much time, effort and money in any works that also happens in retrieving information using library materials by member users themselves. That's why library materials should be found in E-resources and it's using ability by users and the situation too.

Easy accessibility and users' perception level to use and retrieve the documents are dependent to each other in the sense that if the use of IT is connected to the document accessibility the users are closed to conceptualize the information retrieving themselves. It is necessary to understand the views of accessibility by the users than the library personnel for the rapid development of the libraries. In this study, it is necessary to decide the main focus of the research as a conceptual framework which is concerned to clarify and explore the ideas about this study which can be seen in a following figure.
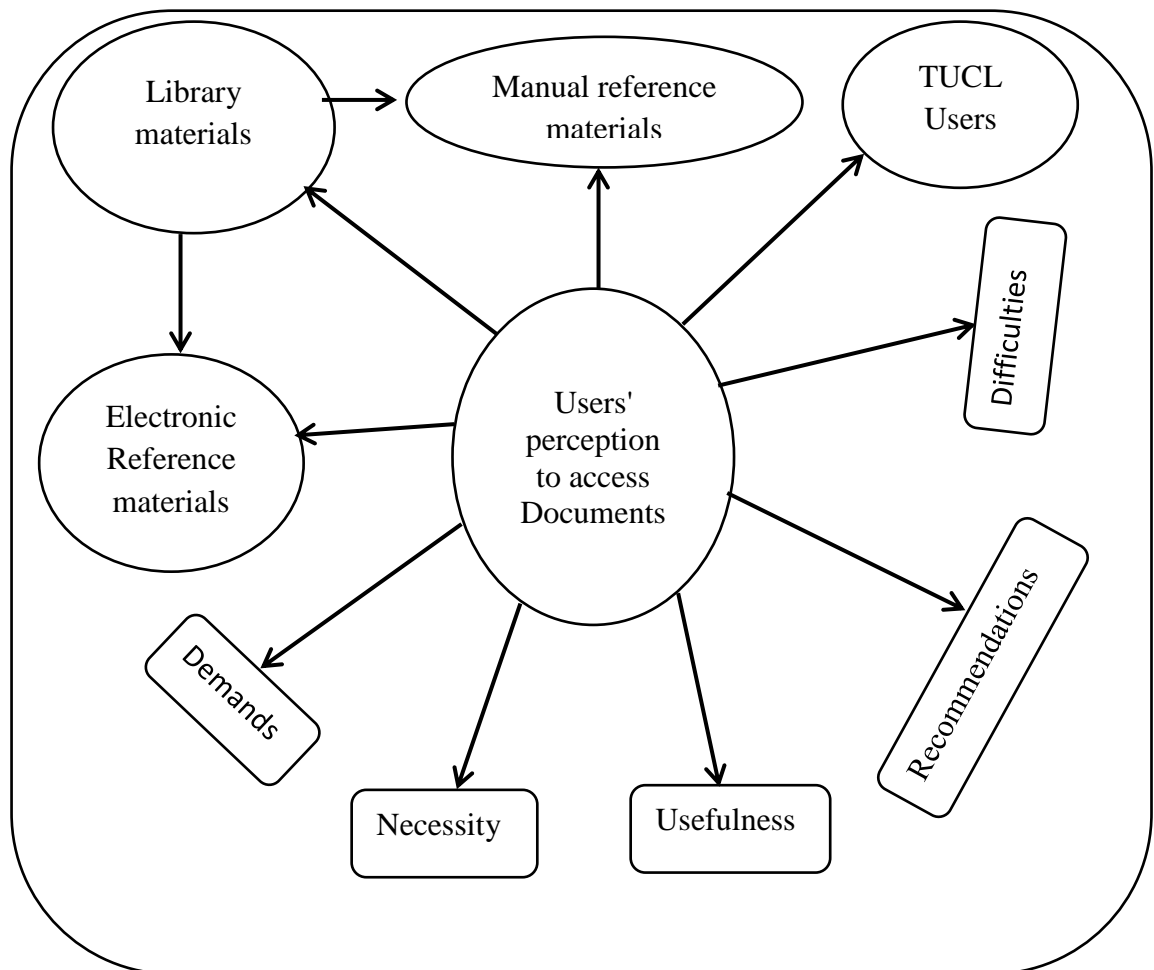
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Chapter-III
RESEARCH METHODOLOGY

This chapter deals with research approaches and methods adopted in this study as research design, population, data collection method, and data analysis procedure. Research is an intellectual exercise based in specific approach aimed to draw the most suitable solution for the problem concerned. The main focus of study is on TUCL providing E-resources of the reference materials as well as all the library materials. The research design and population sampling procedure are described below under this chapter. The data collection techniques and procedures as well as data analysis techniques are also described in details.

Research is a systematic and organized way as well as effort to investigate a specific problem that needs a solution. According to Mouly, " Research is simply the process of arriving at dependable solutions to problems through the planned and systematic collection, analysis and interpretation of data"(Kumar,1992).This investigative process involves a series of well-planned and well organized activities of collecting, recording, presenting, analyzing, and interpreting the data with the purpose of finding solution to the problem. In today's context, research has become a significant aspect of human activity to enhance our daily life. It generated new ideas, information and knowledge as well which can be used for different objectives. The term 'methodology' refers to the system or way of doing something. The use of systematic procedure or method as well as technique is considered as research methodology.

3.1 Research Design

All the study has its a research design as the same way this present study is also based on the descriptive type of research design which is most commonly used in research. It is as systematic plan to co-ordinate research to ensure the efficient use of resources and to guide the research according to scientific methods. First of all, study area and target area are identified and appropriate sample is chosen. The questionnaire is distributed to the library users to fill up and those library users or information providers as well are interviewed. The collected questionnaires are coded and data are

presented in tabular and chart forms and then after those presented data are analyzed to achieve the objectives of the research.

A research design is the arrangement of conditions for the collections and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure (Kothari, 2004).

Research design is a master plan specifying the methods and procedures for collecting and analyzing the needed information (Zikmund, 2013).

3.2 Sources of Data

The major source of data is primary which has been used for this study. The primary data are collected through field survey, using the questionnaire (For questionnaire see Appendix-A). A survey research is conducted for the completion of objective of the study. For the purpose of the study, one set of questionnaire is prepared. The set of questionnaire is targeted to those library users of IT section in TUCL.

3.3 Population

Population or universe refers to the entire group of people, events, or things of interest that the researcher wishes to investigate (Pant, 2016).

The population is the group of interest to the researcher. Any group of individuals who has similarities in their characteristics can be the population of the study. In this study, the population of the study was the users of IT section from the TUCL. Only the visitors/users of IT section of the TUCL were the population for the research.

3.4 Sampling Procedure

A sample is a collection of items or elements from a population or universe (Pant, 2016).

The purpose of sampling is to gain information about population (Khati, 2006). Specially, sampling is the process of selecting a number of individual for a study from the whole population in such a way that the individual presents enlarge group from which they were chosen.

In this study, TUCL has been selected. The best approach to study the population is by complete enumeration of all units. This is not operationally feasible because of financial factors. Hence, adequate samples are drawn from the whole population

which is representative of all units in a population by selecting an appropriate sample method. The Purposive sampling method is applied to this study. A purposive sample is a non-probability sample that is selected based on characteristics of a population and the objective of the study. Purposive sampling is also known as judgmental, selective, or subjective sampling. This type of sampling can be very useful in situations when we need to reach a targeted sample quickly, and where sampling for proportionality is not the main concern. They are considered as a user group of all the information services of the library. For the purpose of the study, 30 sample populations of IT section in TUCL were selected as a sample size.

3.5 Study Area

Tribhuvan University Central Library (TUCL) was the main area for this study which is located at Tribhuvan University, Kirtipur, Kathmandu.

3.6 Data Collection Procedure

Having formulated a research problem, developed a study design, constructed a research instrument and selected a sample, you then collect the data from which you will draw inferences and conclusions for your study (Kumar, 2011).

A whole study carries out in the building of TUCL where the users have been a sample population for the data collection and analysis through the sampling process. Regular visited member users of TUCL in IT section have been the respondents to collect the data from the TUCL area. There is a reason for TUCL area selection since it is only the library where the users visiting percent is high rather than other academic as well as university library. The whole study had followed the questionnaire survey base method as data collection procedure in which procedure a predetermined structure of a questionnaire had been designed for the users of TUCL on the basis of our study requirement. The Researcher had designed a set of questionnaire with the active participation and help of supervisor of this research. To meet the above objectives and to get actual findings from this study, it had been used of study methodology for a survey in the TUCL environment. The data had been collected in quantitative form rather than qualitative that is shown data collection in a systematic way from the users' point of view.

3.7 Data Analysis Procedure

The way you analyze the information you collected largely depends upon two things: the type of information (descriptive, quantitative, qualitative or attitudinal); and the way you want to communicate your findings to your readers (Kumar, 2011).

The complete filled-up questionnaires from respondents are checked to ensure if the result is accurate, consistent; but if there are incomplete formats of data in questionnaire form any respondents then those are rejected for analysis. After the data collection and their systematic presentation in diagram, charts as well as tables, the analysis has been done which is based on 30 respondents from the TUCL. Coding, classifying, editing, categorizing etc. are some of the previous procedure for the analysis. In this study, descriptive and analytical methods with simple statistical tool are used for the process to analyze the data.

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Chapter-IV

ANALYSIS AND PRESENTATION OF DATA

This chapter focuses on the process of analyzing and presenting data to the collected data. The main purpose of analyzing and presenting data is to change it from an unprocessed form to processed form in an understandable presentation using different tools of presentation such as tables, charts and, diagrams etc. The analysis of data consists of organizing, tabulating, and performing statistical analysis. Basic organization of data is done form analysis and presentation of data. The outputs of analysis are presented in following sections using different statistical tools based on responses through questionnaire.

4.1 Gender distribution of respondents

In an introductory part of respondents, the first thing has to be concentrated about participation in library on the basis of their gender role. For that matter, it was asked to include their gender in questionnaire. The gender distribution of respondents is as follows:

Table 1: Gender distribution of respondents

Gender	No of respondent	percentage
Male	18	60%
Female	12	40%
Total	30	100

Figure 1

Gender distribution of respondents
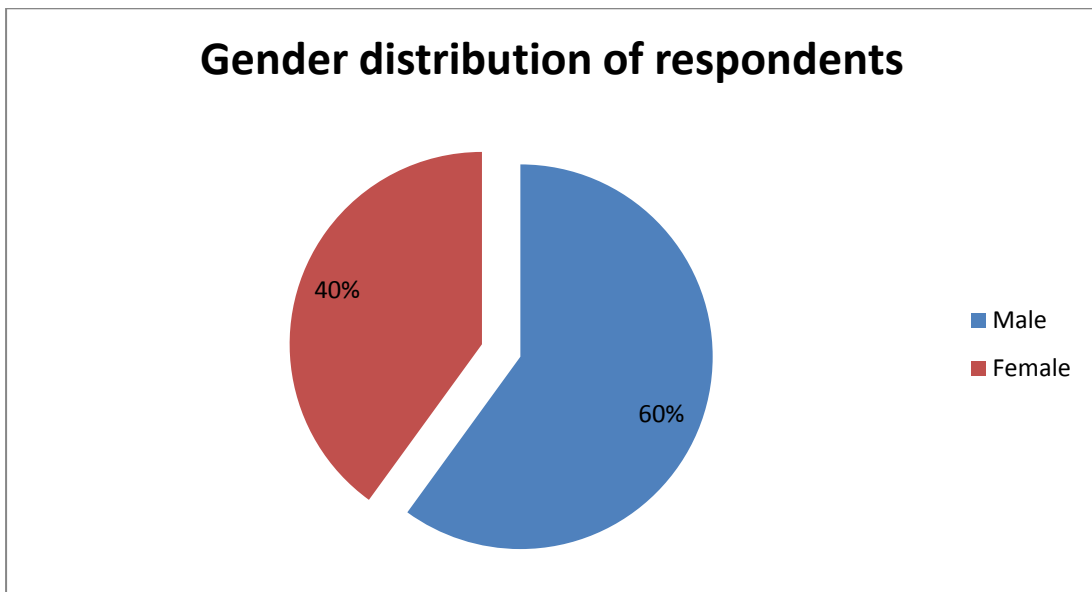
Among 30 respondents of this study, 18 of them are male i.e. 60% of the total respondents and 12 of them are female i.e. 40%.

In this data value, still it is shown that female participation is lower than the male participation in education field as well as library too.

4.2 Age distribution of respondents

Table 2: Age distribution of respondents

Next thing was asked to all respondents i.e. their age to confirm the participation in library use according to their age groups.

Age	No. of respondent	percentage
Below 20	0	0
20-30	19	63.33
31-40	9	30
41-50	2	6.67
Above 50	0	0
Total	30	100

Figure 2
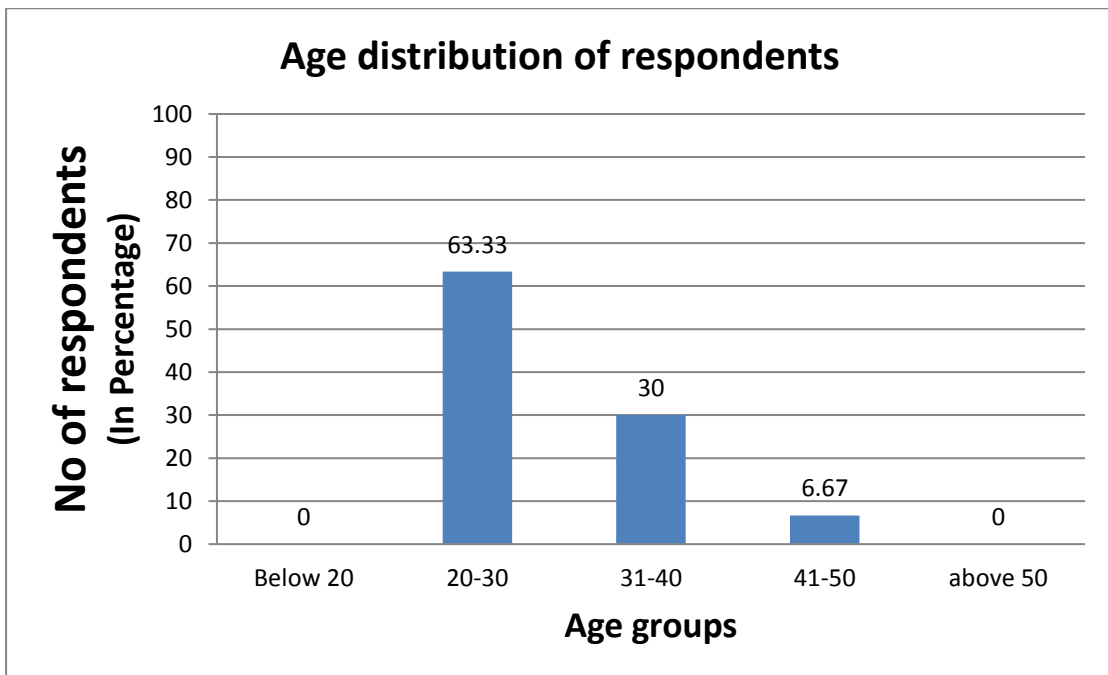
Among total 30 respondents, there were not any respondent below 20 and above 50 age group. Between 20 to 30 age group, there were 19 respondents i.e. 63.33% likewise 9 respondents in 31-40 age group i.e. 30% and 2 respondents were in 41-50 age group i.e. 6.67 %.

From the above data, we can conclude that the most of the respondents are from 20-30 age groups means the majority of the use of library is high for young students, researchers, staffs. Most of them come to visit library for their accomplishment of project works, thesis as well as for their study materials by using Electronic reference materials and all library materials as well.

4.3 Faculty distribution

This faculty distribution was also mentioned in that questionnaire to study the educational background of the respondents and to calculate the background knowledge regarding the reference materials as well as all library materials available as in E-resources.

Table 3: Faculty distribution

Faculty	No of respondents	percentage
Science	2	6.67
Education	0	0
Humanities	17	56.67
IT	6	20
management	5	16.66
Total	30	100

Figure 3
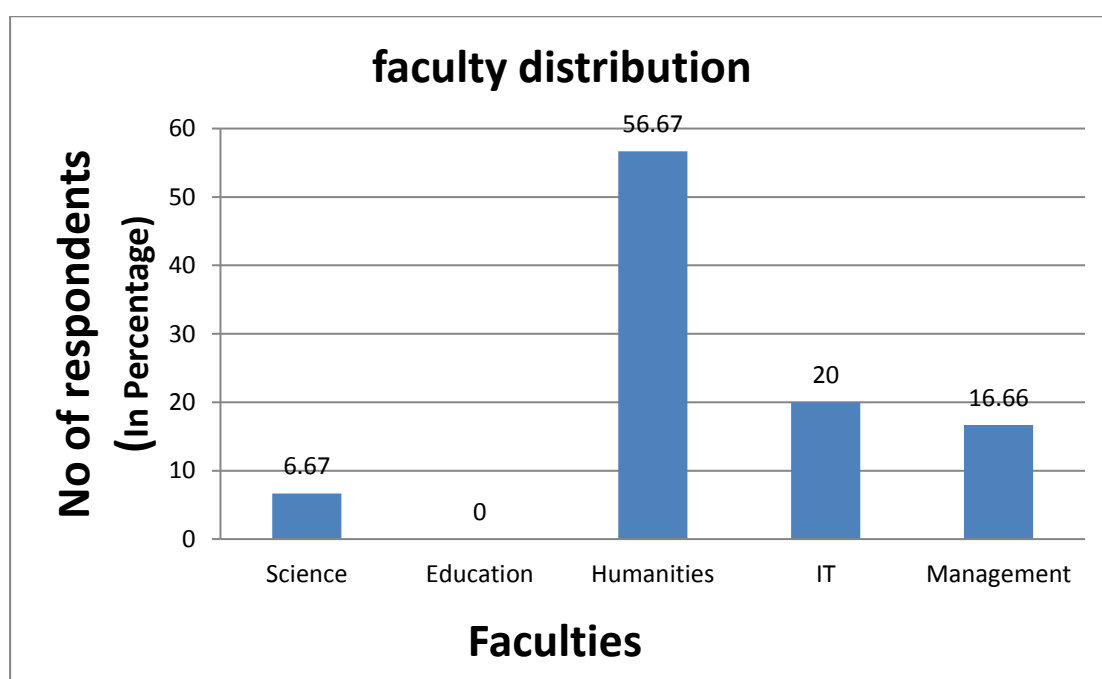
Among 30 respondents in the T|UCL, different respondents were from different faculties in which 2 in humanities i.e. 6.67, 0 in Education, 17 in humanities i.e. 56.67, 6 in IT i.e. 20 and 5 in management faculty i.e. 16.66 respectively.

It means the participation of respondents or library users are high in humanities faculty that shows the active participation for social science subjects. The cause is that there are not adequate materials for other faculty students. It requires to manage all library materials for all faculty students or staffs as in E-resources.

4.4 Library visitors

To conclude the decision that how much library users are active and how much they spend their time to participate in accessing electronic library materials in the library environment, it was asked to the respondents.

Table 4: Library visitors

Library visitors	No of respondents	Percentage
Everyday	26	86.67
Occasionally	4	13.33
Never	0	0
Total	30	100

Figure 4
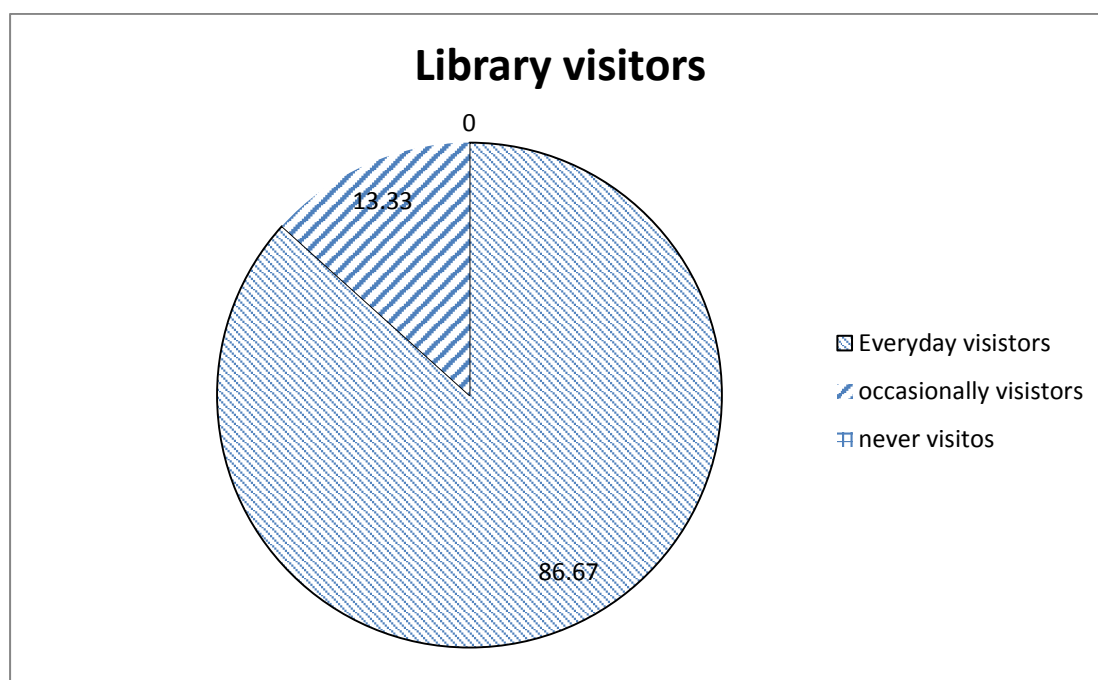
According to above data, there are 26(86.67%), 4(13.33%) and 0 value data for every day, occasionally and never library visitors respectively.

Above statistics shows the result that many respondents belong to everyday visit of the library and to get access the library materials. Or it means there is compulsory need for academic students for their works, nowadays.

4.5 Purpose of library visit

To manage and develop the library according to their needs and demands in the library, the purpose of library visit helps to declare that. So the data on the basis of purpose of library visit is mentioned below:

Table 5: Purpose of library visit

Purposes	No of respondents	Percentage
Research	3	10
Study	4	13.33
Entertainment	0	0
All of the above	23	76.67
Other	0	0
Total	30	100

Figure 5
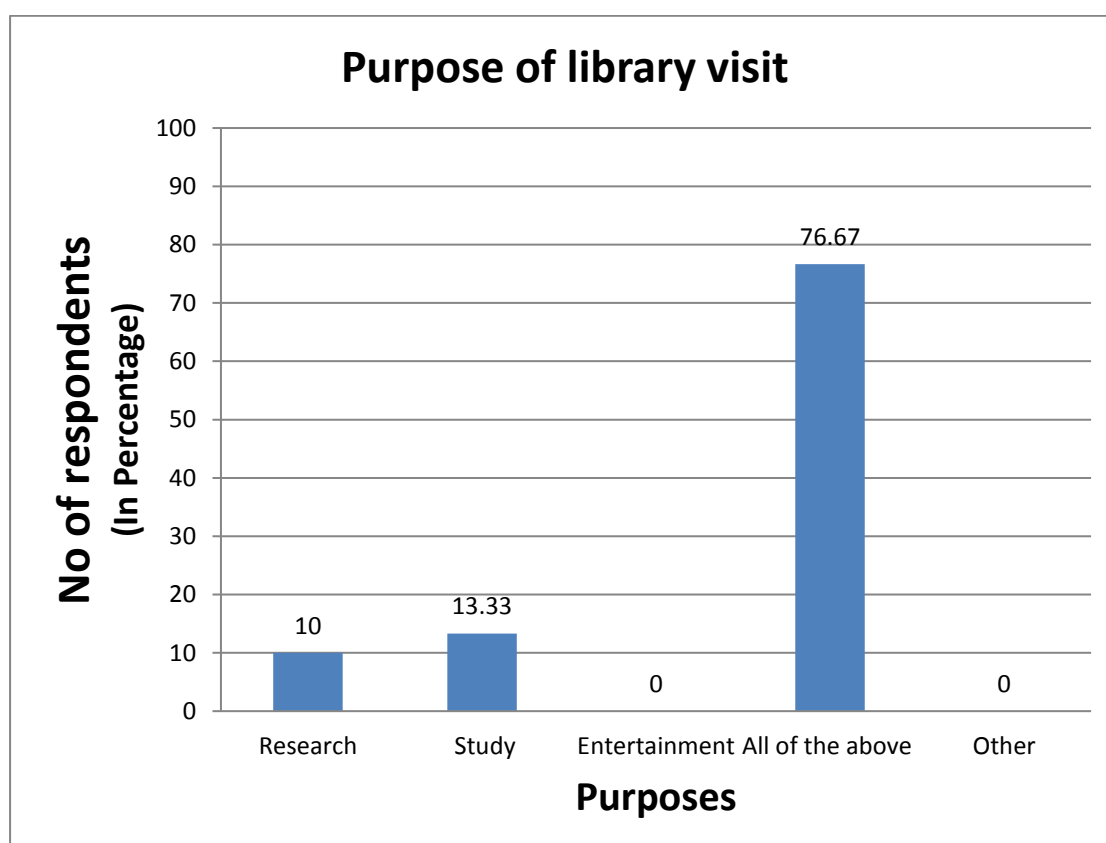
Among 30 respondents, there were different purposes to visit the library which were; 3 respondents i.e. 10% for research, 4 respondents i.e. 13.33% for study, 0 respondents for entertainment, 23 respondents i.e. 76.67% for all, and finally 0 respondents for other.

The analysis for above data is that for many purposes that's for, users or students visit the library with several needs and demands. There isn't only one purpose to visit by library materials.

4.6 Differences in library materials

To analyze the concept regarding library materials, the question was asked with respondents as what the difference they have seen in library.

Table 6: Differences in library materials

Responses	No of respondents	Percentage
Yes	26	86.67
No	1	3.33
Confused	3	10
Total	30	100

Figure 6
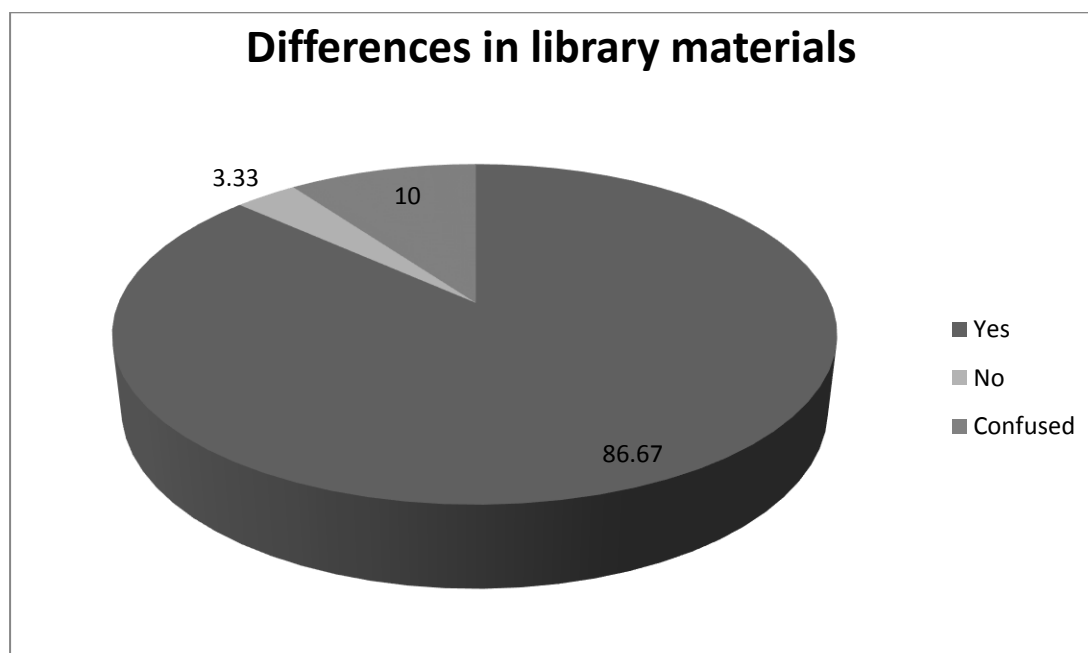
The responses were different from different respondents about the differences in library materials in which 26 respondents had responded as 'yes' i.e. 86.67% and 1 respondent had responded 'No' i.e. 3.33% as well as 3 respondents had responded 'Confused' i.e. 10 % of total respondents.

From the above statistics, it is concluded that the most of users are aware about what the differences found in library materials.

4.7 Different Sections visit in library

Users' need and demand depends upon accessing library materials from different sections so it must be known that in which section users visit which is shown below according to their response:

Table 7: Different Sections visit in library

Different sections	No. of respondents	Percentage
IT section	14	46.66
Circulation section	6	20
Reference section	5	16.67
All of above	5	16.67
Other section	0	0
Total	30	100

Figure 7
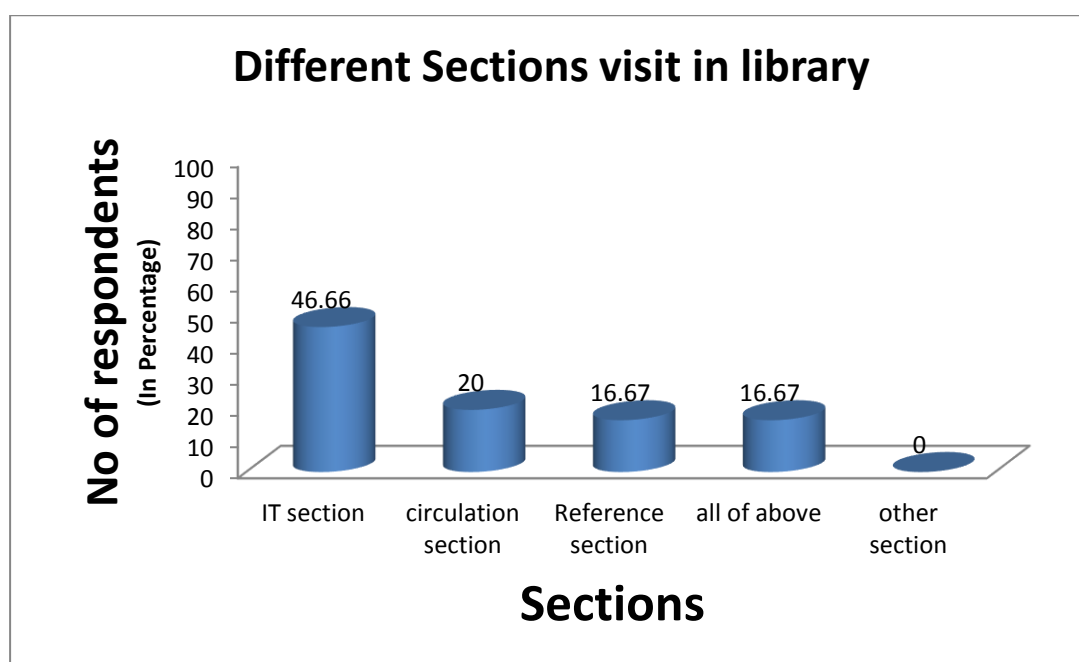
For different sections, different respondents had responded their responses in which 14 respondents had IT section visit i.e. 46.66%, 6 respondents had circulation visit i.e. 20%, 5 respondents had reference section visit i.e. 16.67%, likewise 5 respondents had all section visit and there were no any other specified section among all 30 respondents.

This data shows that there was high ratio of IT section visit than others. In this modern time with IT use, all the respondents want to access their library materials as in e-resources so it should be taken as concentrative part for library management and development.

4.8 Differences between Printed documents and electronic resources

There is also very important to know what the basic knowledge they have regarding the resources or library materials as well as different format of resources in library.

Table 8: Differences between Printed documents and electronic resources

Responses	No of respondents	Percentage
Yes	29	96.67
No	0	0
Confused	1	3.33
Total	30	100

Figure 8
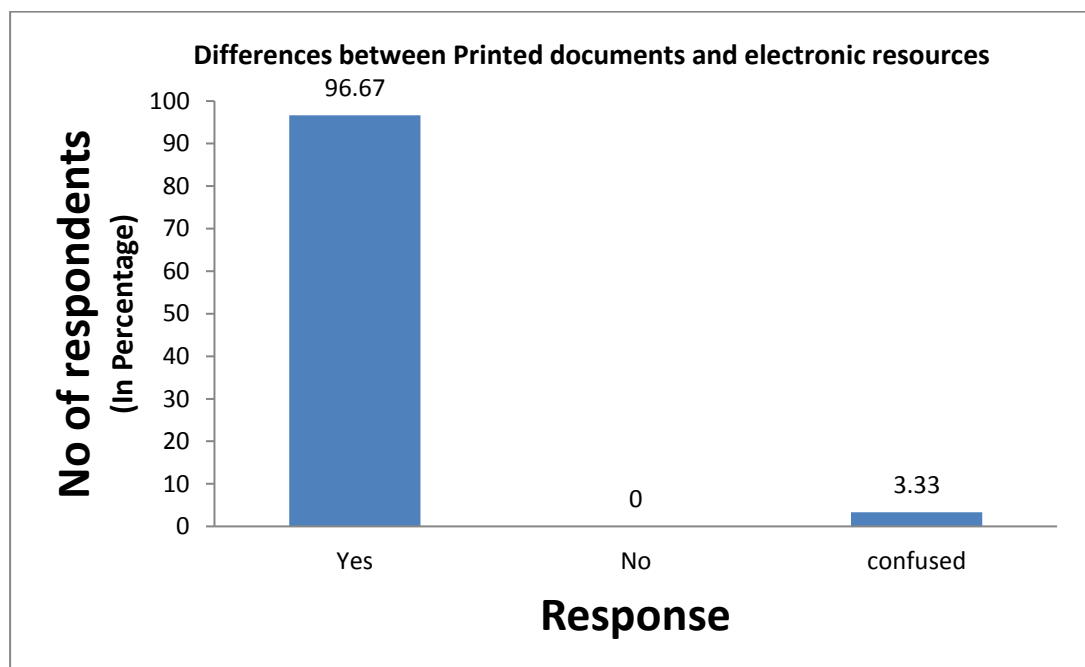
In above data, 29 respondents i.e. 96.67% had responded 'yes' means they know the differences between print documents and electronic resources among 30 respondents.

It could be generalized that Most of users know the differences in print documents and electronic resources found for educational purpose.

4.9 Access to different formats of library materials

Which format they like most to access is very important for this study to decide what are their needs and demands regarding resources or library materials available in library. For that the question is asked with them and responses are as follows:

Table 9: Access to different formats of library materials

Responses	No of respondents	Percentage
Print/manual	0	0
Electronic	17	56.67
Both	13	43.33
Total	30	100

Figure 9
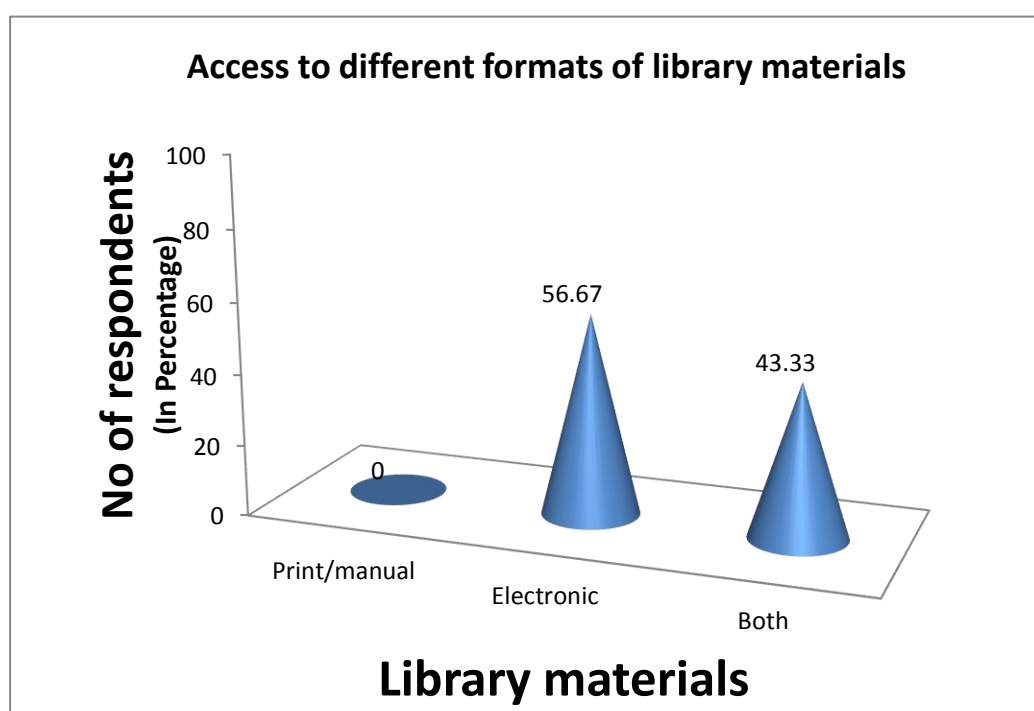
Out of 30 respondents, none of them had replied to use print/manual library materials, 17 respondents i.e. 56.67% had replied to access the electronic format but 13 respondents i.e. 43.33% had replied to access library materials in both formats.

In above data, Most of users interested to access those library materials in electronic format as well as in both formats of library materials.

4.10 Reference materials falls under library materials

It was another question in which question, the concept on similarities in reference materials and library materials is declared with their views and it can be shown as follows:

Table 10: Reference materials falls under library materials

Responses	No of respondents	Percentage
Agree	28	93.33
May be	2	6.67
Disagree	0	0
Total	30	100

Figure 10
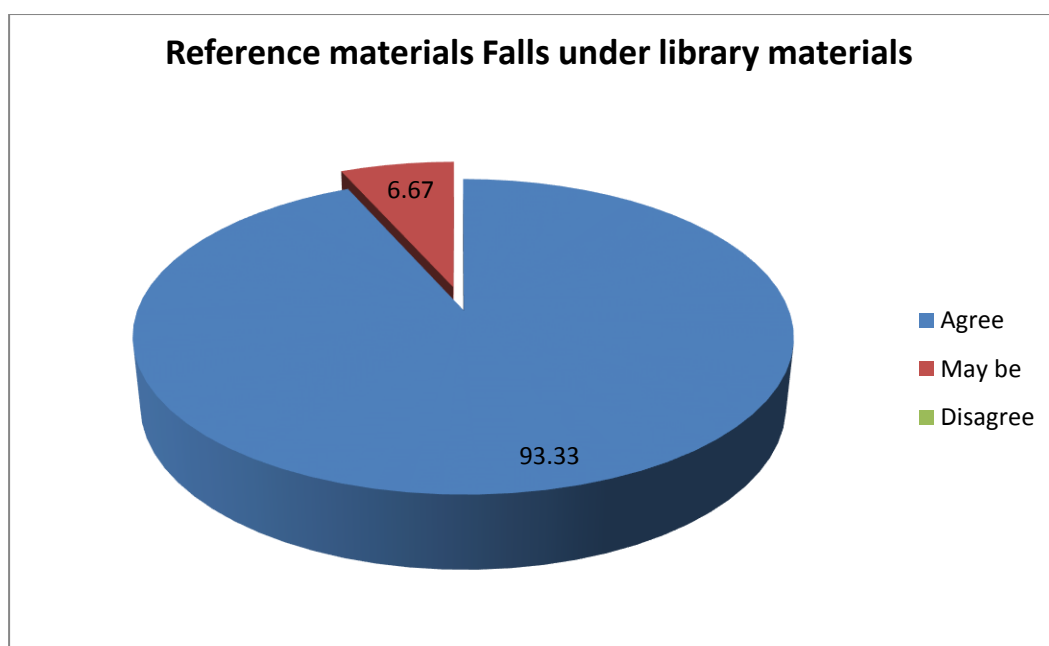
Among 30 respondents, 28 respondents i.e. 93.33% were agreed and 2 respondents i.e. 6.67% were confused as well as no one were disagreed with the statement.

This above statistics shows that they know reference materials fall under library materials and library materials is a broad concept.

4.11 Awareness of reference materials

Those entire library materials which is used to locate the required information are reference materials was the question that was asked to respondents and their responses are given below in table:

Table 11: Awareness of reference materials

Responses	No of respondents	Percentage
Yes	24	80
No	4	13.33
May be	2	6.67
Total	30	100

Figure 11
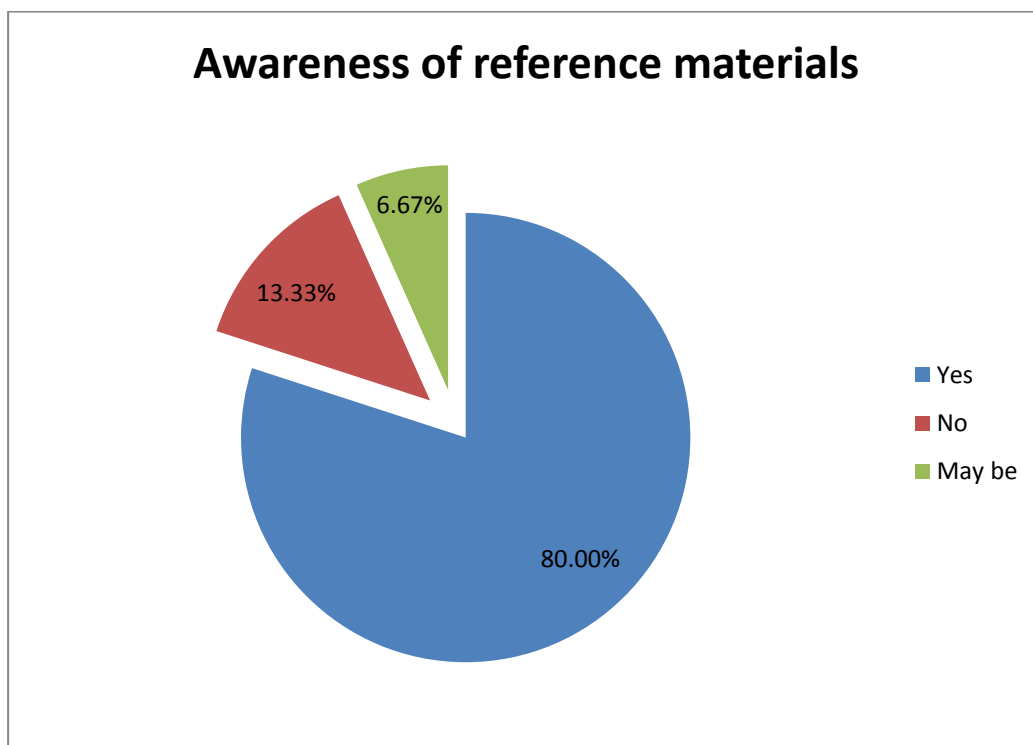
Among 30 respondents, 24 students i.e. 80% had responded 'yes' and 4 respondents i.e. 13.33% had responded 'no' as well as 2 respondents i.e. 6.67% had responded 'may be' as response.

It means there is high majority of users who know the reference materials which is used for what and when in the library.

4.12 Concept on different forms of reference materials

There are different forms of Reference materials such as encyclopedia, dictionaries, bibliographies, directories and so on. What the users think about those forms of reference materials have been asked as a question and the response had been received as in following data:

Table 12: Concept on different forms of reference materials

Responses	No of respondents	Percentage
Agree	25	83.33
May be	3	10
Disagree	2	6.67
Total	30	100

Figure 12

Concept on types of reference materials
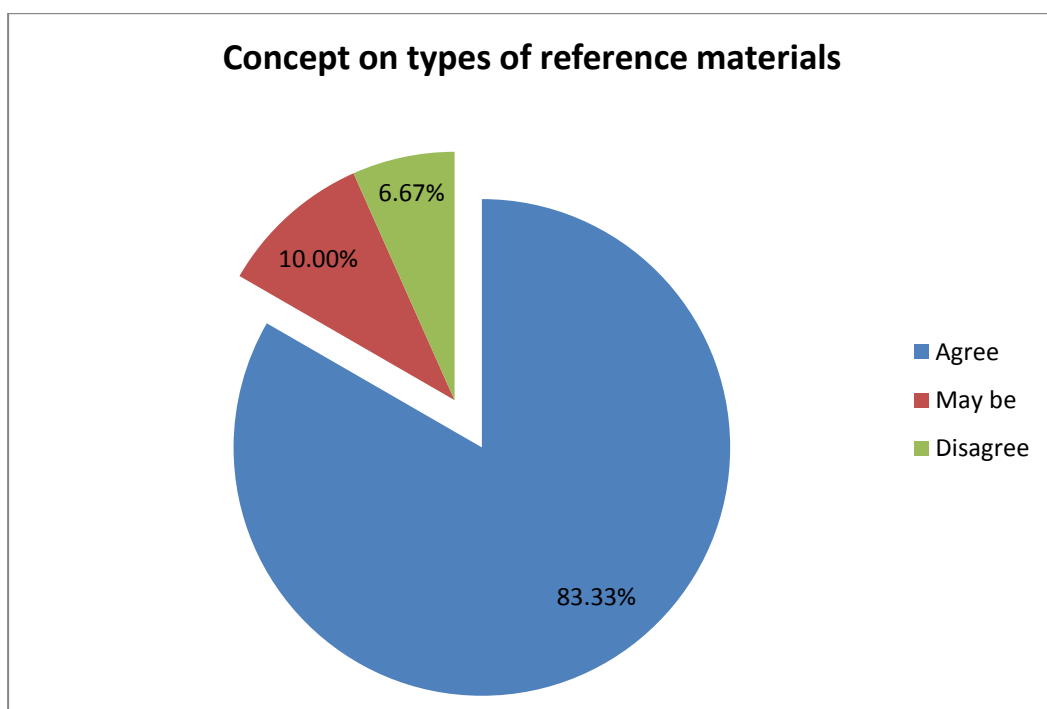
Among total 30 respondents, 25 respondents i.e. 83.33% agreed in different form of reference materials and 3 respondents i.e. 10% had doubt whereas 2 respondents i.e. 6.67% disagreed in the forms of reference materials so it means most

users know what are the different forms of reference materials but there are some users too who don't know that things.

4.13 Possibilities in use of library material as a reference material

There are other different library materials that are being used by users as reference materials. Those other library materials are as follows:

Table 13: Possibilities in use of library material as a reference material

Library materials	No of respondents	Percentage
Thesis report	6	20
journal articles	17	56.66
Books	0	0
All of the above	5	16.67
Not at all	2	6.67
Total	30	100

Figure 13
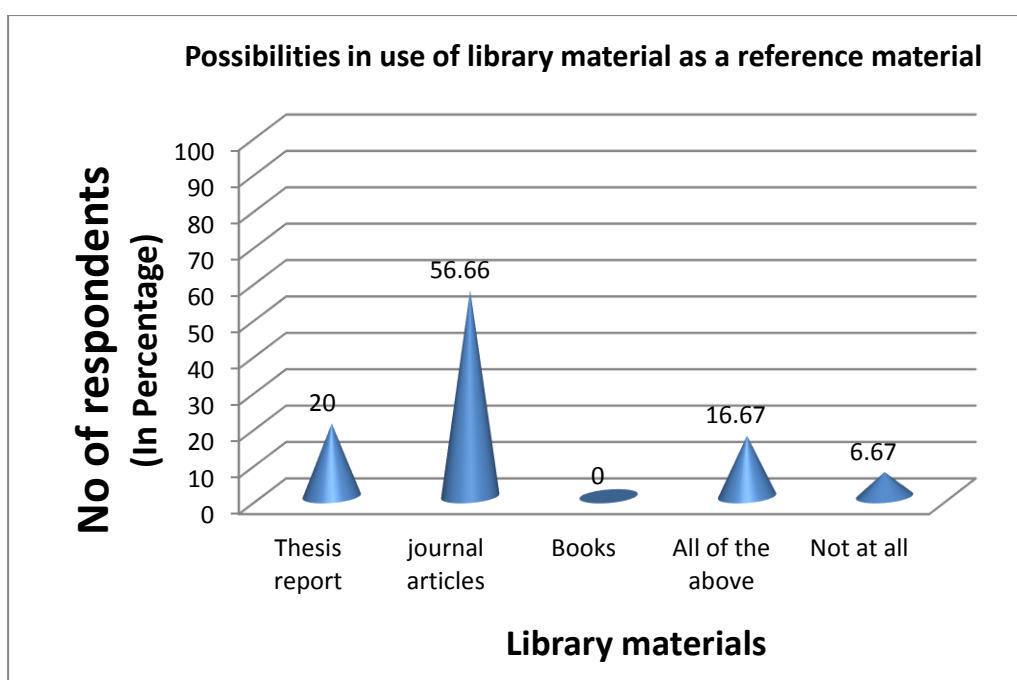
In above data figure, 6 respondents i.e. 20% were being used thesis report whereas 17 respondents i.e. 56.66% were being used as journal articles, no one had used books, and 5 respondents i.e. 16.67 % had used all library materials as well as 2

respondents hadn't used any library materials as a reference materials among 30 respondents.

This data show that there is huge use of journal articles as reference materials in the library means there is a need of concentration to manage other reference materials too in reference section as well as IT section or in other section.

4.14 Organization of both format of the reference materials

Another question was about the management of both formats of reference materials in the library. In that question, the organization of print resources and e-resources in library was focused which is as follows:

Table 14: Organization of both formats of the reference materials

Options	No of respondents	Percentage
Print resources	23	76.67
Electronic resources	6	20
Both	1	3.33
Total	30	100

Figure 14
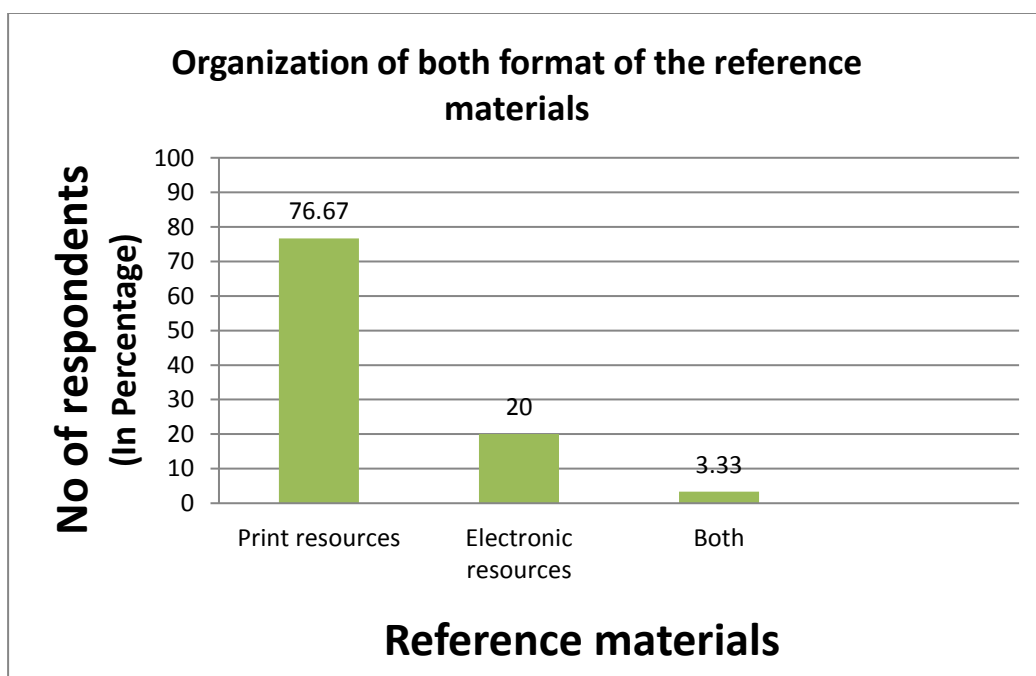
As per the responses, 23 respondents i.e. 76.67% had told that there is well management of print resources whereas 6 respondents i.e. 20% had told there is well

management of e-resources and remaining 1 respondent had only told that there is well management of both formats.

This statistics says that there is not well management of e-resources than print resources and it is also difficult to access those e-resources properly in the library due to low quality management.

4.15 Demands for using Electronic library materials

How much and when the users ask to access e-resources is the another question to the respondents to know what they want with library materials in the library environment. Those responses can be seen as in following table:

Table 15: Demands for using Electronic library materials

Responses	No. of respondents	percentage
Everyday	17	56.67
Occasionally	9	13.33
Never	4	30
Total	30	100

Figure 15
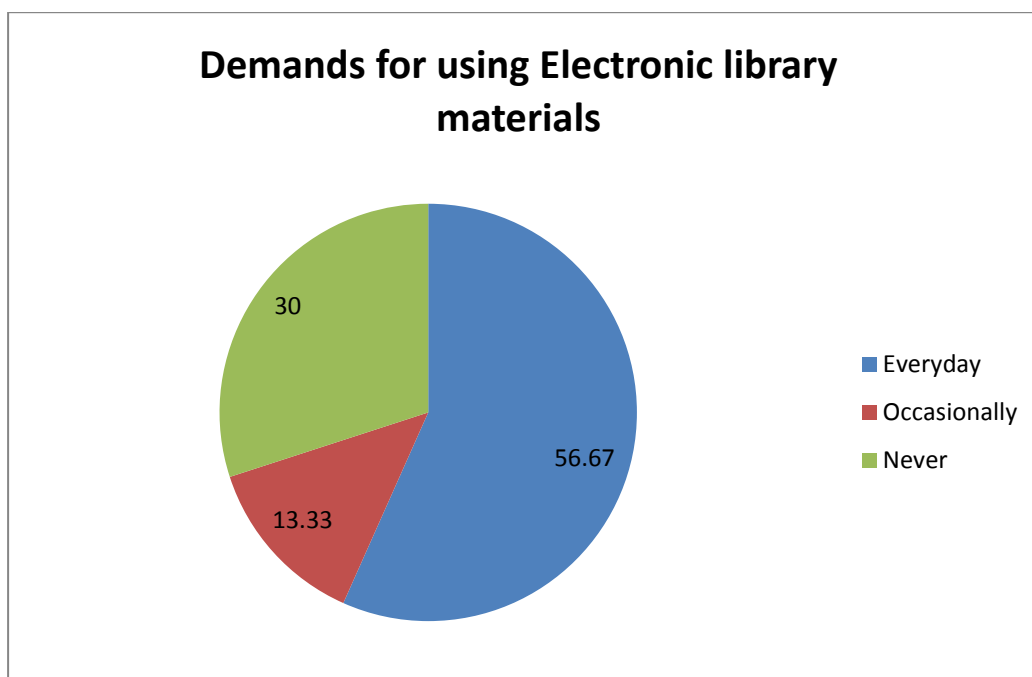
Among 30 respondents, 17 respondents i.e. 56.67% had responded every day, 9 respondents i.e. 30% had responded occasionally and 4 respondents i.e.13.33% had responded never to ask for the electronic reference materials in the library.

It means many users don't use or ask for electronic reference materials; they feel hesitation and difficulties for that and many of them don't know there is the facility of electronic reference materials to access.

4.16 Asking with someone for Electronic library materials

The electronic reference materials sometimes may be difficult to use and access them so the users take helps to ask for the electronic reference materials with someone and when it was asked to respondents they responded as follows:

Table 16: Asking with someone for Electronic library materials

Responses	No. of respondents	percentage
Friends	**8**	**26.67**
staffs	**0**	**0**
Librarian	**19**	**63.33**
No one	**1**	**3.33**
all	**2**	**6.67**
Total	30	100

Figure 16

Asking with someone for Electronic library materials
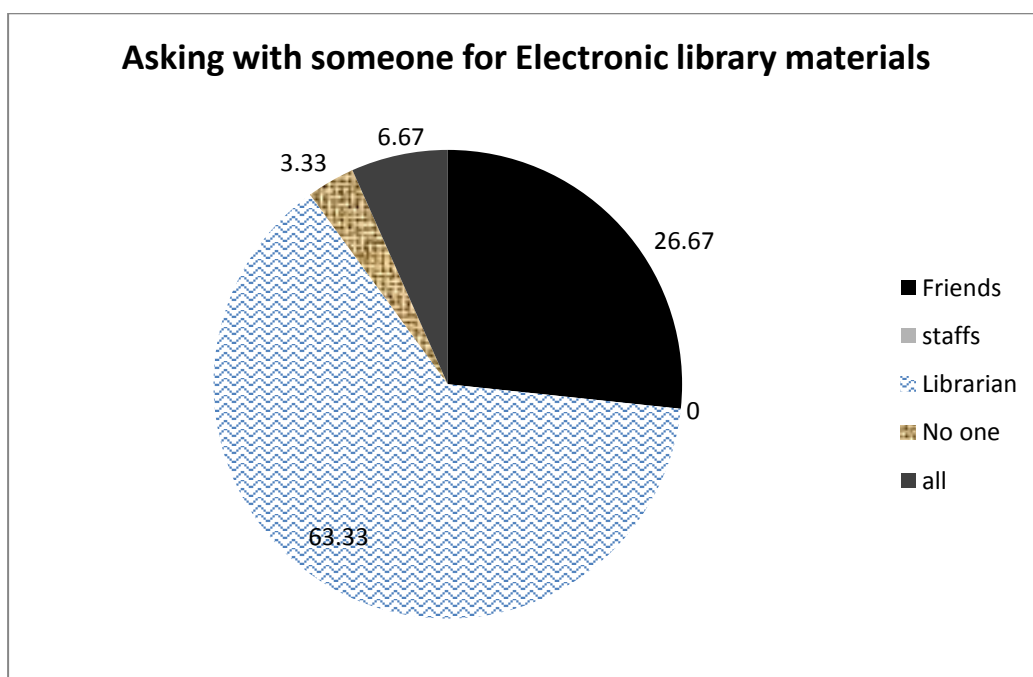
Among total 30 respondents, 8 respondents i.e.26.67% had told that they asked with friends, no one asked with staffs, 19 respondents i.e. 63.33% asked with librarian, 1 respondent i.e. 3.33% asked with no one and other 2 respondents i.e. 6.67% asked with all about the electronic reference materials.

From above data, it is clear that many of them or users don't ask about electronic reference materials with librarians. There is far distance contact or information gap between users and librarian in accessing electronic reference materials.

4.17 Use of different types of E-resources

Which types of e-resources are used mostly by the users in TUCL is next question to the respondent focusing on level of e-resources use that has been given below:

Table 17: Use of different types of E-resources

Types of E-resources	No. of respondents	Percentage
Thesis reports	21	70
Journal articles	6	20
Books	2	6.67
other	0	0
All	1	3.33
Total	30	100

Figure 17
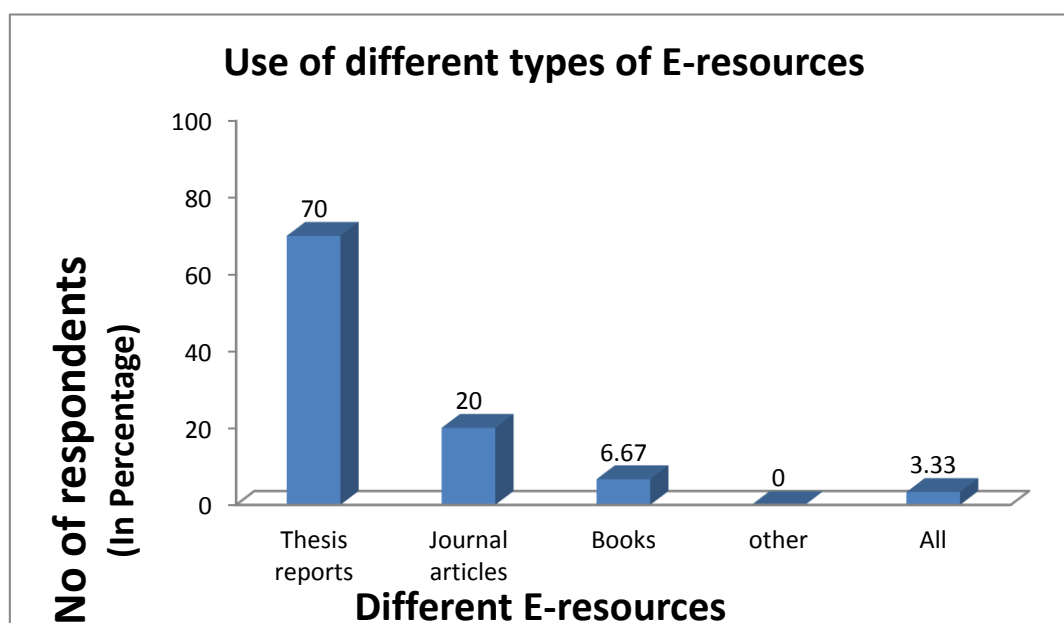
Out of 30 respondents, 21 respondents i.e. 70% had responded that they had used thesis reports, 6 respondents i.e. 20 % had used journal articles, 2 respondents i.e. 6.67% had used book and none of them used other e-resources and 1 respondent i.e.3.33% had used all e-resources.

The majority of thesis report use is high rather than other e-resources in the library and it has maximum demand of use for the users.

4.18 Locations to access E-resources

The users access their e-resources from different places and those places as well as responses for the question are given below:

Table 18: Locations to access E-resources

Responses	No. of respondents	Percentage
Library	16	53.33
Home	11	36.67
college/university	0	0
Other	3	10
Total	30	100

Figure 18
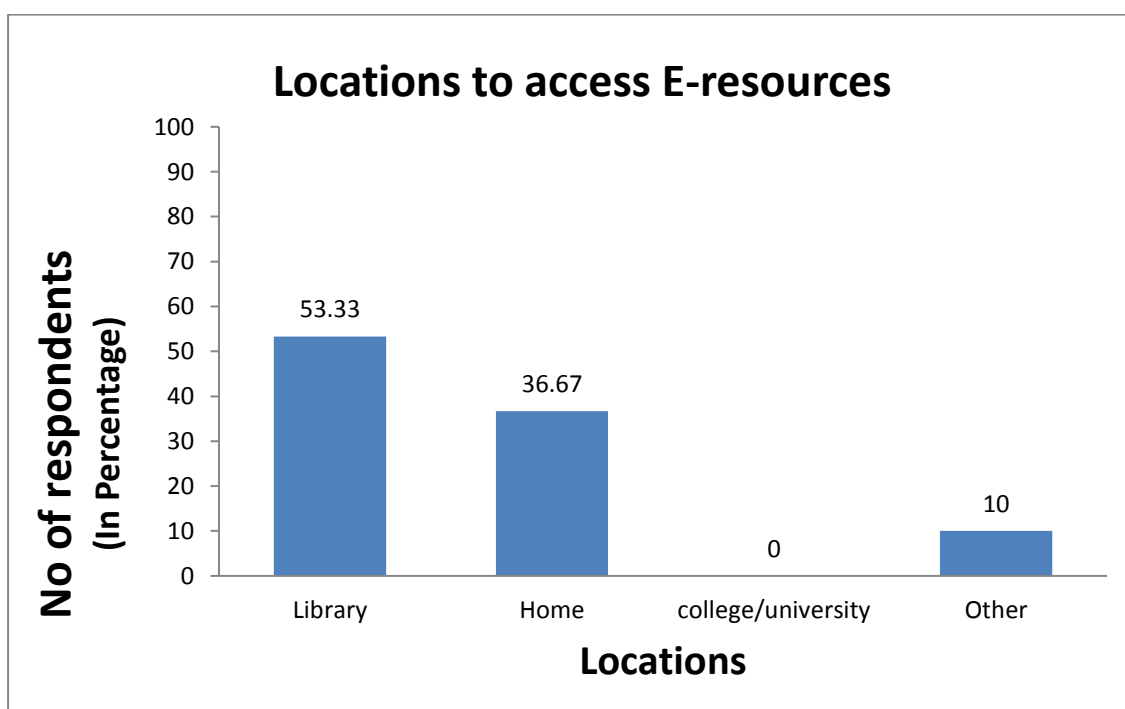
Out of 30 respondents, 16 respondents i.e. 53.33% access e-resources from library, 11 respondents i.e. 36.67% access from home, none of them had accessed from university or college, 3 respondents i.e. 10% had accessed those e-resources from other institution or cyber institute.

Most of respondents had used and accessed e-resources from library, but not all the respondents due to the lack familiar environment and services from the library.

4.19 Abilities to access E-resources

About what is the ability level to search and access those e-resources was also asked to respondents to know the capabilities in accessing e-resources are as follows:

Table 19: Abilities to access E-resources

Responses	No. of respondents	Percentage
Yes	21	70
No	9	30
Not tried	0	0
Total	30	100

Figure 19
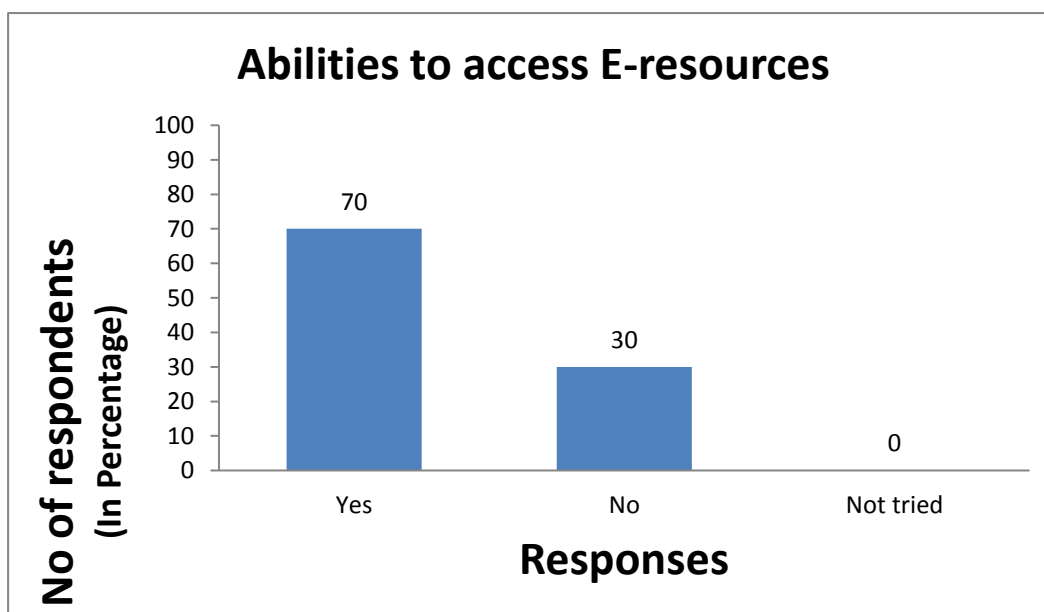
Out of total 30 respondents, 21 respondents i.e. 70% had responded 'yes' means they could accessed e-resources and 9 respondents had responded 'no' means they

couldn't access e-resources themselves and none of them had responded as 'not tried' to access e-resources.

Above data show that most of library users know about how to access e-resources but some users don't know about that. Skill building activities in accessing e-resources should be focused.

4.20 Awareness with Database search for E-resources

The users whether know or not about database search which is used for e-resources had been also asked to users or respondents to conclude the awareness regarding database search in library is as follows:

Table 20: Awareness with Database search for E-resources

Responses	No. of respondents	Percentage
Yes	19	63.33
No	9	30
May be	2	6.67
Total	30	100

Figure 20

Awareness with Database search for E-resources
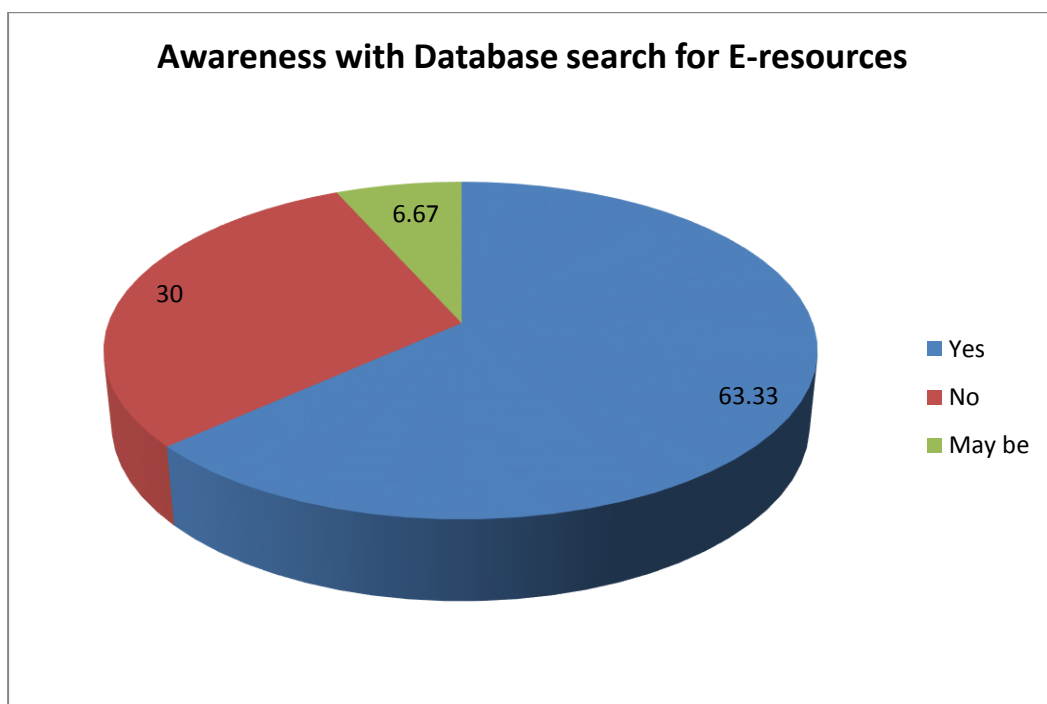
Among 30 respondents, 19 respondents i.e. 63.33% had responded 'yes' and 9 respondents i.e. 30% had responded as 'no' but 2 respondents i.e. 6.67% had responded as' may be' about the database search for e-resources.

Most of users know about database search used in e-resource but many of them don't know what database search is and how it is used in e-resources searching.

4.21 Ratio of E-resources access

Here ratio means how much they accessed e-resources from the library and for that there were different options to select among them is as in following table and chart:

Table 21: Ratio of E-resources access

Responses	No. of respondents	Percentage
Maximum	14	46.67
Average	7	23.33
Minimum	9	30
Total	30	100

Figure 21
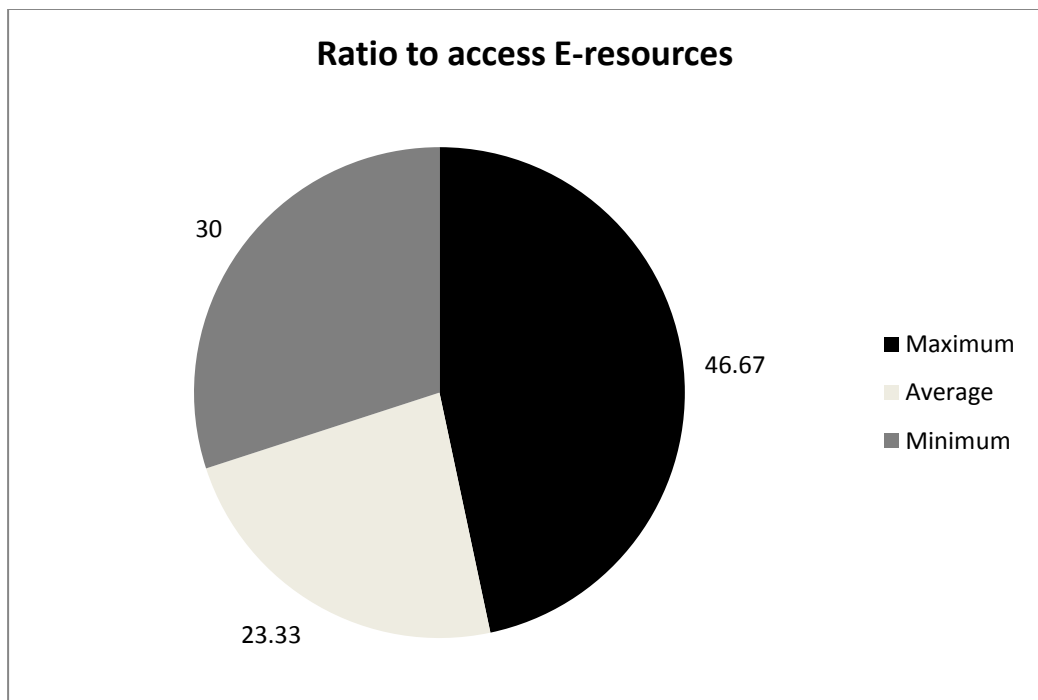
Out of 30 respondents, 14 respondents i.e. 46.67% had said maximum, 7 respondents i.e. 23.33% had said average, and 9 respondents i.e. 30% had said minimum access to the e-resources, respectively.

This above data make clear that more than 50% users aren't using e-resources sufficiently due to different obstacles creates in management part of library.

4.22 Easiness in electronic reference materials

Electronic reference materials are easy to handle (open, save, copy) is asked as question and the option are yes, no, may be respectively to select as response from the respondents.

Table 22: Easiness in electronic reference materials

Responses	No. of respondents	Percentage
Yes	23	76.67
No	0	0
May be	7	23.33
Total	30	100

Figure 22
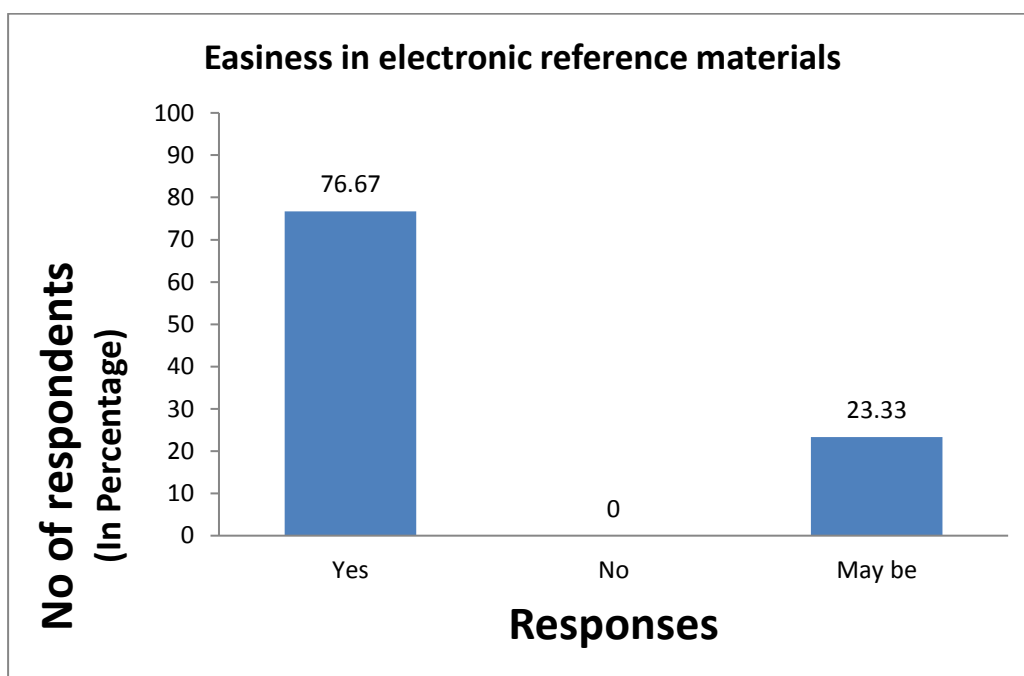
Among 30 students, 23 respondents (76.67%) had replied as yes it is easy to handle e-resources but 7 respondents (23.33%) had replied as may be means they

don't know whether it is easy or not and none of them had replied as no for the easiness of accessing electronic reference materials.

It means who use the electronic reference materials feel easy in handling such as open, save, and copy but many of them don't know whether it is useful or not, the reason is they haven't ever used electronic reference materials in library.

4.23 Adequacy of electronic resources

What the exact situation of e-resources means they are available in an sufficient number or not was another question to the respondents and the options are adequate, satisfactory, and inadequate respectively.

Table 23: Adequacy of electronic resources

Responses	No. of respondents	Percentage
Adequate	6	20
Satisfactory	5	16.67
Inadequate	19	63.33
Total	30	100

Figure 23
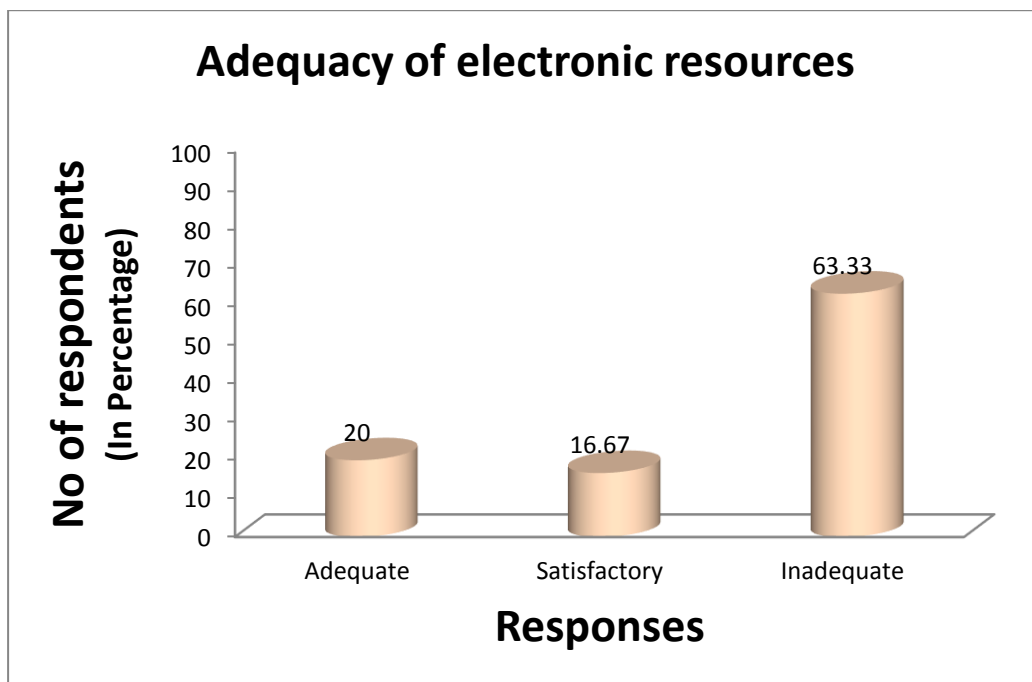
Out of 30 respondents, 6 respondents i.e. 20% had replied there were adequate e-resources and 5 respondents i.e. 16.67% had replied there were satisfactory e-

resources but 19 respondents i.e. 63.33% had replied there were inadequate e-resources in the library.

Many of the users are not satisfied with the adequacy of the e-resources means there should be added other e-resources too to get satisfied results from the users.

4.24 Management of E-resources

What the exact condition of management part and whether those e-resources can be managed more properly or not was asked to respondents to point out the problem regarding management of e-resources which is as follows:

Table 24: Management of E-resources

Responses	No. of respondents	Percentage
Yes	18	60
No	8	26.67
May be	4	13.33
Total	30	100

Figure 24
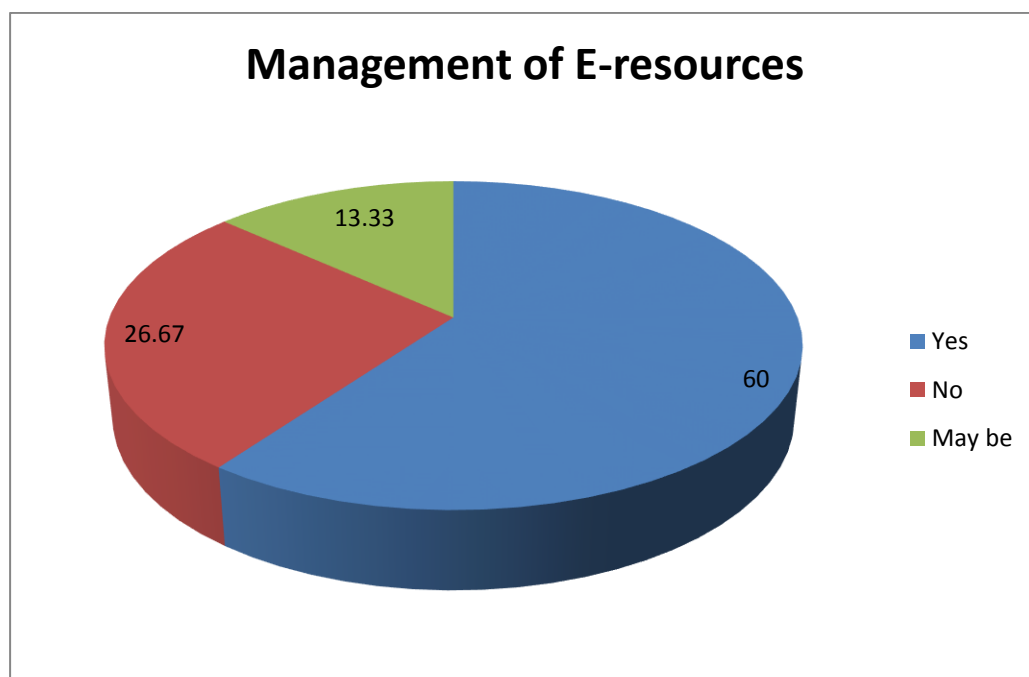
Out of 30 respondents, 18 respondents i.e. 60% had replied as 'yes' and 8 respondents i.e. 26.67% had replied as 'no' but other 4 respondents i.e. 13.33% had replied as 'may be' to manage the e-resources more properly in the library.

More than 50% respondents had responded that it can be managed much better to e-resources means it is not managed well. Different management tool should be applied by the man power.

4.25 Availability of computers for E-resources

To use those e-resources, there are computers available in library and that computer are in adequate number or not was another question that was asked to respondents and the results in data were as follows:

Table 25: Availability of computers for E-resources

Responses	No. of respondents	Percentage
Sufficient	22	73.33
Average	3	10
Insufficient	5	16.67
Total	30	100

Figure 25

Availability of computers for E-resources
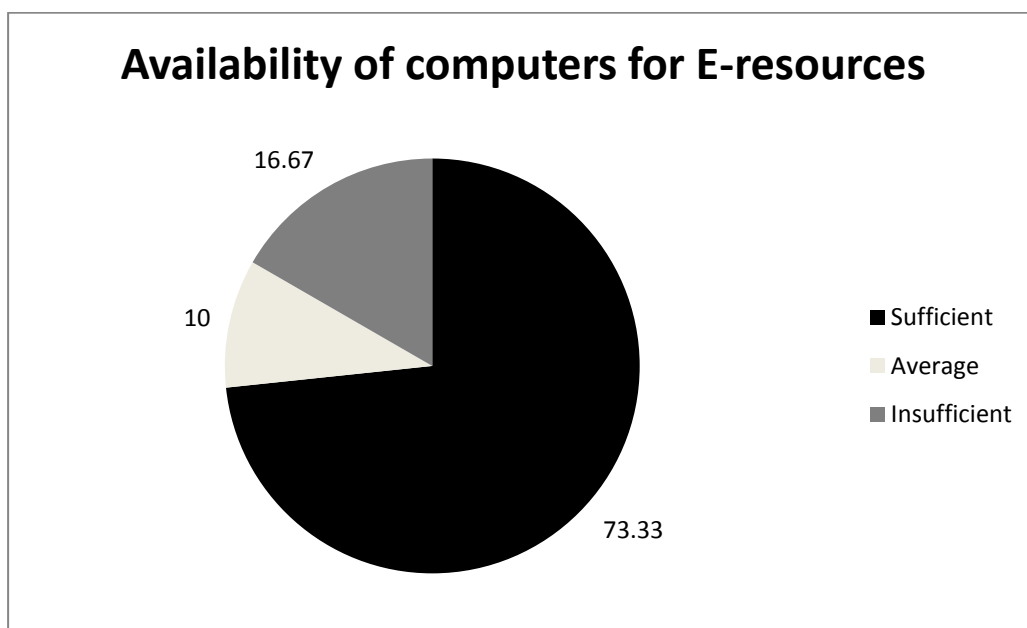
Out of total 30 respondents, 22 respondents i.e. 73.33% had responded there were sufficient number of computers for e-resources and 3 respondents i.e. 10% had responded there were average number of computers but 5 respondents i.e. 16.67% had responded there were insufficient numbers of computers to use e-resources in the library.

This data show there is sufficient number of computers mostly but it should be 100% for the number of computers to access e-resources properly in the library.

4.26 Interested to access online reference materials

What the users want in accessing online reference materials was another question to the respondents in which question it had different options to select and to respond their interest is as follows:

Table 26: Interested to access online reference materials

Responses	No. of respondents	Percentage
Yes	23	76.67
No	0	0
If possible	7	23.33
Total	30	100

Figure 26
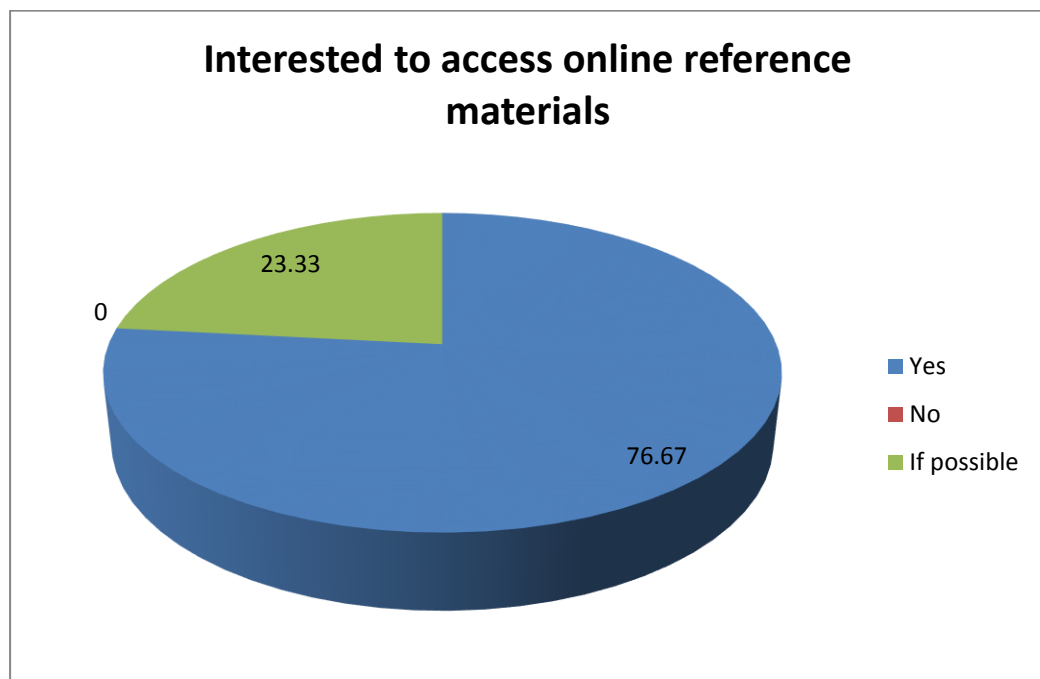
Among total 30 respondents, 23 respondents i.e. 76.67% had responded as 'yes' but no one had responded as 'no' and 7 respondents i.e. 23.33% had responded as 'if possible' were interested to access online reference materials in the library.

This data result shows that many of them are interested to access online reference materials and it should be managed well in library to facilitate the users through electronic reference materials environment.

4.27 Conversion of manual resources to E-resources

The respondents were asked a question on the concept of conversion of manual resources into e-resources for all reference materials as well as library materials available in TUCL and responses are as follows;

Table 27: Conversion of manual resources to E-resources

Responses	No. of respondents	Percentage
Agree	28	93.33
May be	2	6.67
Disagree	0	0
Total	30	100

Figure 27

48
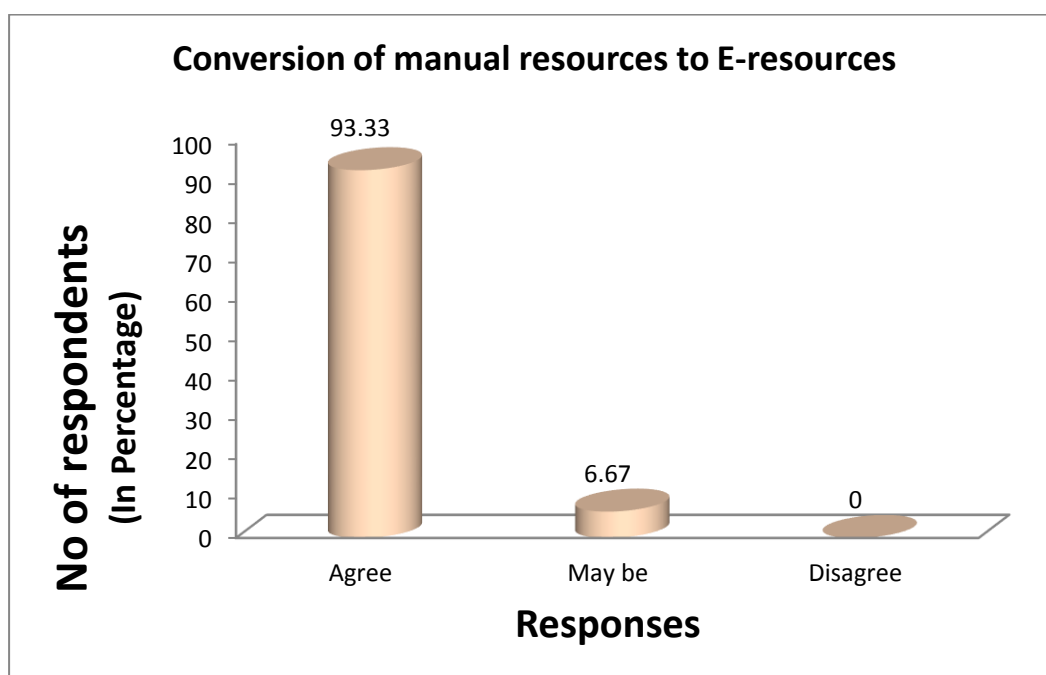
Out of 30 respondents, 28 (93.33%) respondents had responded they were agree in the conversion of manual resources to e-resources but none of them were disagree and remaining 2 (6.67%) respondents had responded as 'may be for that conversion process.

It means it is the demands and needs of users in library to replace the process of traditional way to modern way. No one is opposite to this concept or it is necessary to convert the manual resources to e-resources to follow the information technology age as globalization.

4.28 Comments and suggestions regarding library materials

Those users of IT section were asked to give their views, suggestions as well as comments for the better performance of reference materials or Library materials as well. From the different places such as home, library, university/college, users access e-resources because they can't find those materials in anywhere easily.

Electronic materials are easy to handle than print materials because it can be edited, manipulated, transferred, and sent anywhere and anytime with less effort, cost and time as well.

E-resources can be managed more effectively if the proper number of professional staffs, computers, electricity, and friendly environment are managed.

Due to different features and easiness in e-resources handling, users are interested to access online reference materials in the computers.

For the better advancement in the modern library management and for the better result, all the manual resources of library materials should be converted in E-resources.

Chapter-V

SUMMARY, FINDINGS, CONCLUSIONS AND RECOMMEDATIONS

5.1 Summary

This study is an essential part of the solution for the problem found in TUCL about the e-resources and reference materials as well as all library materials. In traditional time period, library materials are used in manual form rather than electronic form due to the less priority in IT and less development in technology sectors. But with the advancement of the technology and the forms of materials are very much focused to facilitate the users with less time, effort and budget as well. The flow of information is going to be so fast and effective not in local level but also as in globalization. Now every person wants to access any information as soon as possible and friendly environment. Keeping this view one side, another factor is to be concentrated is to manage and develop the library for the education improvement and to make high speed of flow the information the users who really need it and demand it.

General Reference materials is not only the tools to reach and to locate the destination of the required information but also all other library materials can play the role of reference materials such as journal articles, thesis reports or other documents too whether it may be in offline or online materials. It is the research to know what the exactly the users want about the electronic reference materials as well as all other library materials as in e-resources in library. The users' perception and their fulfillment of needs and demands make library developed and managed one and those sample population as respondents had replied their opinions how e-resources is necessary and beneficial for not only the users but also the whole library units.

5.1 Findings

- The most of the respondents are from 20-30 age groups means the majority of the use of library is high for young students, researchers, staffs. Most of them come to visit library for their accomplishment of project works, thesis as well as for their study materials by using Electronic reference materials and all library materials as well.

- Female participation i.e. 40% is lower than the male participation i.e. 60% means less participation of female group in accessing library materials for educational improvement.

- The participation of respondents or library users is high in humanities faculty (56.67%) that shows the active participation for social science subjects but not for other faculties. The cause is that there are not adequate materials for other faculty students. It requires to managing all library materials for all faculty students or staffs as in E-resources.

- More than 80% or many respondents belong to everyday visit of the library and to get access the library materials. Or it means there is compulsory need for academic students for their works, nowadays.

- For different purposes, users or students means about 77% users visit the library with several needs and demands. There isn't only one purpose to visit by library materials.

- It is concluded from the previous data that the most of users are aware about the differences found in library materials.

- There is high ratio of IT section visit than others. In this modern time with IT use, all the respondents want to access their library materials as in e-resources so it should be taken as concentrative part for library management and development.

- Most of the users i.e. 96.67% know the differences between print documents and electronic resources found for educational purpose.

- Most of the users are interested to access those library materials in electronic format i.e. 56.67% as well as in both formats of library materials i.e. 43.33%.

- About 28 respondents i.e. 93.33% know that reference materials fall under library materials and library materials is a broad concept than reference materials.

- There is high majority of users i.e. about 80% who know the reference materials which is used for what and when in the library.

- Most users know what are the different forms of reference materials but there are some users too who don't know that things; it should be more concerned in the library.

- There is huge use of journal articles i.e. 56.67% as reference materials in the

library means there is a need of concentration to manage journal articles as reference materials too in reference section as well as IT section or in other section.

- There is not well management of e-resources than print resources and it is also difficult to access those e-resources properly in the library due to weak management.

- Many users i.e. more than 30% don't use or ask for electronic reference materials; they feel hesitation and difficulties for that and many of them don't know there is the facility of electronic reference materials to access.

- Many of them i.e. 37.67% users don't ask about electronic reference materials with librarians. There is far distance contact or information gap between users and librarian in accessing electronic reference materials.

- The majority of thesis report use is high i.e. 70% rather than other e-resources in the library and it has maximum demand of use for the users.

- Most of respondents i.e. 53.33% had used and accessed e-resources from library, but not all the respondents do so due to the lack familiar environment and services from the library.

- Most of library users know about how to access e-resources i.e. 70% users but some users don't know about that i.e. 30% users so skill building activities in accessing e-resources should be focused.

- 63.33% of users are familiar with about database search used in e-resource but 36.67% of them don't know what database search is and how it is used in e-resources searching.

- It has been crystal clear that more than 50% users aren't using e-resources sufficiently due to different obstacles creates in management aspect of library.

- Who use the electronic reference materials feel easy in handling such as open, save, and copy i.e. more than 76% of the total respondents but many of them don't know whether it is useful or not, the reason is they haven't ever used electronic reference materials in library.

- More than 63% of the users are not satisfied with the adequacy of the e-resources.

- More than 50% respondents had responded that it can be managed much better

to e-resources means it is not managed well. Different management tool should be applied by the man power.

- There is sufficient number of computers mostly but it should be 100% for the number of computers to access e-resources properly in the library.
- According to investigated data, the result shows that many of them are interested to access online reference materials and it should be managed well in library to facilitate the users through electronic reference materials environment.
- It is the demands and needs of users in library to replace the process of traditional way to modern way. No one is opposite to this concept or it is necessary to convert the manual resources to e-resources to follow the information technology age as globalization.

5.3 Conclusions

In Nepal, TUCL as biggest academic library of the country has many challenges and issues in management and development of library. It has also planning and purposes to fulfill the needs and demands of students, researchers, teachers as well as all the users of this library. It depends in the links between library materials and users through the recognition of the users' needs and demands. Library materials are found in both forms i.e. electronic and manual but it should be managed in the library as per the opinions of library users following the principle that library is concerned as managed and developed one if the numbers of library visitors as well as library materials users is in high demand. The major objectives of this study are to evaluate the usefulness and familiarity of electronic library materials in the comparison to manual library materials and to examine their opinions towards electronic reference materials as well as all e-resources available in TUCL. According to this study, it can be concluded that e-resources are in high demand than manual but if the both formats of library materials is managed, it has been come more effective and efficient. The users say that e-resources can be accessed easily rather than the manual. The TUCL users exactly want to access reference materials as well as all the library materials as in E-resources. The e-resources should be familiar for the all users and they should be facilitated through e-resources as per their wish and needs. And another thing is that there is also very effective role of electronic reference materials in which materials,

other library materials such as journal articles, thesis reports etc. are being used by the users as reference materials means they search or locate library materials from those specific materials too except common reference materials.

So it is concluded that about all the library users want to access reference materials as well as all library materials in electronic form and if possible then in both forms too. But it should be more focused in replacing manual documents to e-resources for best results in management and development of the TUCL. The management part of the e-resources should be followed by different planning and activities such as in computers, website access, database management, site subscription and other required tools. For the fulfillment of educational purposes and library purposes, reference materials or all library materials should be in friendly environment of the users.

5.4 Recommendations

On the basis of this study and research, several recommendations can be generalized to make better use of electronic reference materials as well as all e-resources available in TUCL, which are given below in points.

- To make full participation of the users in library, it should be managed a library awareness program in the academic institution.
- Female participation should be encouraged through different schemes and facilities.
- E-resources should be highlighted rather than manual form to facilitate the every service.
- It should be noticed to all faculties' administration about low participation of their students in library.
- It should be managed with different library trainings on different forms of library materials as much as possible.
- Documents should be updated as in e-resources rather than manual.
- Librarians should be aware what the users want about their information and with active services in library.
- Reference materials as well as all library materials should be converted as in e-resources and the users should be notified easily.

- Inter library relation should be well established to share and to get e-resources from other library easily to make library materials (e-resources) up to date.
- Database management, internet access, availability of computers and electricity as well as membership subscription in useful sites should be managed as per the users wish.
- Budgeting is most important factor to manage and develop any organization so for the e-resources, it should be in consideration to manage the budget.
- The knowledge and skills of library staffs and users should be developed to user e-resources themselves and to facilitate others.
- The most important thing is the facility of the issue of e-resources so it should be organized by the responsible person.
- Friendly environment as in home should be always maintained on the factors such as peace, time hours, seats etc.

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Appendix-A
Questionnaire

Dear respondents,

You are requested to provide information and opinions. Please put tick mark and give your views in your own language wherever necessary. Your cooperation in providing data has been highly appreciated.

Note:-The answers has been kept confidential.

Individual survey questionnaire

Name of respondent (optional):-

Gender:-

Age:-

Department/Faculty:-

Level:-

User's groups:-

a. Student   b. college staffs

c. Researcher   d.Others (please specify) ....

1. How often do you visit the library?

  a. Everyday   b. Occasionally   c. Never

2. What is the main purpose to visit the library?

  a. Research   b. Study   c. Entertainment   d. All of the above

  e. Other (please specify) ....

3. Have you ever seen differences in library materials?

  a. Yes   b. No   c. confused

4. Which section do you visit mostly?

  a. IT section   b. circulation section   c. Reference section   d.   all   of

  above e. other section (please specify)....................

5. Printed documents and electronic resources are same?

  a. Yes   b. No   c. confused

6. In which format, Do you like most to access those library materials?

  a. Manual/print   b. Electronic   d. All

7. All the reference materials fall under library materials. Do you agree?

  a. Agree   b. May be   c. Disagree

8. Do all those library materials which is used to locate the required information are reference materials?

   a. Yes   b. No   c. May be

9. Reference materials deal with encyclopedia, dictionaries, bibliographies, directories and so on. Do you agree?

   a. Agree   b. May be   c. Disagree

10. In the following option, which library materials can be also used as reference materials?

   a. Thesis report   b. journal articles   c. Books

   d. all of the above   e. not at all

11. Which format of the reference materials is well organized?

   a. Print resources   b. Electronic resources   c. Both

12. Do you ask for using Electronic library materials in library?

   a. Everyday   b. Occasionally   c. Never

13. To whom do you ask for Electronic library materials?

   a. Friends   b. staffs   c. Librarian

   d. No one   e. all

14. How often do you use Electronic library materials?

   a. Everyday   b. Occasionally   c. Never

15. Which E-resources do you use mostly?

   a. Thesis reports   b. Journal articles   c. Books

   d. other   e. all

16. From which place do you access E-resources mostly?

   a. Library   b. Home

   c. college/university   d. Other (please specify).........

17. Why do you access E-resources from that place? Please mention your opinions.

   ....

   ....

   ....

18. Can you access or search those E-resources yourself?

   a. yes   b. No   c. Not tried

19. Are you familiar with the term Database search for E-resources in library?

   a. yes   b. No   c. May be

20. How much do you access E-resources?

a. Maximum   b. Average   c. Minimum

21. Are electronic reference materials easy to handle (open, save, copy)?

 a. Yes   b. No   c. May be

22. If yes, please mention those reasons:

 ....

 ....

 ....

23. Are the electronic resources adequate?

 a. Adequate   b. Satisfactory   c. Inadequate

24. Do you think E-resources can be managed more properly?

 a. Yes   b. No   c. May be

25. If yes mention your views as recommendations...

 ....

 ....

 ....

26. What do you think about the availability of the computers to use those E-resources in the library?

 a. Sufficient   b. Average   c. Insufficient

27. Have you interested to access online reference materials in the computers?

 a. Yes   b. No   c. If possible

28. If yes, please mention those reasons:

 ....

 ....

 ....

29. Do you agree that all the manual resources of library materials should be converted in E-resources?

 a. Agree   b. May be   c. Disagree

30. If you agree, why it should be converted; please mention your opinions:

 ....

 ....

 ....

Thanks for your kind co-operation...

Appendix-B

Curriculum Vitae

A. PERSONAL DETAILS

Kirtipur, Kathmandu, Nepal
Tel: +977-9848171054
E-mail: guptashailendra128@gmail.com

Name:- Shailendra Kumar Gupta

Father's Name:- Kamal Prasad Gupta

Address:

    Permanent:- Gulariya 8, Bardiya

    Temporary:- Kirtipur, Kathmandu

Date of Birth:- 2047-08-14

Sex:- Male

Marital Status:- Unmarried

Nationality:- Nepali

Religion:- Hindu

Language:- Awadhi, Nepali, English, Hindi, Tharu, Maithili, Bhoipuri

Contact no:- 9848171054/9823047095

B. ACADEMIC QUALIFICATION

S.N	Level	Board	Subjects	Passed years	Division
1.	S.L.C.	Board of Nepal	Account, Optional Math etc	2064	2nd div.
2.	+2	HSEB	English, Education etc	2067	2nd div.
3.	B.Ed.	T.U.	English, Education etc	2071	2nd div.
4.	LLB	T.U.	Criminal law, Cyber law, company law etc	2075	pass div.

| 5. | Mlibsc | T.U. | Cataloguing, classification and ICT etc | running | |
| 6. | MPA | T.U. (private) | public administration, development management, global governance etc. | running | |

C. TRAINING EXPERIENCES:

- ➤ Basic computer skills, Advance and Hardware trainings.
- ➤ Training at Press Club of Nepal for two months.
- ➤ Training at Election Commission Nepal for fifteen days.
- ➤ Library training of 35 days.
- ➤ Training related to law provisions and practices.

D. WORK EXPERIENCES:

1. Working as a teacher for one year.
2. Working as a Computer trainer for two years.
3. Working as a journalist for six months.
4. Working as a field operator at Election Commission Nepal for three years.
5. Working as a library trainer for few months.

....
full Signature