USE OF ELECTRONIC RESOURCES AND ITS IMPACT:

A STUDY OF SOCIAL SCIENCE BAHA LIBRARY USERS

A Thesis

Submitted to the

Central Department of Library and Information Science

In partial fulfillment of the requirements for the

Master's Degree

in

Library and Information Science

Submitted by:

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Tribhuvan University, Kirtipur

Kathmandu, Nepal

July, 2016

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LETTER OF RECOMMENDATION

This is to certify that Ms. Binita Chaudhary prepared this thesis entitled **"Use of electronic resources and its impact: a study of Social Science Baha library"**, under my supervision and guidance. I recommend this thesis for final approval and acceptance.

…………………………

Mr. Bhim Dhoj Shrestha

Thesis Supervisor

Date: July, 2016

LETTER OF ACCEPTANCE

The thesis entitled **"USE OF ELECTRONIC RESOURCES AND ITS IMPACT: A STUDY OF SOCIAL SCIENCE BAHA LIBRARY USERS"** prepared and submitted by Ms. Binita Chaudhary in partial fulfillment of the requirements for the Master's Degree in Library and Information Science is hereby accepted and approved.

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ABSTRACT

The thesis entitled "Use of Electronic Resources and Its Impact: a Study of Social Science Baha Library Users" has been carried out to find out role of SSBL in providing access to scholarly e-resources for the fulfillment of scholarly information needs of the library users. It includes electronic data available by remote access and direct access. The objective of the study is to the use of electronic resources and its impact. Review of eleven different international literatures related to this topic has been done.

This study is descriptive and users – based survey. This study studies specialized users inside Social Science Baha library. The primary data are collected through field survey, using the questionnaire. For collecting the required data for the study, 40 questionnaires were distributed to the respondents and only 30 of them were returned by the users. Among them, researcher scholars 8 (26.67%), students 18 (60%), faculty members 4 (13.33%).

The major findings of this research are: all library users are aware of electronic resources of the library; JSTOR is nominated as the most used electronic resource by most of the library users 20 (66.67%). The study concludes that the use of electronic resources is common among library users, electronic resources service provided by the library is good and most library users are satisfied, benefitted with current available electronic resources in the library. However, there still prevails some weakness which was found in the study. The study recommends for conducting training program every library users in learning about the use of electronic resources, subscribing more electronic resource keeping in mind the priorities and preferences of users to high the level of electronic resources and to cover more subject/work, upgrading band width of internet to access electronic resources and avoid slow download them facilitating for accessing back issues of electronic resources, helping library users personally to reduce difficulty in finding relevant information, encouraging HINARI, ORAE, EBSCO host, Emerald insight, Oxford journals, Cambridge journals, DELNET are also encouraged to use.

DEDICATION

To all my

Respected teachers who

Made me able to come in this stage

and

To my parents for their love and support over the years.

PREFACE

There is a great impact of technology in every field. It has made drastic change in the society. This research reflects the e-resources using habit of library users. The trend of accessing information sources has been changed from printed form to electronic or digital form. Users' demand also changed with the development of ICT. This study tries to find how the users are benefitted by the e-resources subscribed by SSBL, whether they are satisfied from the service or not. This research is focusing to study of use of electronic resources and its impact on Social Science Baha Library users.

This study has been divided into five chapters and each chapter contains references. The brief descriptions of the chapters are given below:

Chapter one contains the introduction of the study. It presents an introduction as background of the study, statement of the problem, objectives of the study, research questions, significance of the study, scope and limitations of the study, definition of the terms/glossary and this heading itself.

Chapter two contains review of literature. Related literatures including books, journals, articles and thesis/dissertation have been reviewed in this chapter.

Chapter three describes research methodology, the nature of the study. This unit includes: research design, population, sample and sampling strategy, data collection procedures, data collection method and data analysis procedures.

Chapter four deal with presentation of collected data and its analysis. All collected data are tabulated and analyzed with detailed interpretations.

Finally, chapter five includes summary of the findings, conclusion and recommendation based on the analysis and finding of the results of data.

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LIST OF ACRONYMS

AACR2 : Anglo American Cataloguing Rules 2

AGORA : Access to Global Online Research in Agriculture

ASA : Acoustical Society of America

CD-ROM : Compact Disk – Read Only Memory

DUL : Dhaka University Library

E- Resources : Electronic Resources

E-Books : Electronic Books

E-Journals : Electronic journals

ERUPS : Electronic Resources User Perceptional Survey

HINARI : Health InterNetwork Access for Research Initiative

ICT : Information and Communication Technology

ISBN : International Standard Book Number

ISSN : International Standard Serial Number

LANs : Local Area Networks

MANs : Metropolitan Area Networks

MARC : Machine Readable Cataloguing

OARE : Online Access to Research in the Environment

OPAC : Online Public access Catalogue

SSBL : Social Science Baha Library

T.U. : Tribhuvan University

WANs : Wide Area Networks

CHAPTER 1

INTRODUCTION

The present study is on "Use of Electronic Resources and Its Impact: a study of Social Science Baha Library Users." This chapter consists of background of the study, statement of the problem, objectives of the study, research questions and significance of the study, scope and limitations of the study, definition of the terms/glossary and organization of the study.

1.1 Background of the Study

The word 'library' has been derived from Latin word 'Libraria'. Libraria is the name of the place where books or other printed and written material is kept safely. In French 'Libraire' means book shop, a person who rents or sells the text to students and in Sanskrit library means 'the home of book'. Thus a library is an organized collection of books and other information materials, covering the whole field of knowledge or any part of it; a library may be available to everyone or restricted to a particular community (Lexicon, 1983). According to Ranganathan "A library is a public institution or establishment charged with the care of a collection of books, the duty of making them accessible to those who require the use of them and the task of converting every person in its neighborhood into a habitual library gore and reader of books"(Kumar,1991).

The pursuit of electronic resources by libraries was driven by the core values of library science. It is possible to recognize in Ranganathan's five laws of library science the motivation that drove libraries to incorporate electronic resources into services and collections. Paraphrased to better suit electronic resources, the laws read: resources are for use, every person his or her resource, every resource its user, save the time of the user, and the library is a growing organism (Howthorne as cited in Ranganathan, 1963). Each technological development in library electronic resources during the 20th century was intended to make access to resources more direct, convenient, and timely for the user. The implementation of electronic resources made the library a growing organism as libraries adapted processes and reorganized staff repeatedly to accommodate the changes inherent in the use of constantly changing technology.

The library profession recognized the potential of computers to make library resources more accessible early in the development of computer technology. Librarians were often enthusiastic and sometimes early adopters of technology. The use of electronic resources in libraries began with the development of the machine-readable cataloging (MARC) format in the mid-1960's, a full 30 years before the introduction of the World Wide Web and its subsequent ubiquity. Bibliographic databases became available at approximately the same time. Libraries provided access to data sets such as census and survey data as early as the 1970's. During the microcomputer revolution of the 1980's, libraries acquired software and data on diskettes and offered databases on CD-ROM. Databases on CD-ROM began to contain full text. Search interfaces became more straightforward and simpler to use. Online catalogs became more common, and libraries began to offer them through the pre-World Wide Web Internet. Tim Berners-Lee created the World Wide Web in 1990. The subsequent development of the Mosaic browser in 1992 led to widespread use of the Web beginning in 1993. The graphical interface and the later development of Web search engines such as Yahoo! made resources on the Internet more accessible to average patrons. Web-based electronic resources were widely available beginning in the mid-1990. Libraries offered Web-based catalogs, bibliographic and full-text databases, electronic journals, and eventually electronic books through the Web. Patrons no longer had to go to the library to do a significant amount of their research (Hawthorne, 2008).

1.1.1 Electronic Resource

An electronic resource is defined as a resource which requires computer access or any electronic product that delivers a collection of data, be it text referring to full text bases, electronic journals, image collections, other multimedia products and numerical, graphical or time based, as a commercially available title that has been published with an aim to being marketed. These may be delivered on CD ROM, on tape, via internet and so on. Over the past few years, a numbers of techniques and related standards have been developed which allow documents to be created and distributed in electric form. Hence to cope with the present situation, libraries are shifting towards new media, namely electronic resources for their collection developments that the demands of users are better fulfilled (Bajpal et al., 2009).

Electronic resources form one of many formats that the Library collects to support its universal collections. The Recommending Officer responsible for the appropriate subject, language, geographic area, or format is responsible for recommending electronic resources. The increased production and reliance on electronic resources demands sustained effort to identify and acquire them. It is the Library's policy with electronic resources, as with all others, to obtain them through copyright deposit unless they are not subject to deposit under sections 407 or 408 of the Copyright Law. Library of Congress (2008) writes:

The Library is committed to preserving its electronic resources just as it is to ensuring permanent access to its collections in other formats. When the Library collects both electronic and analog versions of a resource, both versions are retained as permanent holdings of the Library. For both direct and remote access resources, the Library will endeavor to archive these resources following standard practices, guidelines and legal requirements. Furthermore, the Library will negotiate permission to archive electronic resources either upon collecting or for future archiving should the content provider no longer be able to provide access to the resource. For remote access resources, when permission to archive them is unattainable, the Library will only provide a link to the resource.

An **"electronic resource"** is defined as any work encoded and made available for access through the use of a computer. It includes electronic data available by (1) remote access and (2) direct access (fixed media). In other words: Remote access (electronic resources) refers to the use of electronic resources via computer networks. (AACR2, 2002 edition; glossary). Direct Access (electronic resources) refers to the use of electronic resources via carriers (e.g., discs/disks, cassettes, cartridges) designed to be inserted into a computerized device or its auxiliary equipment.

"Acquire" refers to any electronic resource, remote or direct access, which (1), the Library provides access to through official contractual, licensed, or other agreements (any of these electronic resources may or may not be owned by or housed at the Library) or (2), the Library receives through its acquisitions processes (e.g., purchase, gift, exchange, copyright deposit, ISSN requests, and transfer).

"Collect" refers to electronic resources owned by the Library and selected for the permanent collections. It may also include resources stored elsewhere for which the Library has permanent ownership rights.

"Link" refers to pointers from the Library's web resources or bibliographic records to remote access data.

"Archive" refers to that process of maintenance in a secure and permanent digital repository managed by the Library or for the benefit of the Library.

1.1.2 Historical Background and Growth of Electronic Resources

The information in electronic format was created with the advent of computer in 1950s, it was not until the early 1960s that the first database suitable for searching was developed (Meadow, 1988). The advent of non-book materials in India had been slow. The non-book materials started to appear in the 1960s (Taher and Davis, 1994) , like T.P. Sexena and Saifuddin's Problems of Cataloguing Microfilms in 1962; the Bombay based Atomic Energy Establishment Microforms Bulletin in1963; M.S. Hussain's Audiovisual Librarianship; S.P. Singh's Automation in libraries in 1975 are few examples. Sodak and Schwarz being the first to (1973) conceive electronic form of the scholarly journal; their vision was distribution of computer output microfiche to individual subscribers (Lancaster, 1995). MEDLARS were the first on demand computer-based information retrieval service, and it was developed primarily for the medical profession. In 1971, MEDLINE, the online version of MEDLARS, was the first major online dial-up database search service. DIALOG offered the first public online commercial database. With the introduction of CD-ROM in mid-1980electronic resources began to have a major impact on selection practices in libraries (Meadow, 1998). The emergence of various distribution systems of electronic journals from CD-ROM was the first step to local data loading, where publishers provided image and text data directly to libraries (Barnes, 1997).

1.1.3 Attributes of E-Resources

According to N.S. (2014) e-resources are very powerful, dynamic and indispensable component of modern libraries. Due to information explosion, the expectations of library users are increasing day by day because of the following attributes:

➢ E- resources are space saving.

➢ Due e-resources latest and updated information can be accessed / downloaded instantly.

➢ It is effective, user-friendly and convenient extends local reach to international reach. Its delivery is never time consuming.

➢ E-resources are multi user and allow simultaneous information retrieval anytime, anywhere, thereby improving research atmosphere of the institution.

➢ E-resources provide facilities of integrated text, hypertext, links and multimedia information with background music and animation.

➢ It Provides facility for speedy interactions.

➢ It gives autonomy to users as he has not to wait any other agency to receive the request and send the information. The information is retrieved via ICT and personal visit to library are no more required.

➢ It gives autonomy to writers / authors also as they need not to be dependent on traditional publishers. E- Publishing offers authors the opportunity to reach a global audience in a cost effective manner.

1.1.4 Types of E-Resources

According to Bajpal et al. (2009), the e-resources are basically divided in two major types are:

1. Online e-resources, which may include :

    ➢ E-journal (Full text & bibliographic)

    ➢ E-books

    ➢ On-line Databases

    ➢ Web sites

2. Other electronic resources may include:

    ➢ CD ROM

    ➢ Diskettes

    ➢ Other portable computer database

1.1.5 Introduction of SSBL

The quality of social science education in Nepal is considerably low in compare to the technical man power. It can now boost of, especially at the higher level. This gap has deprived Nepali society of strong leadership in a host of sectors, from politics to academia, and social services to commerce. In a sense, the present social dislocations in Nepal can also be attributed to this lack of and aware a lot leadership. It is to fill this gap that the Social Science Baha ('Baha' from the Newari Equivalent of the Sanskrit term "Bihar" that refers to the traditional monastic centers of learning in the Kathmandu valley) has been set up to facilitate and encourage the study of social sciences in Nepal. The library was established in 2002 by the group of library personality. Since 2003 the library has been open for general readers. The SSB library is situated in Kathmandu at Battisputali. The main objectives of SSBL is to cater information needs of students, teachers, researchers, scholars and other professionals engaged in study, teaching and research activities in the field of social sciences (Brochure of SSBL).

At the most basic level, the lack of valuable social science library stands as an obstacle before students and researchers studying the many discipline of social sciences scholars in Nepal are further constrained by their inability to locate the materials that would allow them to enhance and expand their knowledge. While there are enough Nepali scholars with the skill to produce high quality research, lack of access to appropriate literature, keeps them from doing so effectively. Arrange of library, archives and reading rooms are urgently required in the urban and rural areas of country (www.soscbaha.org).

This library provides online access to JSTOR, a US-based organization providing authorized access to electronic journals. Access is available to the Arts and Sciences collections I and II of the JSTOR achieves. The library also provides users with access to online databases such as AGORA, DELNET, Project Muse, Emerald, Oxford online journals etc. and some of which are not available elsewhere in Nepal (see appendix 2).

1.2 Statement of the Problem

Electronic resource is a key and rich collection of the library of Social Science Baha institution. It has facilitated to access scholarly sites for the purpose of helping in

learning, teaching, and research. The library users can search journals articles (not easily available anywhere but standard articles, reports.) and access in full text. Some of available online materials there are: JSTOR, HINARI, ORAE, OECD, Bio-One, AGORA, IMF eLibrary, EBSCO host, Emerald insight, Oxford journals, Cambridge journals, DELNET etc. There have been conducted some study on the use of electronic resources. But the purpose of the previous study may be different. And there has not been conducted any study on the electronic resources and its impact on the users of this library.

This study has tried to find the answer for the following questions that prevails among the student's making use of this library. There rise many questions for it like:

- Are you aware of these electronic resources?
- What is the purpose of using electronic resources?
- What are reasons for using electronic resources?
- How often do you access to electronic resource?
- What types of electronic resource do you use?
- How much are you satisfied with using electronic resources?
- What are the problems faced in using electronic resources?
- How much are you benefitted of electronic resources?
- How frequent do you use electronic resources?
- Can electronic materials replace traditional materials?

The answer of questions should be found out. It assesses the existing situation of electronic resources with a view to remove inadequacies or shortcomings or plans the next step.

1.3 Objectives of the Study

The objective is to study of use of electronic resources and its impact on SSBL users. It has been designed with a view to achieving the following specific objectives:

➢ To find out the present status of e-resources facilities and services provided by the Social Science Baha Library;

➢ To know the awareness and use of different types of electronic resources;

> ➢ To study the purpose and frequency of using the electronic resources available in the library;

> ➢ To find out the satisfaction level of user with the present collection of electronic resources;

> ➢ To locate the impediments faced by the users while accessing and using the e-resources in the library and

> ➢ To study the impact of electronic resources and services on the academic work of the users.

1.4 Research Questions

The research is based on the following questions related to e-resources:

a) How is the e-resources service provided by Social Science Baha Library?

b) Which e-resources are preferred by the users to access?

c) Is the information need of users fulfilled by using those e-resources?

d) Is there any demand for adding more electronic databases?

1.5 Significance of the Study

This study will provide suitable suggestions and recommendations to improve the e-resources services for the benefit of users in Social Science Baha Library. The study may be helpful for the organizations to spread their information to different users and may prove guidelines for carrying out further research in the similar topic.

1.6 Scope and Limitations of the Study

Every study has its own limitation and scope. This study is focused only on e-resources. It aims to highlight the need of knowledge of e-resources. The study has been performed during the period May 20 to June 19, 2016. The limitations of the study are as follows:

a) The Social Science Baha Library is located at 345 RamchandraMarga, Battisputali (branching off the Battisputali main road towards Ram Mandir, across the road from Hotel Dwarika's).

b) Library users only participates are students, researcher scholars and faculty members.

1.7 Definition of the terms/Glossary

E-journal

E-journals were defined to be publications available in electronic form only and having an International Standard Serial Number (ISSN). An e-journal contains original work which is subject to a peer review process, and is published only on the Web at no cost. (Website)

E-book

E-book is a book published in an electronic format they allow instant access to a book by being able to download the book over the Internet. An e-book can be published in different file formats, for example, plain text, PDF, Rich Text Format, as image file, and others. (Website)

Internet

It is a data communication system that interconnects computer system at various sites. A network may be composed of any combinations of LANs, WANs, or MANs. A International system of networks that connects computers around the world via the TCP/IP protocol. (Website)

CD-ROM

CD-ROM (Compact Disc Read Only Memory) is an optical disc which contains audio or software data whose memory is read only. (Website)

Web site

A set of interconnected webpages, usually including a homepage, generally located on the same server, and prepared and maintained as a collection of information by a person, group, or organization. (Website)

Diskette

Diskette is a small plastic magnetic disk enclosed in a stiff envelope with a radial slit; used to store data or programs for a microcomputer, "floppy disks are noted for their relatively slow speed and small capacity and low price". (Website)

OPAC

An OPAC (Online Public Access Catalog) is an online bibliography of a library collection that is available to the public. OPACs developed as stand-alone online catalogs, often from VT100 terminals to a mainframe library catalog. OPAC is the gateway to library's collection. (Website)

Search engine

It is computer software that searches a collection of electronic materials to retrieve citation, documents, or information that matches or answers a user's query. (Website)

Electronic Library

An electronic library is a heterogeneous system in which information is available in hard copy, on magnetic tape and discs, CD-ROMs and videodiscs, and also from online sources. It's an electronic or online library where one can have access to books, journals, novels, articles, or any other information over net. (Website)

Catalogue

A library catalogue is list of documents in the holding of a library or group of libraries. A library catalog can serve as a bibliography to a limited extent but the reverse is not true. (Website)

Bibliographic database

It refers to data entered systematically in a defined structure. In a given framework of software, bibliographic elements of bibliographic items, defined by ISBD like title and statement of responsibility, edition, material designation, place and publisher, pagination, series, note, ISBN/ ISSN are fed in computer. The programming of such software make possible to retrieve and disseminate the information systematically

when required. It can be said as metadata, the data about data. Metadata are structured data provide a short summary about any information resources (Pradhan, 2004).

MARC

The MARC (Machine-Readable Cataloguing) format is the standard used for the representation of bibliographic and related information for books and other library materials in machine – readable form and their communication to and from other computers. MARC21 is the new standard MARC. (Website)

Database

Any systematically ordered collection of information usually stored on computer files or on CD-ROM. Data is generally structured so that it can be bought and retrieved automatically. (Website)

1.8 Organization of the Study

Sequence of topic and sub topics of the study have been organized in suitable manner so that the study could be easy to understand. The definitions of the terms are also given to help the readers. The research study has been set up according to the given format from the Central Department of Library and Information Science, TU.

The study has been divided into five chapters which are as follows:

The first chapter deals with introduction which includes background of the study, statement of the problem, objectives of the study, research questions, significance of the study, scope and limitations of the study, definition of the terms/glossary and this heading itself.

The second chapter deals with the relevant studies of the literature i.e. review of related literature. The saying and opinions of the experts are coated in different places according to their relevancy.

The third chapter deals with research methodology which includes research design, population, sample and sampling strategy, data collection procedures, data collection method and data analysis procedures.

The fourth chapter deals with the analysis and presentation of data. In this chapter data collected during the study have been tabulated and analyzed with detail interpretation. The conclusions and recommendations are based on this chapter.

The fifth chapter deals with summary, conclusion and recommendation. This chapter concludes the study with brief summary and findings. Then, recommendations developed from the study have been included.

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CHAPTER 2

REVIEW OF RELATED LITERATURE AND

CONCEPTUAL FRAMEWORK

This chapter contains review of literature. Different articles, journals and past research 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

A review of literature for a research project serves essentially the same purpose as a road map and travel plan for a journey. Both provide a base of information on which to carry out the respective endeavors. Literature is all information in printed or oral form that is available on topic of research interest (Adams and Schvaneveldt, 1985). Review of literature is an essential part of all studies. It is a way to discover what other research in the area of our problem has uncovered. A critical review of the literature helps the researcher to develop a thorough understanding and insight into previous research works that relates to the present study. 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 & Pant, 2005).

According to a training course material published on website of INASP entitled 'introduction to e-resource management', an electronic resource is any information source that can only be accessed using a computer. It may be electronic version of print or may be electronic version only. There are many benefits of e-resources. They are as follows:

- Current (very current contents)
- Sharing of resources (can be accessed by many at the same time)
- Easy to access related items
- Easy to browse
- Saves times for both user and staff
- No cataloguing (MARC records are part of the package)
- Economic (subscribe or purchase in packages)

- Enhanced security (no loses, no mutilation)
- Easy to monitor and evaluate usage (publishers provide usage statistics)

The benefits listed above enhance access to quality content which leads to more and better research output (as cited on Tamang, 2015).

Ansari & Zuberi (2010) explored the University of Karachi's facilities for using electronic resources. Some departments had fully-equipped computer labs, while some had a few computers. A few departments also provided computers to individual academics in their offices. An Internet connection was available to 92.9 percent of the departments. A majority of the academics had computer skills that facilitated the use of electronic resources, although a majority had little knowledge of electronic resources, which was not a positive aspect of the findings. Most use both electronic and printed resources, and only printed sources. Electronic resources were used for research and for preparation of lectures. Lack of knowledge and lack of facilities were the main reasons for not using electronic resources. Nearly all respondents were satisfied or quite satisfied with available resources.

Egberongbe (2011) showed that the uses of e-resources are very common among the Lecturers and research scholars of University of Lagos. It also showed that majority of teachers and research scholars are dependent on e-resources to get desired and relevant information. It was however, revealed that practical uses of e-resources are not up to the worth in comparison to investments made in acquiring these resources. Moreover, infrastructure and training, programmers are essential for better use of electronic resources campus-wide. It is evident from the analysis that the availability of e-resources on the campus is almost sufficient for all the existing disciplines but that the infrastructure to use the resources is not adequate and is actually hindering the ability to meet the requirements of users.

Bashorun et al., (2011) examined the user perception of the electronic resources by the academic staff of the University of Ilorin. The sample consists of 250 academic staff selected from eight (8) out of the twelve (12) faculties that made up of the university. Data were collected through an electronic resources user perceptional survey (ERUPS). Responses were received from 225 (90%) academic staff of the eight faculties. Analysis revealed frequency of use of electronic resources was low.

Reasons alluded to were lack of time because of the time required to focus on teaching; lack of awareness to electronic resources provided by the library; power outage, ineffective communication channels, slow network and inadequate searching skills. The study recommended adequate Information and Communication Technologies (ICT) training for all categories of academic staff and provision of adequate power supply.

Dhanavandan et al., (2012) was to identify how electronic information resources are utilized by academic library users and specific trends that can be seen among faculties and students. Further the study also examines the use pattern, acceptance, perceived importance and satisfaction on electronic resources over print resources. The major findings were students were leading users of e-resources in terms of respondents, 77% of students and 23 % of faculty members. Majority of the users (42%) indicated that they preferred print version of resources for their convenience. 36% of users from the computer science & Information technology. It was higher than others. In the aspect of frequency of visit, 29 % of users visited library at weekly once and 7% of rarely visited to library. The total 113 users awarded of facilities and services of digital library and made use of it. 30% users visited digital library at weekly once and made use of it. Only 12% of the respondents used e -resources rarely. A total of only 24 respondents indicated they have at least 2 years experience in using e-resources, an indicator that the concept of e-journals was still fairly new phenomenon. Most (45%) of the students using the e-resources for studying and 18.6 % of users for updating the knowledge. Half of the users (55%) preferred electronic journals and e-books. It was higher than the other types of resources. And 28 % of respondents preferred CDs/DVDs. The highest percentage (34%) of the users accessed the IEL online. Only 8 respondents felt that poor collection of resources available in digital library. The problems encountered by the users were measured, 31% of the respondents rated that downloading was a major problem. Also 26% of the users said that lack of knowledge was another major problem. Majority (66%) of the respondents satisfied with the e-resources available in the library. They were giving more importance to electronic version of documents. With the availability of more resources through the Internet with high-speed connectivity the demand for e-resources in their specific subject was increasing. Accordingly, the libraries had to evolve more scientific methods to develop a standard collection of e-resources along with print documents assessing the requirements of the users' community.

Habiba & Chowdhury (2012) presented and analyzed the status of electronic resources facilities and services provided by the Dhaka University Library (DUL). It also discussed the purpose of using e-resources, benefits, subject coverage status, overall user satisfactions, problems that were faced by DUL users while accessing e-resources and perceived impact of e-resources on users. Finally, it reported the results from questionnaire-based survey of e-resources use and its impact on DUL users.

Mostofa (2013) examined the existence of various e-resources and services available in some selected Private University Library at Dhaka, in Bangladesh. The study also highlighted different types of electronic resources used by students, the purposes and frequency of using electronic resources and the problems faced by the students while accessing and using the electronic resources in the library.

Mittal (2013) aimed at finding the use of e-resources by the research scholar, students and faculties in universities and colleges. Majority of the respondents used e-resources for educational purposes; the respondents used the e-resources for research work. But they did not get any training from university library; they learned to use e-resources either by self instructions or with guidance from colleagues and friends. The e-resources could be accessed by the respondents at different places such as university and at home. It was also found from the analysis that most of the users were not giving enough facility for the use of e-resources.

Singh (2013) investigated the use of electronic resources by the students, research scholars and faculty members of IIM Bangalore. It examined the user's awareness of the different types of e-resources available in the IIM Bangalore Library, purpose and frequency of using e-resources by the users, the factor affecting resource utilization, impact of e-resources and services on the academic work of the users, suggested the ways and means for the effective use of e-resources and services available in the IIM Bangalore Library, etc.

Selvaganapathi & Surianarayanan (2013) was to examine the acceptance of e-resources by faculty members of St. Xavier's Catholic College of Engineering, Chunkankadai, and determined usage, satisfaction of users and barriers faced in the access of e-resources. The questionnaire method was used to examine and collect data from the faculty. The present study indicated that the survey of the 90 samples taken

from the faculties of St. Xavier's Catholic College of Engineering, Chunkankadai India. 70 Samples were from Assistant Professor categories, 10 Samples from Associate Professor categories and 10 Samples from Professor categories. This study evaluated how the electronic resources could be used by faculties to improve efficiency and productivity in academic activities.

Selvaraja & Sarsvathy (2013) was to assess the use and impact of electronic resources on R & D institutions library users in the Mysore city, Karnataka. A questionnaire survey of research community from the three R&D institutions libraries at the Mysore city of Karnataka was conducted. In a total 180 questionnaires were distributed among the users, out of which 140 users were responded. It also assesses use of print vs. electronic resources, awareness about use of electronic resources, quantum of time spend to search required information, interfaces used by the users to begin search process and importance given by the users to e-resources for their research work also discussed. Further, the preference given by the users to read retrieved information, the extent of satisfaction by using print and e-resources and the barriers faced by the users while using e-resources are discussed. Finally, the suggestions were given for the improvement of use of e-resources and to overcome from the barriers faced by the users while using e-resources also explained.

Nirupmachohda (2015) was to examine the impact of e-resources on university libraries. The present paper examines the various e-resources, databases available in Punjab University Library. The investigator explored the preferences and importance of e-resources. The purpose and problems faced while accessing online resources by the post graduates and research scholars are also identified. A well structured questionnaire was prepare and distributed among users in Punjab University to evaluate the e-resource facility. It was revealed that 80% respondents are aware about the availability of OPAC, e- resources etc. It was found that respondents (38.67%) explore electronic books followed by 32% electronic journals. It was observed that 73.33%respondents are satisfied with e-resources which are available in the library. Library should provide user training and new techniques like controlled vocabulary and advanced search strategies which can make electronic search process much faster and easier should be brought to notice among the electronic resources users.

2.2 Conceptual Framework of the Study

After the review of literature, a framework for the study has been developed which is as follows:

```
┌─────────────────────────────────────────────────────┐
│            Use of E-Resources and Its Impact          │
└─────────────────────────────────────────────────────┘
```

```
┌──────────────────┐        ┌────────────────────────────────────┐
│      Tools        │        │              Facilities             │
│                   │        │                                     │
│  * Questionnaire  │───────▶│   *    Infrastructures              │
│                   │        │                                     │
│                   │        │   *    E-resources                  │
│                   │        │                                     │
│                   │        │   *    Services                     │
└──────────────────┘        └────────────────────────────────────┘
```

```
┌─────────────────────────────────────────────┐
│              Find user condition              │
└─────────────────────────────────────────────┘
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┌─────────────────────────────────────┐
│          Level of e -resources        │
└─────────────────────────────────────┘
```
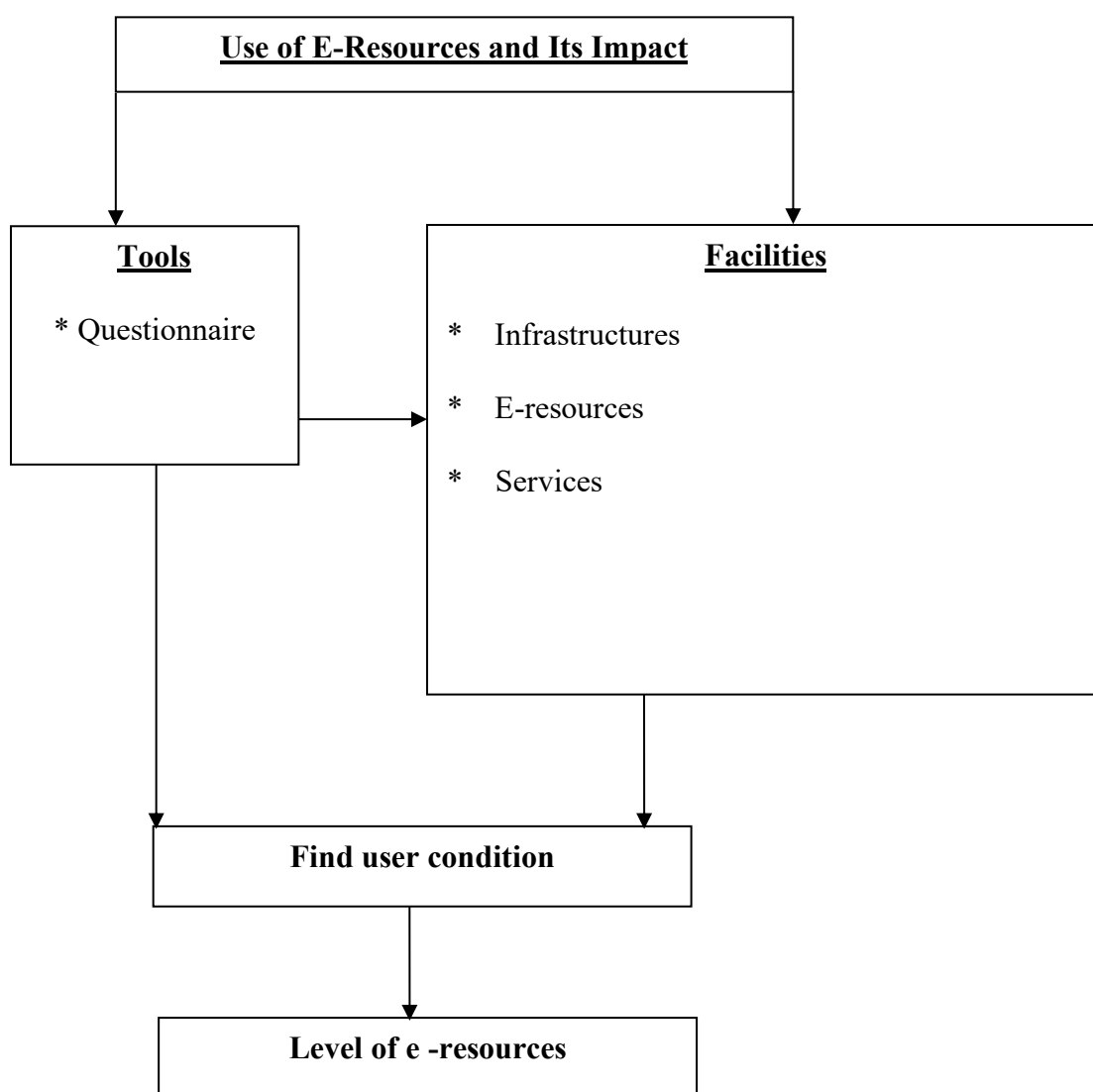
The figure shows that the library users level of e-resources were determined eliciting the information related to the facilities provided by the library of Social Science Baha such as available e-resources, technology used, etc. On the tool such as questionnaire, the overall condition of the library was found.

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CHAPTER 3
RESEARCH METHODOLOGY

This chapter presents research methods of the study as research design, population, data collection procedures, 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. In this process, the existing assumption, practices, facts are put into the key of observation, experimentation, interpretation and conclusion superimposing a picture over the old one. 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).

Research methodology is a way to solve the research problem systematically. It considers the logic behind the methods we use in the context of our research study and explain why we are using a particular method or technique and why we are not using others so that research results are capable of being evaluated by researcher.

3.1 Research Design

A research design is the arrangement if conditions for the collections and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure (Kothari, 1986).

Research design is the plan for the activities to be undertaken during the course of a research study. The research design serves as frame work for the study, guiding the collection and analysis of the data, the research instruments to be utilized and the sampling plan to be followed. Specifically speaking, research design describes the general plan for collecting, analyzing and evaluating data. (Wolff & Pant, 2005).

Design is the overall plan of any proposed activity. The design of research project guides the researcher how to conduct the study. A research design defines for collecting and analyzing data.

It is believed that any librarian or information scientist becomes aware of the requirements of his readers. It is because he deals with them daily, hears them, talks to them, and observes them making use of the library and information services. He

pieces together the information he thus collects to have a fair assessment of the requirements and behavior of his clientele. But there are others who feel that the above method may not be an accurate measure of the requirements of the users as also may not indicate their habits correctly. According to them what the librarian or information scientist would know will be what be taken as representative. A large number of the users, it is believed, are shy and they refrain from making comments on the library services or from approaching the librarian for their requirements on their own under normal circumstances. To ascertain the opinions and requirements of vocal as well as shy users a systematic study through users surveys is indispensable (Prasher, 1991).

A survey means examining of a situation to ascertain needed facts. Line defined a user survey as a "systematic collection of data concerning libraries, their activities operations, staff, use and users at a given time over a given period" (Line, 1967). For social phenomenon a survey method is an effective and sensitive instrument for collecting relevant data. Since libraries and information centers are social institutions are social institutions, the survey method has been adopted with success as a basis for many investigations into library services and uses. The accurate data and quantifiable facts generated by the investigations can be used for making policy decisions or for implementing long - rang plans (Prasher, 1991).

Surveys are of four types:
1. Descriptive
2. Analytical
3. survey - based; and
4. Users-based

This study is descriptive and users -based survey. A descriptive survey simply describes the situation. It does not attempt to theories. Its purpose is to collect and interpret the facts regarding a situation without looking for connections between two events and offering explanation for theses (ibid, 1991). This study studies specialized users inside Social Baha library.

Nowadays, there is an increasing tendency on the part of students and teachers to do research. The selection of a research topic is the first and foremost problem that the prospective researchers face. A researcher attempting to solve his/her problem should necessarily prepare a plan which will help him/her to attain his ultimate motto. This plan is nothing but a research design. Thus, the research design is the plan, structure and strategy of investigation conceived so as to obtain answers to research questions and control variance. The design may be a specific presentation of the various steps such as selection of research problems, the formulation of the hypothesis, conceptual clarity, and methodology, survey of literature, bibliography, data collection, interpretation, presentation and report writing in the process of research.

A methodology used for collecting data was questionnaire based. All the questions were specifically prepared and closely related with the use of electronic resources and its impact. These questionnaires were randomly distributed to the Social Science Baha Library users and were successfully retrieved from users.

3.2 Sources of Data

The major source of data is primary which is used for this study. The primary data are collected through field survey, using the questionnaire. For questionnaire see appendix 1. A survey research method 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.

3.3 Population

The population of the study is the total number of the Social Science Baha Library users. The population frame for this study comprises only those students, research scholars and faculty members during the period May 20 – June 19, 2016. For the user survey, the students, researchers and faculy members are the respondents. Only the students, researchers and faculty members in willing to fill-up the questionnaire are chosen. They are assumed for the sample universe of the study among them, a total of 40 questionnaires are distributed randomly to Social Science Baha Library users, of which 30 questionnaires are returned and used for analysis. Out of the users, 60 percent are students, 26.67 percent are researchers and 13.33 percent are faculty members.

The questionnaire distribution of the respondents is shown in the following table and figure:

Table 1: Category of Questionnaire Distributed and Returned

Questionnaire Distribution	No. of Respondents	Percentage
Returned questionnaire	30	75
Not returned questionnaire	10	25
Total	40	100

Source: field survey (2016)

Figure 1 : Category of Questionnaire Distributed and Returned
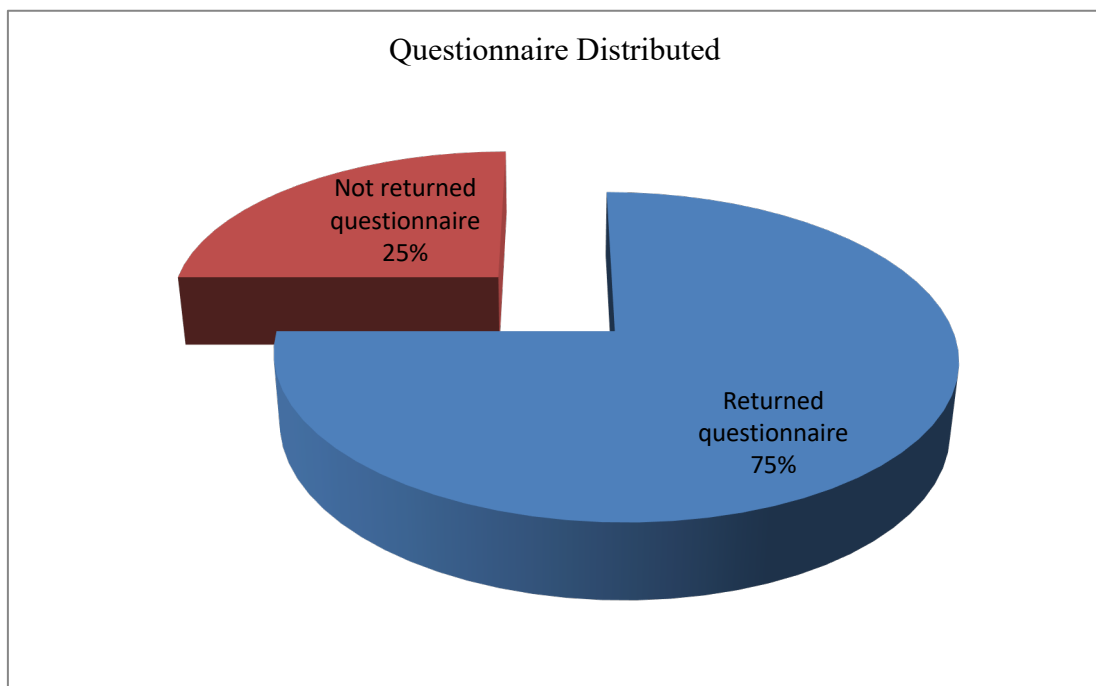
From the above the table and figure show the distributed questionnaire for data collection. Out of 40 questionnaires distributed, 30 are returned questionnaire i.e. 75% of the total respondents and 10 are not returned questionnaire i.e. 25% of the not respondents.

3.4 Sampling Procedure

Sampling is the process of selecting a number of individual for a study in such a way that the individual represent enlarge group from which they were selected. The individual selected comprise the sample and the large group is referred to as population. The population is the group of interest to the researcher. This is the group

of which the researcher is interested to study to come at the conclusion to be generalized. The purpose of sampling is to gain information about population (Khati, 2006).

In this study, Social Science Baha Library has been selected. The best method of studying a population is by complete enumeration of all units. This is not operationally feasible because of financial constraints. Hence, adequate samples are drawn which are representative of all units in a population by selection of appropriate sample methods. This study is based on random sample. Random sample is the scientific methods of selecting samples according to some laws of chance in which each unit in the population (universe) has some definite pre-assigned probability of being selected in the sample. They are considered as a user group of all the information services of the library. 30 populations are selected randomly for the purpose of this study.

3.5 Data Collection Method

According to the objectives of the study, the researcher prepared one set of questionnaire in full consultation with guide. The information is collected through field questionnaires, with selected that library. The required data and information have been collected from the primary source with the help of the structured questionnaire. The questionnaire has especially been designed to cover all the required data and information of the study.

3.6 Data Analysis Procedures

The analysis is based on 30 respondents received from the users. After questionnaire, the collected data and information have been organized in a systematic order for analysis. Editing, coding, classification, categorization etc. are some of the procedures for analysis. The complete filled up questionnaire are checked to ensure if the result is accurate, consistent, and reliable and the incomplete formats for analysis of data are rejected. In this study, descriptive and analytical methods are used for presentation of collected data and for information, simple statistical tools are used.

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CHAPTER 4

ANALYSIS AND PRESENTATION OF DATA

This chapter deals with the analysis, presentation and interpretation of the study.

It is one of the most important steps in the research process. The purpose of analyzing the data is to change it from an unprocessed form to an understandable presentation. The collected data need to be aggregated into a form that presents the summary of answers from respondents. The analysis of the data consists of organizing, tabulating, performing statistical analysis and drawing inferences.

Here, the collected data have been presented in tables and figures and some have been analyzed and interpreted.

4.1 Responses from Users

In this part, the questionnaire is analyzed in two different stages. Questions regarding general information like sex, distributed, etc. of the users are analyzed in the first stage. Questionnaire regarding use of library and e-resources are analyzed in the second stage.

4.1.1 Group A: User's Personal Information
4.1.1.1 Category of Users

This question was asked to the respondents asking them in what type of library users, they want to rank themselves. Different categories like, students, research scholars and faculty members were provided for ranking themselves. Following is the statistics of the respondents:

Table 2 : Category of Users

Category of users	No. of respondents	Percentage
Students	18	60
Research scholars	8	26.67
Faculty members	4	13.33
Total	30	100

Source: field survey (2016)

Figure 2 : Category of users

Category of users

Faculty members 13.33%

26.67%

Research scholars

Students

60%
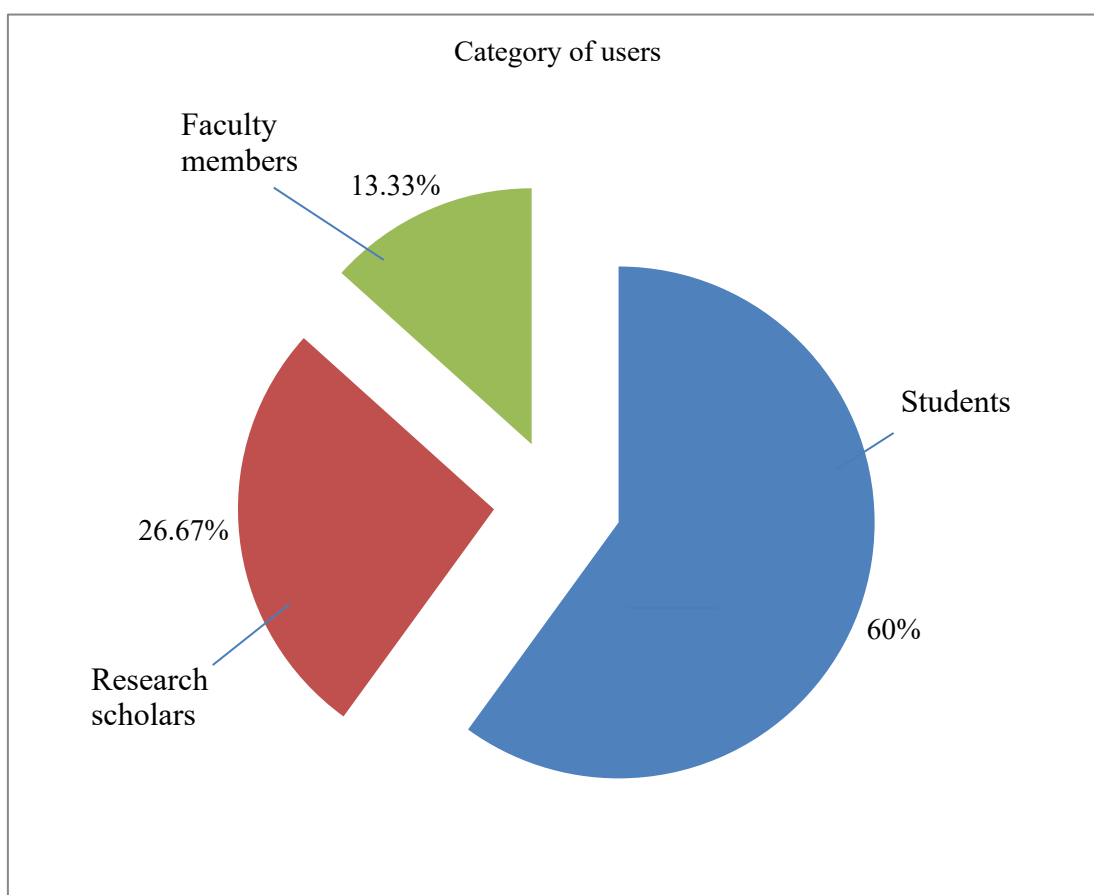
Among total 30 respondents,18 ranked themselves as students i.e. 60% of the total respondents, 8 of them ranked themselves as research scholars i.e. 26.67% of the total population,

4.1.1.2 Sex Distribution of Respondents

Next question was asked about the sex of the respondents. This question was asked to know either male or female access the library (e-resources) most. The sex distribution of the respondents is as follows:

Table 3: Sex Distribution of Respondents

Sex	No. of respondents	Percentage
Male	18	60
Female	12	40
Total	30	100

Source: field survey (2016)

Figure 3 : Sex Distribution of Respondents

Sex distribution of respondents

40%

60%
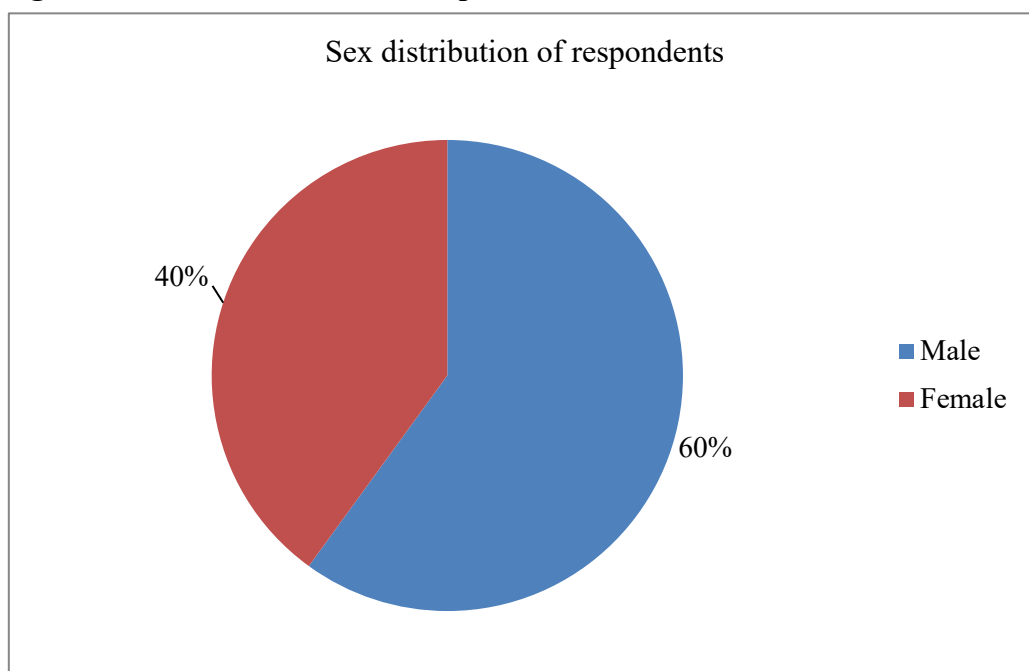
■ Male

■ Female

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

4.1.2 Group B: Users' Understanding Regarding to E-resources
4.1.2.1 Awareness of Electronic Resources

Library users were asked whether they know about the awareness of electronic resources or not. Two options were provided i.e. yes or no. The responses from the library users are as follows:

Table 4 : Aware of Electronic Resources

Aware	No. of respondents	Percentage
Yes	30	100
No	0	0
Total	30	100

Source: field survey (2016)

Figure 4: Aware of Electronic Resources
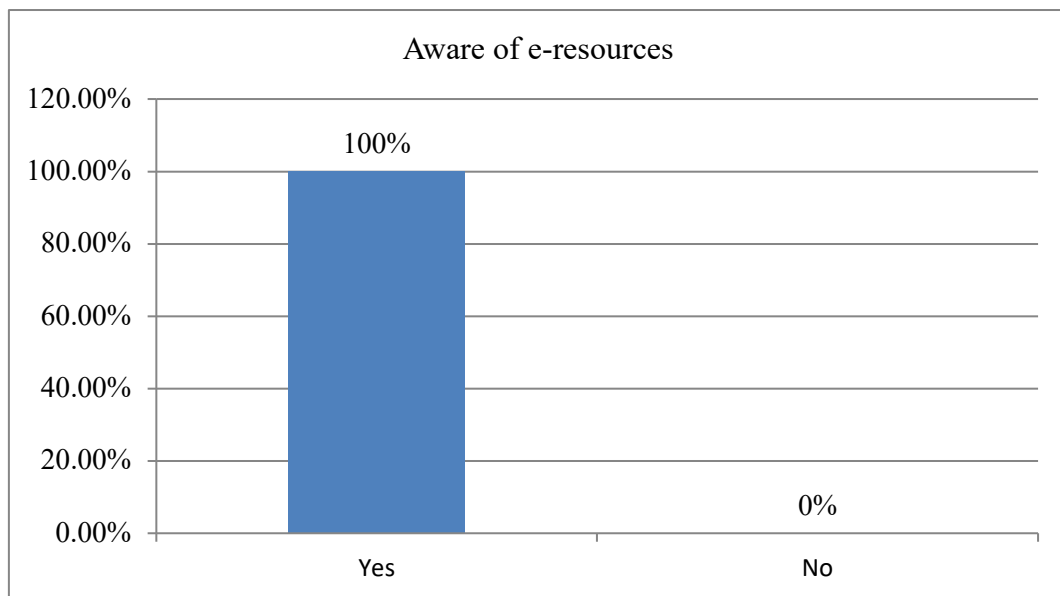
Among total 30 respondents, all of them have replied yes which is 100% of the total respondents.

4.1.2.2 Access to Electronic Resources

This question was asked to the respondents to how often do library users accesses to electronic resources. Four options were provided as very often, when necessary, occasionally and never. Following is the responses from the respondents:

Table 5: Access to Electronic Resources

Access	No. of respondents	Percentage
Very often	17	56.67
When necessary	13	43.33
Occasionally	0	0
Never	0	0
Total	30	100

Source: field survey (2016)

Figure 5: Access to Electronic Resources
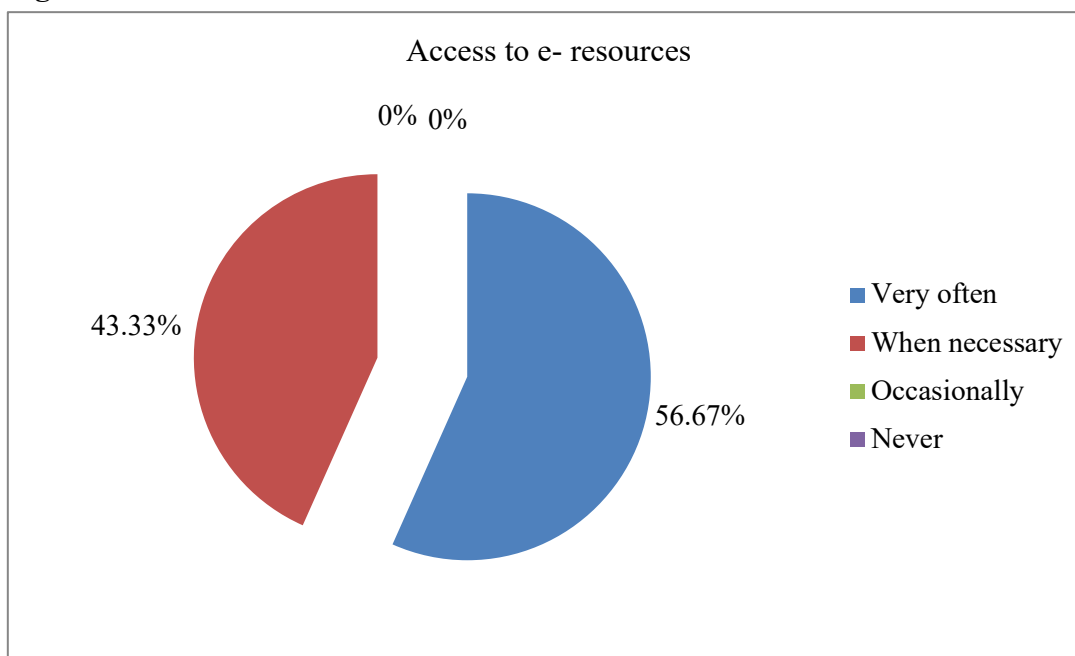
Among total 30 respondents, 17 of them have commented very often which is 56.67% of the total respondents and 13of them have commented when necessary which is 43.33% of the total respondents.

4.1.2.3 Purpose of Using Electronic Resource

In this question, respondents were asked about their purpose of using electronic resources. Different four options were provided for selection as research, current information, learning and teaching. The responses from the users are as follows:

Table 6: Purpose of Using Electronic Resource

Purpose	No. of respondents	Percentage
Research	17	56.67
Current Information	5	16.67
Learning	5	16.67
Teaching	3	10
Total	30	100

Source: field survey (2016)

Figure 6: Purpose of Using Electronic Resources
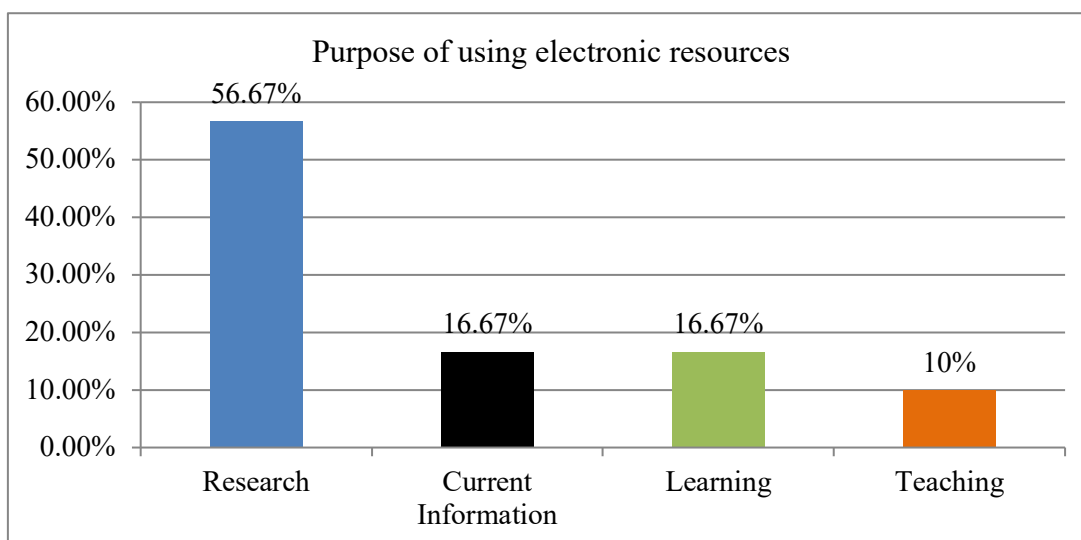
The SSBL users use electronic resources for many purposes. Among 30 respondents, 17 respondents are mostly used electronic resources for research i.e. 56.67% of the respondents, 5 respondents are used e-resources for current information and learning i.e. 16.67% of the respondents 5 respondents are used e-resources for learning i.e. 16.67% f the respondents and 3 respondents are used electronic resources for teaching purpose i.e. 56.67% of the respondents.

4.1.2.4 Types of Electronic Resource Used by Library Users

Library users were asked about the types of electronic resource used. Different five options were provided for selection as library catalogues, electronic journals, CD-ROM, bibliographical databases and electronic books. The responses from the users are as follows:

Table 7 : Types of Electronic Resource Used by Library Users

Types	No. of respondents	Percentage
Library Catalogues	5	16.67
Electronic journals	17	56.67
CD-ROM	0	0
Bibliographical databases	3	10
Electronic books	5	16.67
Total	30	100

Source: field survey (2016)

Figure 7: Types of Electronic Resource Used by Library Users
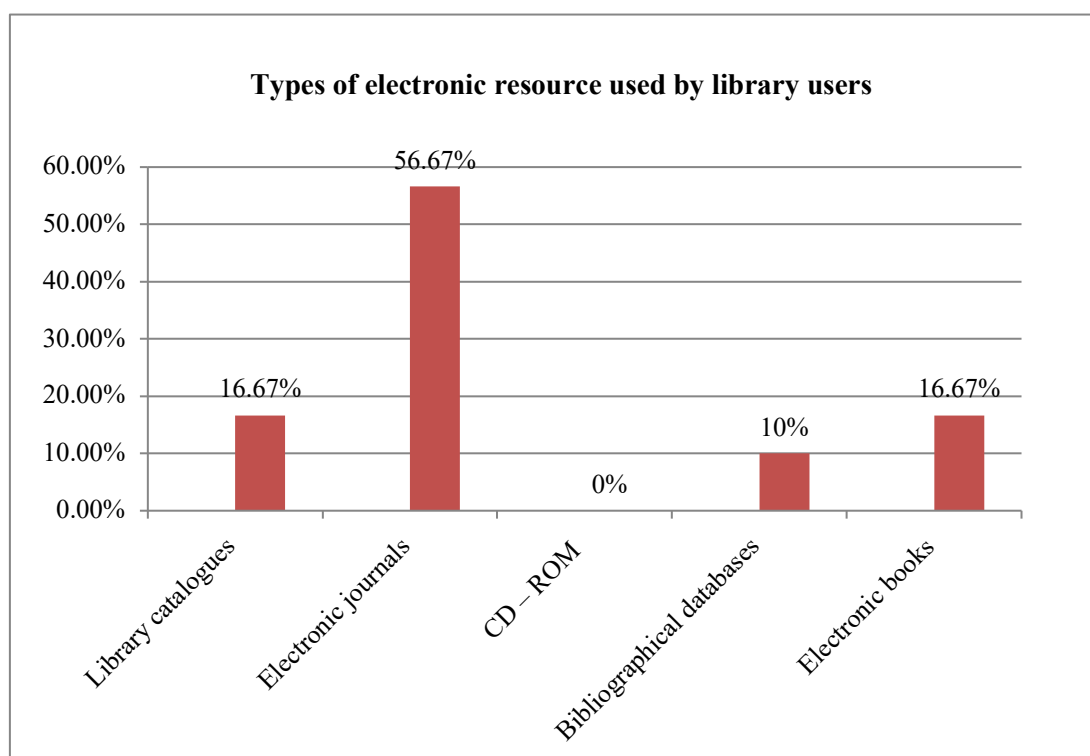
Among total 30 respondents, the majority of users 17 respondents are prefer to use electronic journals i.e. 56.67% of the respondents, second highest number of users 5 respondents are used library catalogues i.e. 16.67% of the respondents and 5 respondents are used library electronic books i.e. 16.67% of the respondents and the lowest users 3 respondents are used bibliographic databases i.e. 10% of the respondents. None of the respondents have mentioned the type as CD-ROM.

4.1.2.5 Methods of Learning about the Use of Electronic Resources

In this question, respondents were asked about their methods of learning about the use of electronic resources. Different four options were provided for selection as guidance from friends, trial and error method/ self instruction, library staff and training programmers. The responses from the users are as follows:

Table 8: Methods of learning about the Use of Electronic Resources

Methods	No. of respondents	Percentage
Guidance from friends	8	26.67
Trial and error method/ Self instruction	12	40
Library staff	10	33.33
Training programmers	0	0
Total	30	100

Source: field survey (2016)

Figure 8: Methods of Learning about the Use of Electronic Resources
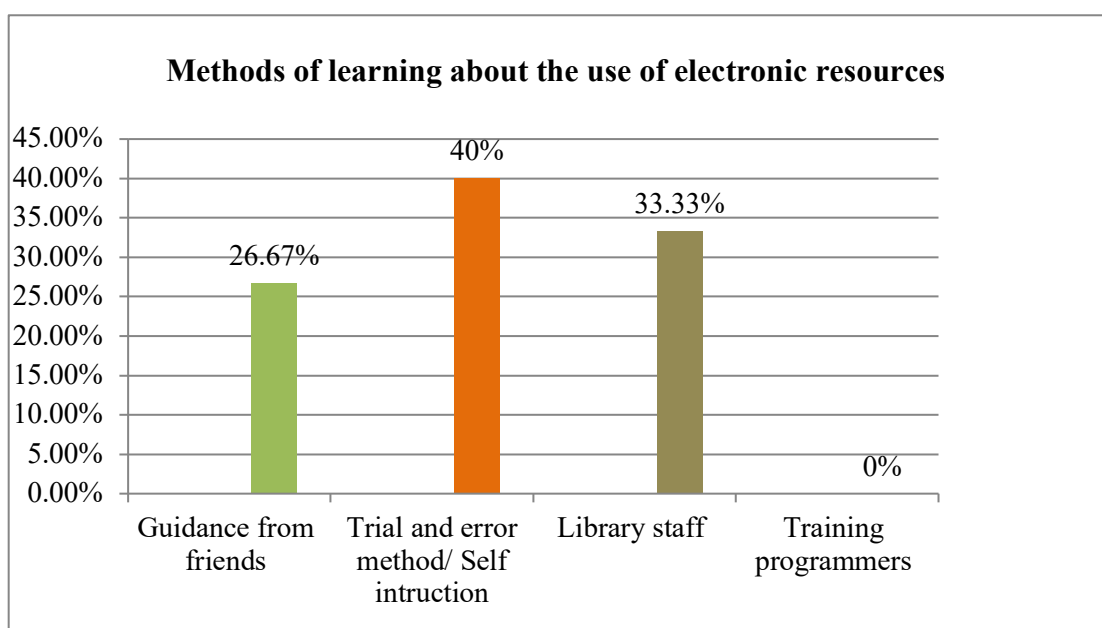
Among total 30 respondents, 8 of them are guidance from friends which is i.e. 26.67% of the respondents, 12 of them are trial and error method/self instruction which is i.e. 40% of the respondents and 10 of them are library which is i.e. 33.33% of the respondents.

4.1.2.6 Level of Electronic Resources

Library users were asked about the level of electronic resources. The responses from the respondents are as follows:

Table 9: Level of Electronic Resources

Level	No. of respondents	Percentage
Low	0	0
High	15	50
Below average	3	10
Very high	0	0
Average	12	40
NA	0	0
Total	30	100

Source: field survey (2016)

Figure 9: Level of Electronic Resources
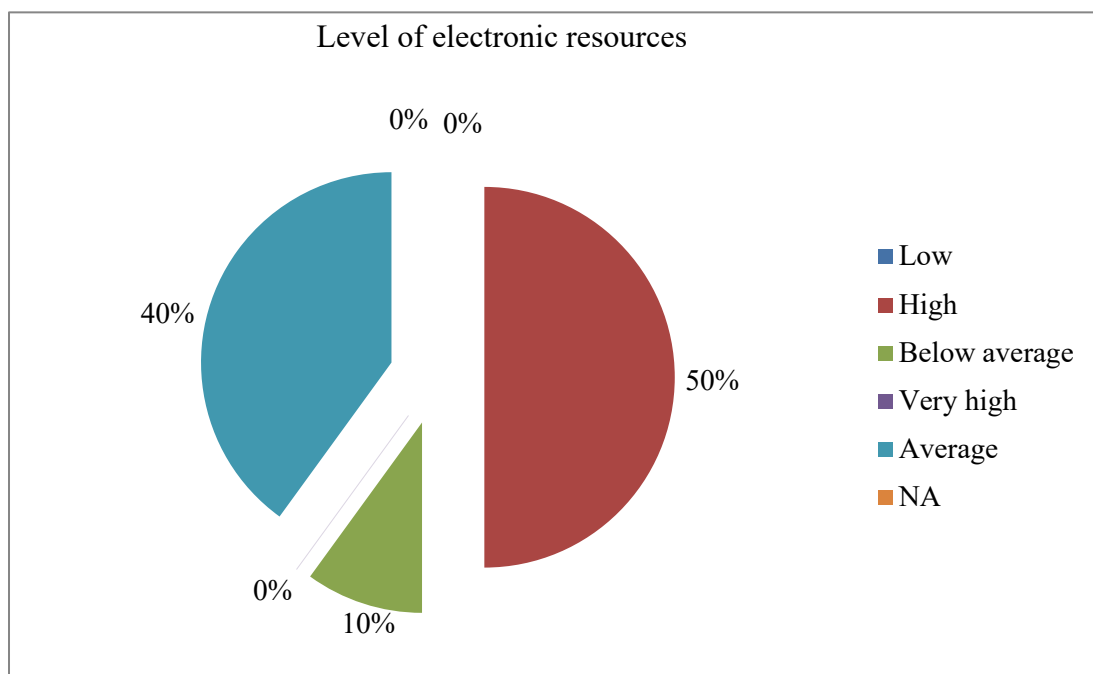
Out of the 30 respondents, 15 users replied that the level of materials available in SSBL is high i.e. 50% of the respondents, 3 users indicated their level as below average i.e. 10% of the respondents and 12 users acknowledged that the level of materials are average i.e. 40% of the respondents

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4.1.2.7 Coverage of Subject/Work

Respondents were asked about the level of coverage for subject/work. The responses from the respondents are as follows:

Table 10: Coverage of subject/work

Level	No. of respondents	Percentage
Low	0	0
High	16	53.33
Below average	2	6.67
Very high	2	6.67
Average	10	33.33
NA	0	0
Total	30	100

Source: field survey (2016)

Figure 10: Coverage of subject/work
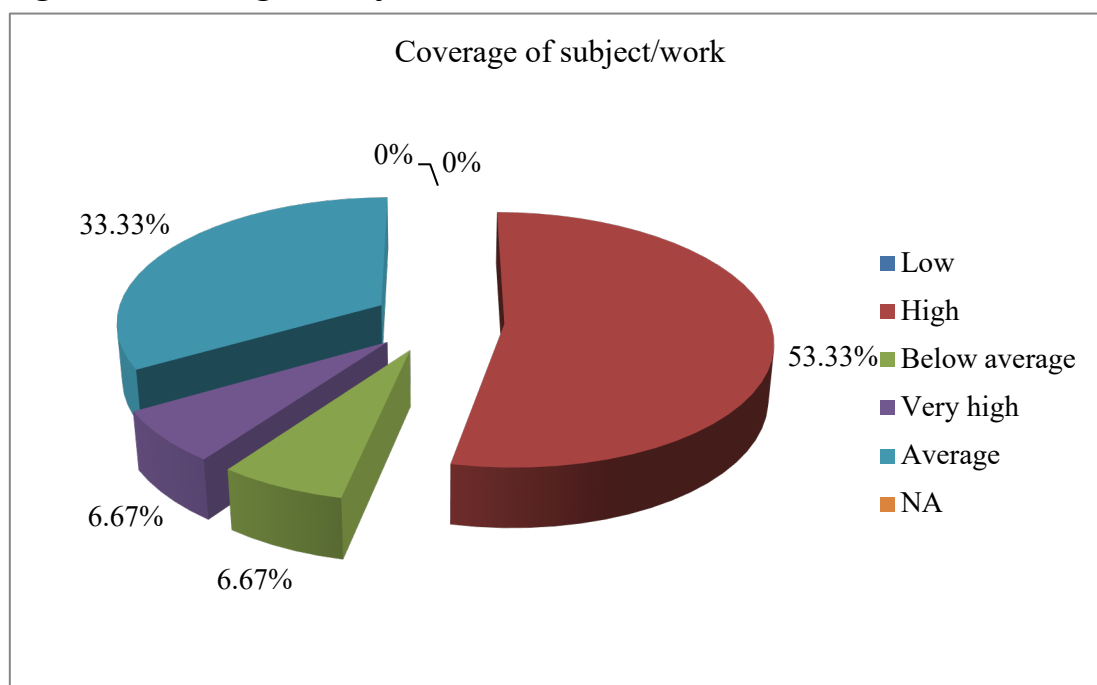
Among 30 respondents, 16 respondents explained that electronic resources coverage of their subject/work is highly i.e. 53.33% of the respondents, 2 respondents noticed electronic resources cover their subject/work in below average i.e. 6.66% of the respondents, 2 respondents used level is very high i.e. 6.66% of the respondents and 10 respondents used level is an average i.e. 33.33% of the respondents.

4.1.2.8 Availability of Computer Facilities in the Library

In this question, library users were asked whether these adequate availability of computer facilities in the library. The responses from the respondents are as follows:

Table 11: Availability of Computer Facilities in the Library

Availability	No. of respondents	Percentage
Low	2	6.67
High	15	50
Below average	3	10
Very high	3	10
Average	7	23.33
NA	0	0
Total	30	100

Source: field survey (2016)

Figure 11: Availability of Computer Facilities in the Library
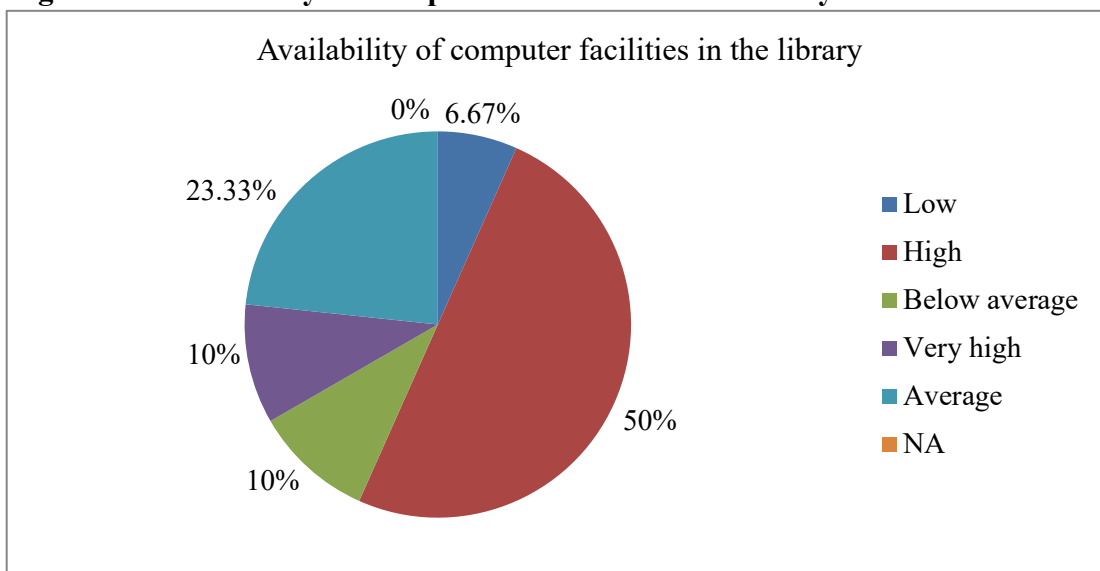
Among 30 respondents, 2 users marked that the availability of computer facilities in SSBL are low i.e. 6.67% of the respondents, 15 respondents also replied that the availability of computer facilities high i.e. 50% of the respondents, 3 respondents revealed their level as below average i.e. 10% of the respondents, 3 users also marked their level as very high i.e. 10% of the respondents and 7 respondents replied that the availability of computer facilities as an average i.e. 23.33% of the respondents.

4.1.2.9 Adequate Bandwidth to Access Electronic Resources

In this question, respondents were asked about the adequate bandwidth to access electronic resource. The responses from the users are as follows:

Table 12: Adequate Bandwidth to Access Electronic Resources

Adequate	No. of respondents	Percentage
Low	2	6.67
High	14	46.67
Below average	2	6.67
Very high	0	0
Average	12	40
NA	0	0
Total	30	100

Source: field survey (2016)

Figure 12: Adequate Bandwidth to Access Electronic Resources
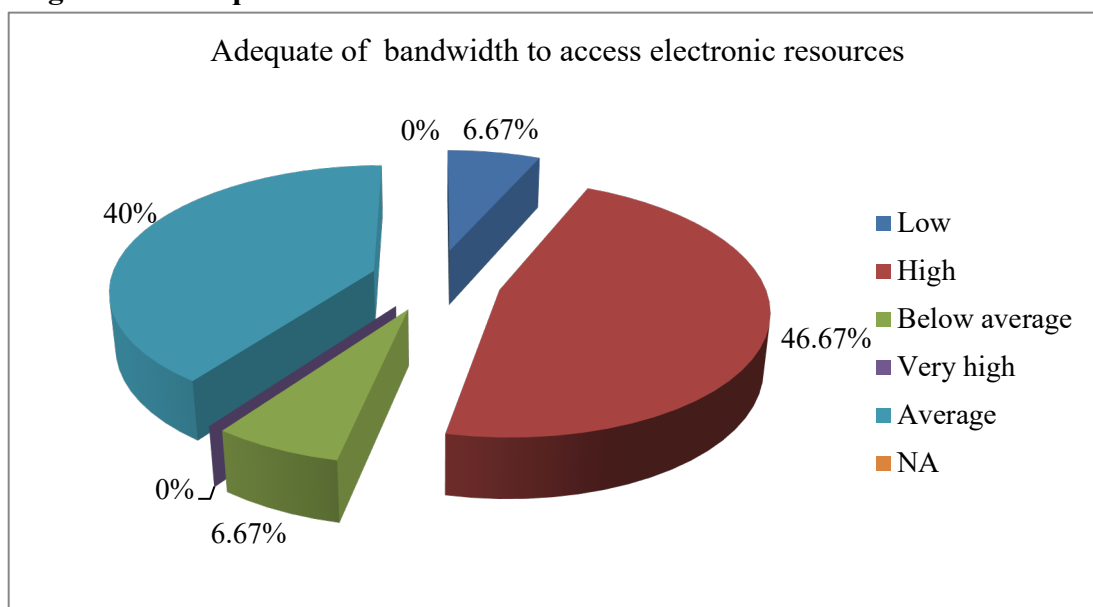
Among total 30 respondents 2 respondents revealed that the adequate bandwidth to access to electronic resources is low i.e. 6.67% of the respondents, 14 respondents marked the adequate bandwidth to access e-resources in high i.e. 46.67% of the respondents, but 2 respondents replied that the bandwidth level of access to electronic

resources in SSBL is below average i.e. 6.67% of the respondents and 12 respondents used their level in this case as an average i.e. 40% of the respondents.

4.1.2.10 Satisfaction with Using Electronic Resources

Respondents were asked to levels of satisfaction with using e-resources. The responses from the users are as follows:

Table 13: Satisfaction with using electronic resources

Satisfaction	No. of respondents	Percentage
Low	0	0
High	18	60
Below average	0	0
Very high	6	20
Average	6	20
NA	0	0
Total	30	100

Source: field survey (2016)

Figure 13: Satisfaction with using electronic resources
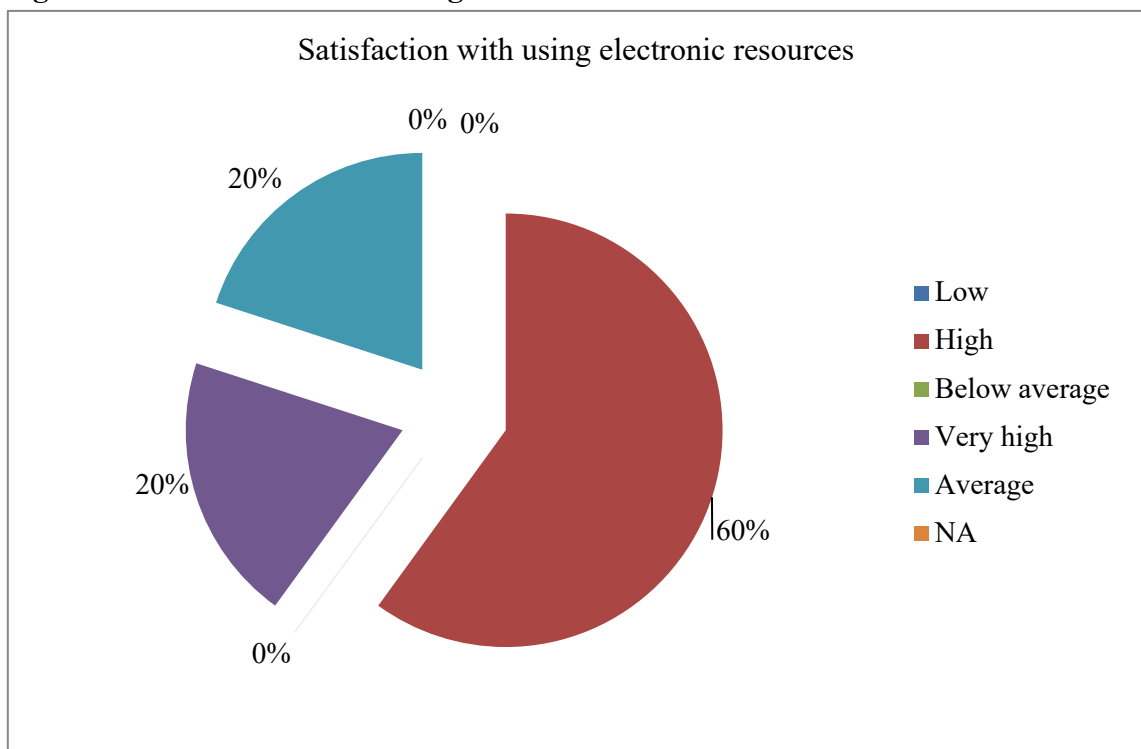
Among total 30 respondents, 18 respondents are satisfied with using electronic resources i.e. 60% of the respondents, 6 respondents marked their satisfaction level in very high i.e. 20% of the respondents, but 6 respondents replied that, in an average they are satisfied with using e-resources i.e. 20% of the respondents.

4.1.2.11 Problems Faced in Using Electronic Resources

The respondents were asked about the some problems faced by the users when they were using e-resources. The responses from the users are as follows:

Table 14: Problems Faced in Using Electronic Resources

Problems	No. of respondents	Percentage
Only a limited number of title available	0	0
Limited access to back issues	4	13.33
Difficulty in finding relevant information	6	20
Do not have access from home	10	33.33
Limited access to computers	0	0
Slow download speed	4	13.33
Lack of knowledge on use of electronic resources	2	6.67
Power failure	4	13.33
Total	30	100

Source: field survey (2016)

Figure 14: Problems Faced in Using Electronic Resources

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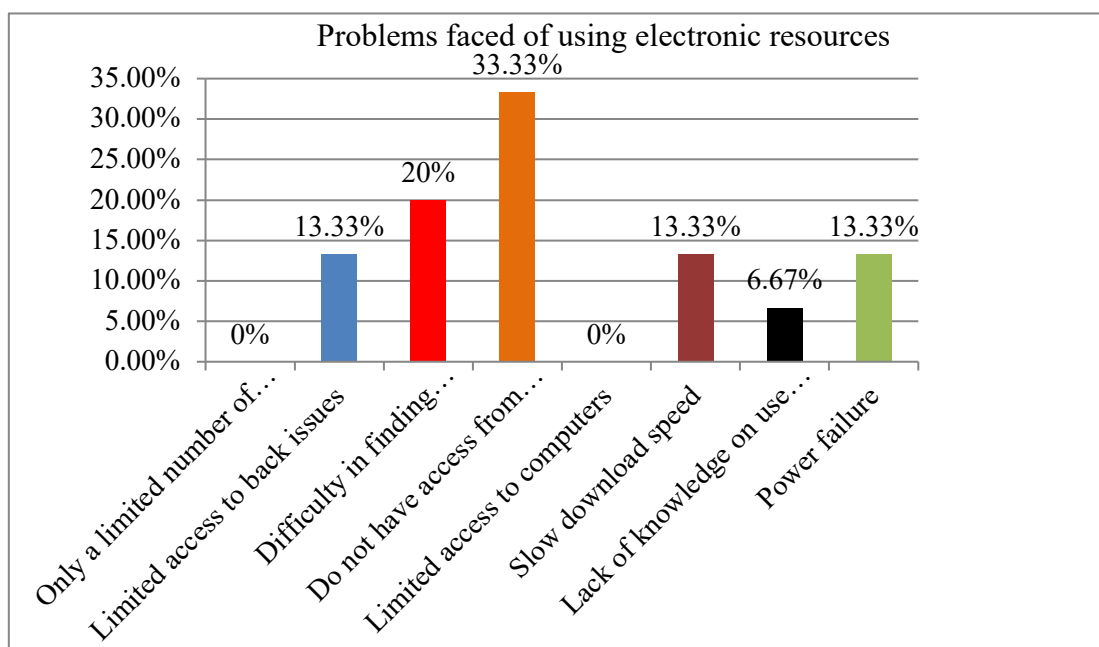
Among total 30 respondents, 4 respondents indicated limited access to back issues i.e.13.33% of the respondents, 6 respondents faced difficulty in finding relevant information i.e.20% of the respondents, 10 respondents indicated e-resources cannot be accessed from home i.e.33.33% of the respondents, 4 respondents indicated slow download speed i.e.13.33% of the respondents, 2 respondents given their opinion on lack of knowledge on use of electronic resources i.e. 6.66% of the respondents and 4 respondents indicated power failure i.e.13.33% of the respondents .

4.1.2.12 Level of Success in Research/Academic Work

Respondents were asked about that most of the SSBL users used electronic resources for research/academic work. The responses from the respondents are as follows:

Table 15: Level of Success in Research/Academic Work

Level of success	No. of respondents	Percentage
Low	0	0
High	6	20
Below average	0	0
Very high	10	33.33
Average	14	46.67
NA	0	0
Total	30	100

Source: field survey (2016)

Figure 15: Level of Success in Research/Academic Work

Level of Success in research/academic work
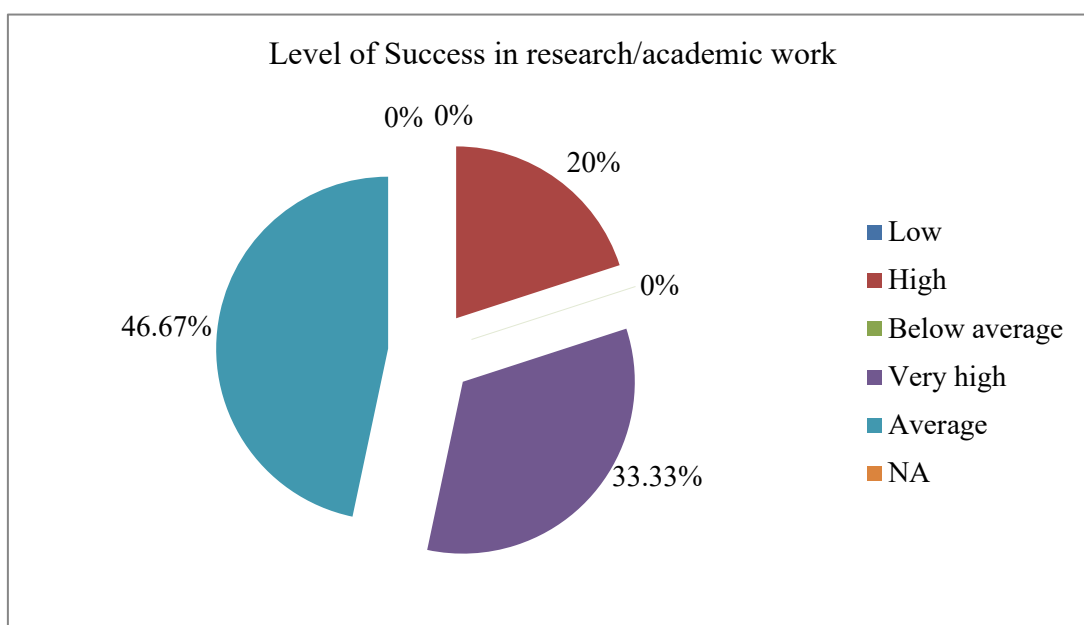
Among total 30 respondents, 6 respondents given level of success for using electronic resources is high i.e. 20% of the respondents, 10 respondents used as very high i.e. 33.33% of the respondents, 14 respondents given level of success for using electronic resources as an average i.e. 46.67% of the respondents.

4.1.2.13 Benefit of Electronic Resources

Respondents were asked to rank the benefitted of electronic resources. Respondents were asked to choose among options poor, good, average and excellent. The responses from the users are as follows:

Table 16: Benefit of Electronic Resources

Benefit	No. of respondents	Percentage
Poor	0	0
Good	18	60
Average	4	13.33
Excellent	8	26.67
Total	30	100

Source: field survey (2016)

Figure 16: Benefit of Electronic Resources

Benefit of electronic resources

- Poor
- Good
- Average
- Excellent

0%
26.67%
13.33%
60%
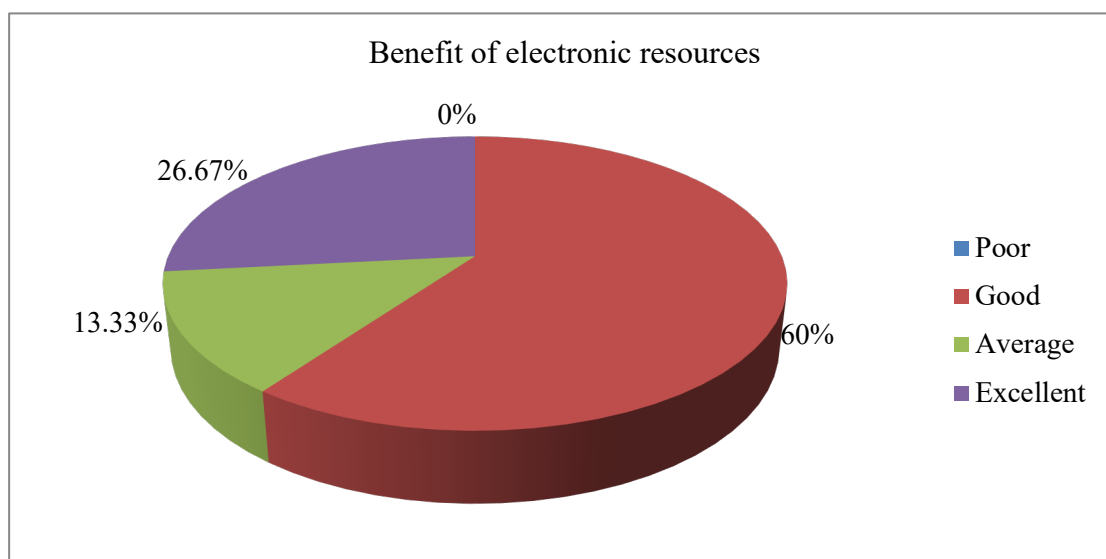
Among total 30 respondents, 18 respondents benefited from electronic resources as good i.e.60% of the respondents, 4 respondents marked using electronic resources as average i.e. 13.33% of the respondents and 8 respondents as excellent. i.e. 26.67% of the respondents. None of the respondents have mentioned the service as poor.

4.1.2.14 Types of E-Resources Mostly Accessed for Required Information

This question was asked to the respondents to find out where the library users prefer to types of e-resources mostly accessed for required information. Four options were provided as e-book, e-journals, online-database and search engines. Following is the responses from the respondents:

Table 17: Types of E-Resources Mostly Accessed for Required Information

Access	No. of respondents	Percentage
E-Book	2	6.67
E-Journals	14	46.67
Online-database	9	30
Search Engines	5	16.67
Total	30	100

Source: field survey (2016)

Figure 17: Types of E-Resources Mostly Accessed for Required Information

Types of E-Resources Mostly accessed for required information

- E-Book
- E-Journals
- Online-database
- Search Engines

6.67% — 46.67% — 30% — 16.67%
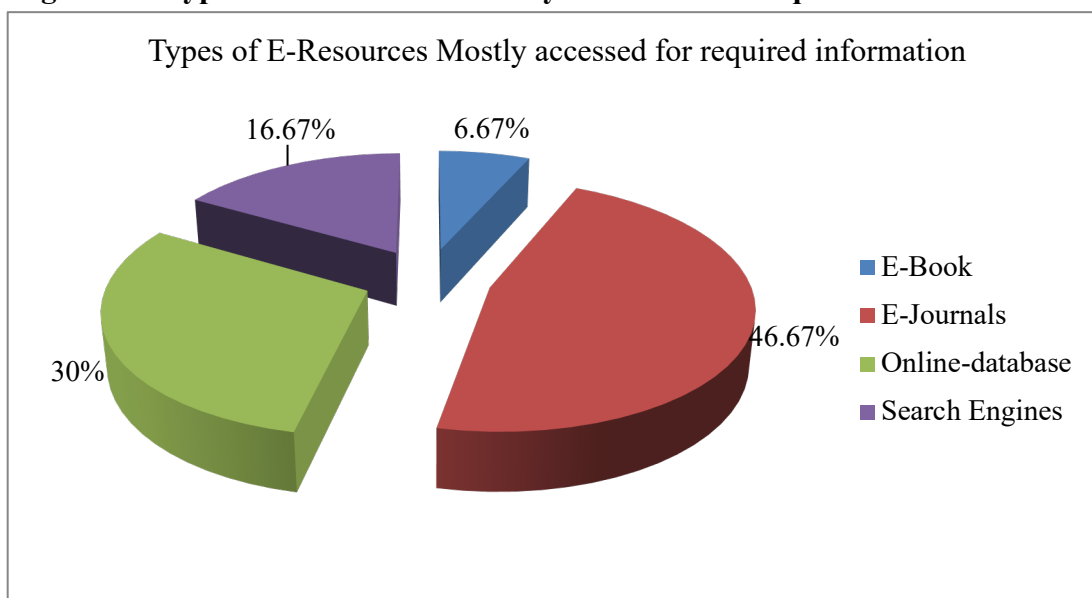
2 respondents among total 30 respondents i.e. 6.67% prefer to use e-book, 14 respondents among total 30 respondents i.e. 46.67% prefer to use e-journals, 9 respondents among total 30 respondents i.e. 30% prefer to use online-database and 5 respondents among total 30 respondents i.e.16.67% prefer to use search engines.

4.1.2.15 Reasons for Using Electronic Resources

This question was asked to the respondents to find out what is the reason for using e-resources. Following is the responses from the respondents:

Table 18: Reasons for Using Electronic Resources

Reasons	No. of respondents	Percentage
Time saving	6	20
Time consuming	0	0
Easy to use	5	16.67
Difficult to use	2	6.67
More informative	7	23.33
More expensive	0	0
Less expensive	6	20
More useful	4	13.33
Less useful	0	0
Total	30	100

Source: field survey (2016)

Figure 18: Reasons for Using Electronic Resources
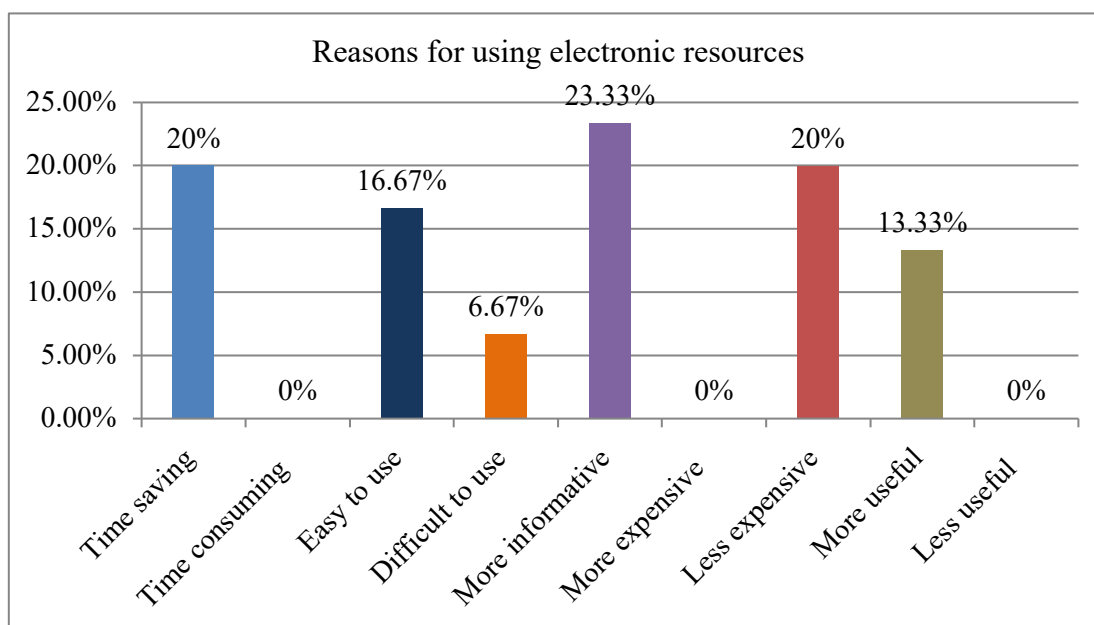
Among total 30 respondents, 6 respondents considered e-resources as time saving i.e. 20% of the respondents, 5 respondents considered it easy to use i.e. 16.67% of the respondents, 2 respondents considered it difficult to use i.e. 6.67% of the respondents, 7 respondents considered e-resources as more informative i.e. 23.33% of the respondents, 6 respondents considered it less expensive i.e. 20% of the respondents and 4 respondents considered it more useful i.e. 13.33% of the respondents.

4.1.2.16 User –Friendly Interface to the Website

Respondents were asked about the user-friendly interface to the website. Options were provided as yes, no and no comment. Following is the responses from the respondents:

Table 19: User–Friendly Interface to the Website

User –friendly	No. of respondents	Percentage
Yes	14	46.67
No	6	20
No comment	10	33.33
Total	30	100

Source: field survey (2016)

Figure 19: User - Friendly Interface to the Website
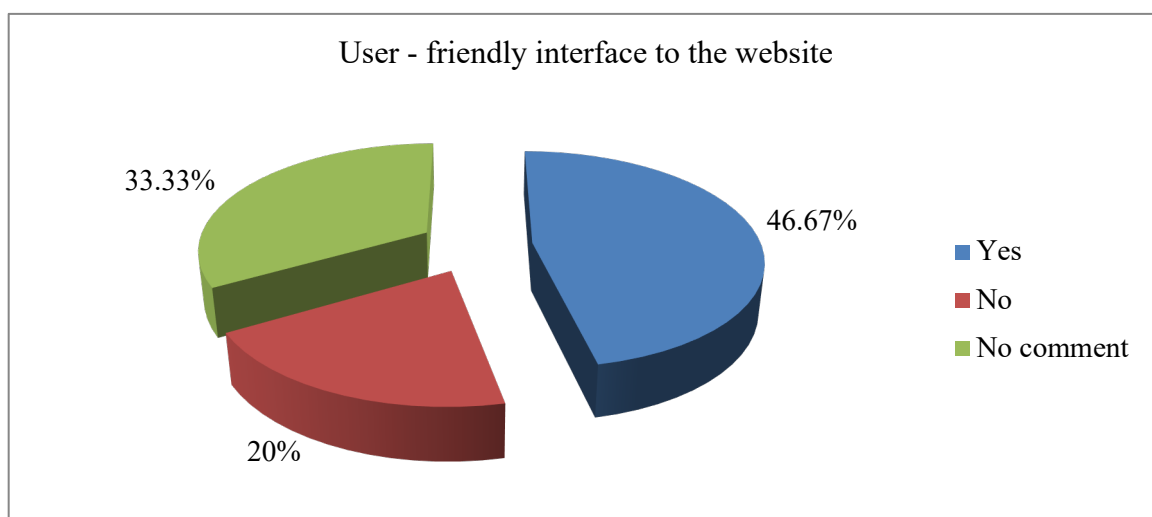
Out of total 30 respondents, 14 respondents have replied 'yes' i.e. 46.67% of the respondents, 6 respondents have replied 'no' i.e. 20% of the respondents and 10 respondents have replied 'no comment' i.e. 33.33% of the respondents.

4.1.2.17 Electronic Materials is Replacement of Traditional Materials

Library users were asked about the electronic materials is replacement of traditional materials. Two options were provided i.e. yes or no. The responses from the library users are as follows:

Table 20: Electronic Materials Replacement Traditional Materials

Replacement	No. of respondents	Percentage
Yes	16	53.33
No	14	46.67
Total	30	100

Source: field survey (2016)

Figure 20: Electronic materials replacement traditional materials
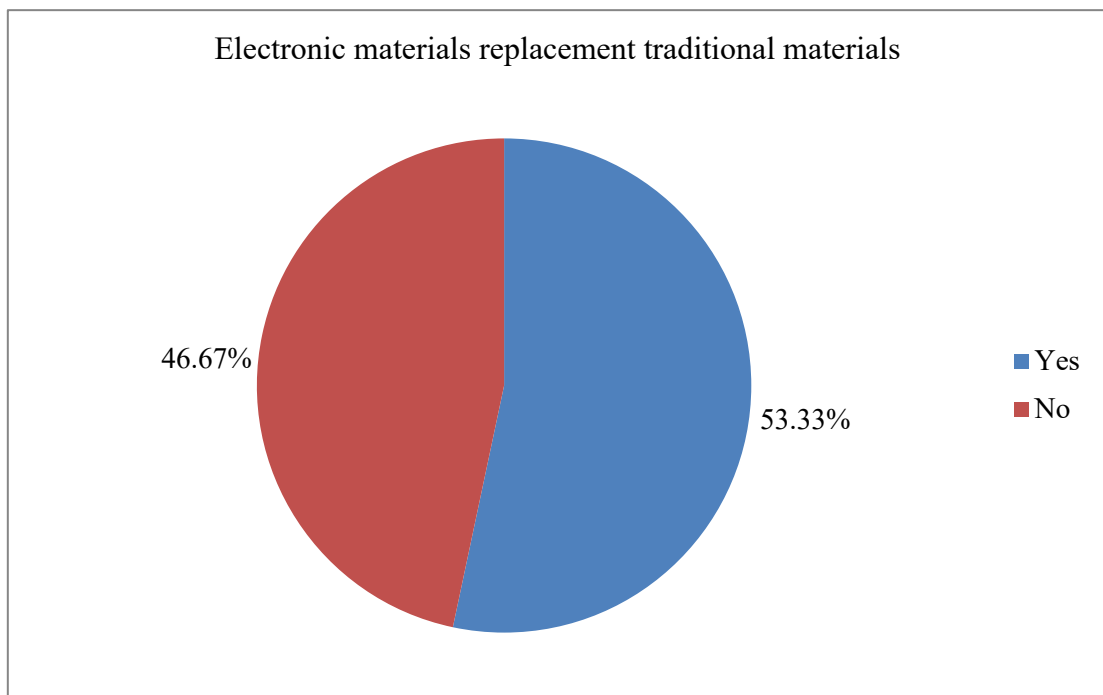
Among total 30 respondents, 16 of them have replied 'yes' to the question i.e. 53.33% of the total population and 14 of them have replied 'yes' to the question i.e. 46.67% of the total respondents.

4.1.2.18 Mostly Used Electronic Journals Website

The respondents were asked about the mostly used electronic journals website. The respondents have mentioned the mostly used electronic journals website. The responses from the users are as follows:

Table 21: Mostly Used Electronic Resources Website

Mostly used electronic journal website	No. of respondents	Percentage
African Journals Online	3	10%
AGORA	0	0%
Annual Reviews	0	0%
British Psychological Society	0	0%
Cambridge University Press	0	0%
Emerald insight	4	13.33%
Economic and Political Weekly	0	0%
Edinburgh University Press	0	0%
HINARI	0	0%
JSTOR	20	66.67%
Mary Ann Liebert	0	0%
Oxford University Press	3	10%
Palgrave Macmillan Journals	0	0%
Project Muse	0	0%
Symposium Journals	0	0%
University of California Press	0	0%
University of Chicago Press	0	0%
EBSCO host	0	0%
OARE	0	0%
DELNET	0	0%
Total	30	100%

Source: field survey (2016)

Figure 21: Mostly Used Electronic Journal Websites
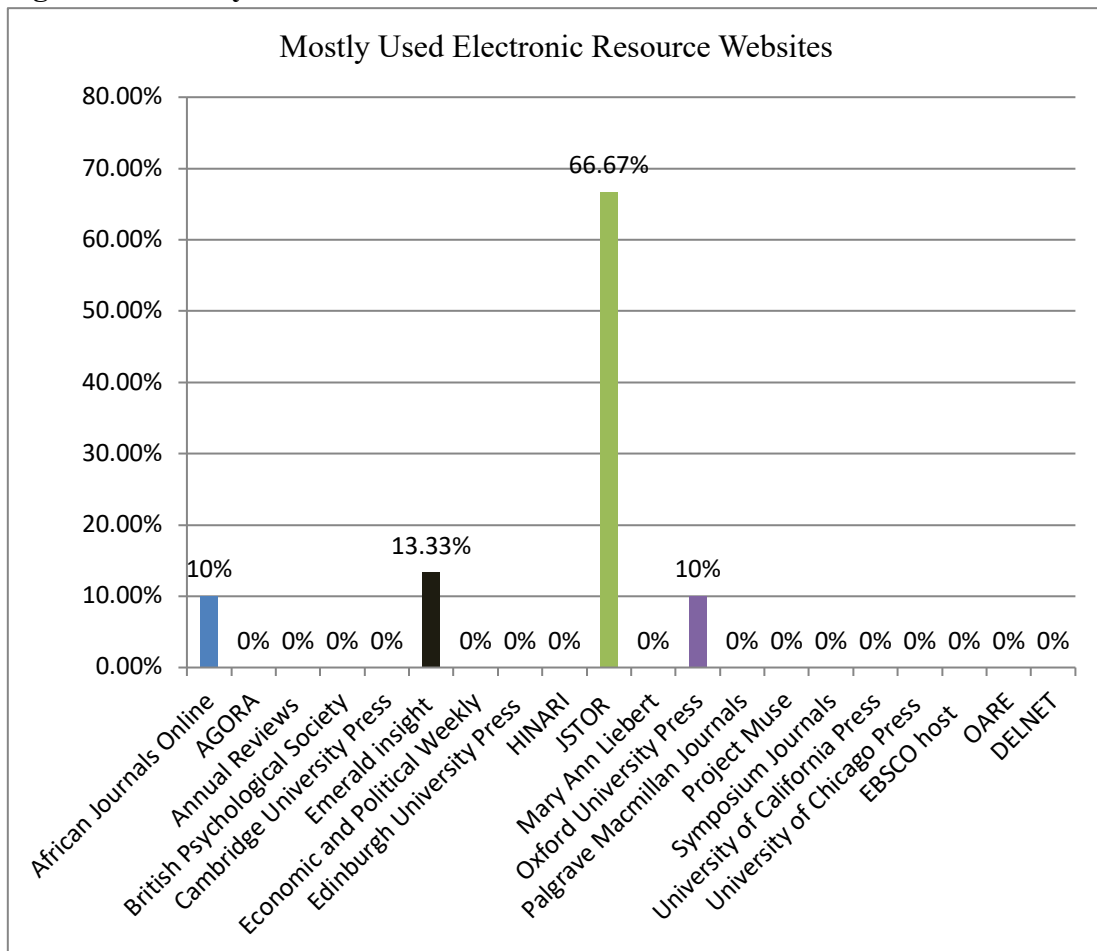
Among 30 respondents, 3 of them have mentioned African Journals Online as the most used e-journal website which is 10% of the respondents, 4 of them have mentioned Emerald insight as the most used e-journal website which is 13.33% of the respondents, 20 of them have mentioned JSTOR as the most used e-journal website which is 66.67% of the respondents, 3 of them have mentioned Oxford journals as the most used e-journal website which is 10% of the respondents.

4.1.2.19 Rank the Electronic Resources Service Provided by this Library

Respondents were asked to rank the e-resources service provides by the library. Respondents were asked to choose among options excellent, good, satisfactory and poor. The responses from the users are as follows:

Table 22: Rank the electronic resources service provided by this library

Rank	No. of respondents	Percentage
Excellent	10	33.33
Good	14	46.67
Satisfactory	6	20
Poor	0	0
Total	30	100

Source: field survey (2016)

Figure 22: Rank the electronic resources service provided by this library
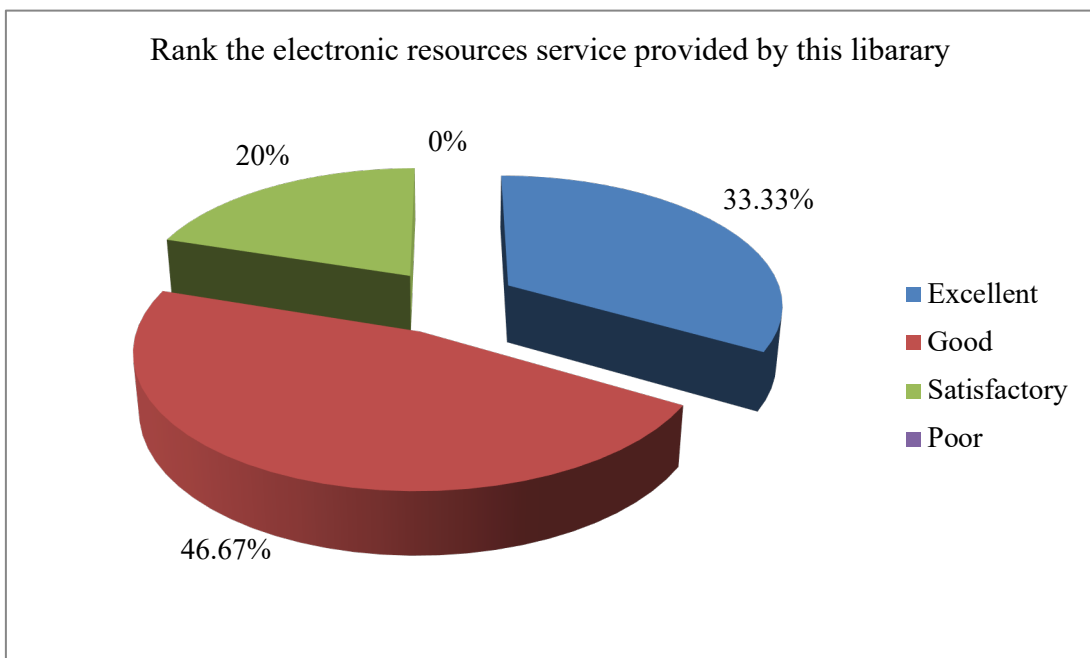
Out of 30 respondents, 10 of them have mentioned the e-resources service as excellent i.e. 33.33% of the respondents, 14 of them have answered as good i.e. 46.67% of the respondents and 6 of them have answered as satisfactory i.e. 20% of the respondents. None of them respondents have mentioned the service as poor.

4.1.2.20 Addition of E-resources

Respondents were asked whether they wanted to ask for adding new e-resources or not. The responses from the users are as follows:

Table 23: Addition of E-resources

Addition of e-resources	No. of respondents	Percentages
Yes	14	46.67
No	16	53.33
Total	30	100

Source: field survey (2016)

Figure 23: Addition E- resources
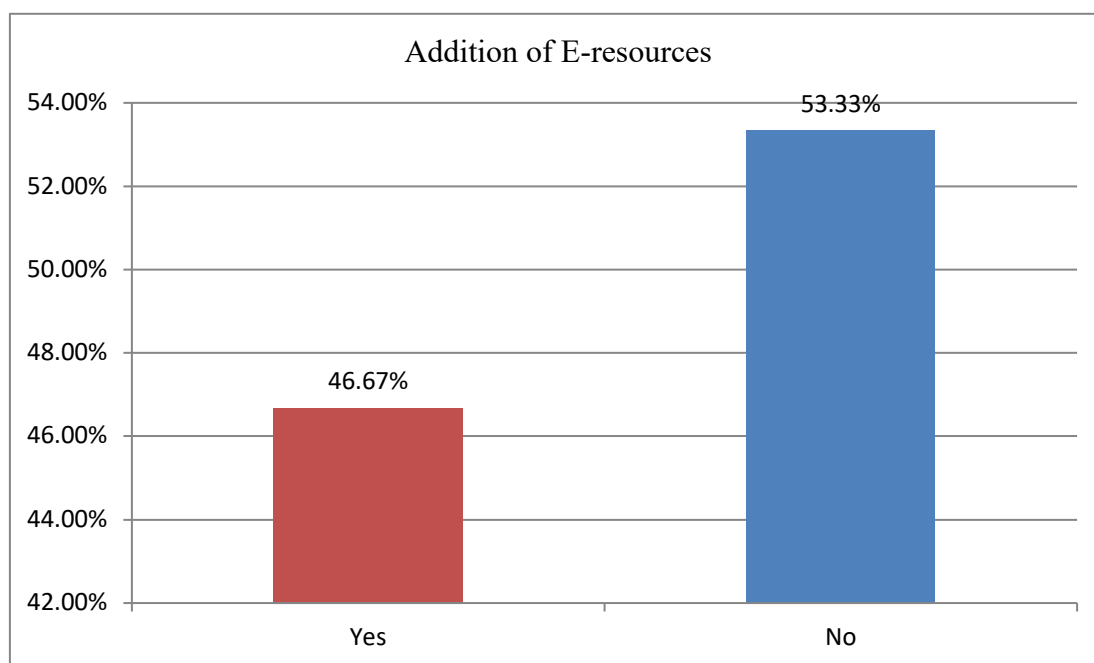
Among 30 respondents, 14 of them have suggested for addition of e-resources i.e. 46.67% of the respondents and 16 of them have not suggested for addition of e-resources i.e. 53.33% of the respondents.

CHAPTER 5
SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 Summary

An electronic resource is defined as a resource which requires computer access or any electronic product that delivers a collection of data, be it text referring to full text bases, electronic journals, image collections, other multimedia products and numerical, graphical or time based, as a commercially available title that has been published with an aim to being marketed. These may be delivered on CD ROM, on tape, via internet and so on. Users prefer to use e-resources rather than information in printed form. So, e-resources are in high demand by the users at present days. There are various renowned scholarly e-resources. Some of the popular e-resources are: JSTOR, Project Muse, EBSCO Host, Oxford University Press, Cambridge University Press, Emerald, AGORA, HINARY, IMF eLibrary, Bio-One, etc. E-resources are very important for scholars.

The major objective is to study of use of electronic resources and its impact on SSBL users. The role of SSBL in providing access to e-resources and impact of electronic resources and services on the academic work of the users is studied in this research. Since the study is focused on only e-resources. Both exploratory and descriptive research design have been used for this study. The primary data are collected through field survey, using the questionnaire. The population of this study has been the researcher scholars, students, faculty members, concerned with that library. A total of 40 questionnaires are distributed randomly to Social Science Baha Library users, of which 30 questionnaires are returned and used for analysis. Out of the users, 60 percent are students, 26.67 percent are researchers and 13.33 percent are faculty members. The collected data have been presented in tables and figures and have been analyzed and interpreted. Based upon the answers given by library users, summary of major findings of the research are as follows:

> ➢ Most of the library users who access e-resources are students 18(60%). Students need to prepare different project works and prepare thesis as part of their education system. So, there is majority of students who access e-resources as compared to other library users (research scholars and faculty

members). Faculty members 4(13.33%) who uses e-resources least are other users.

➤ There is majority of male 18(60%) library users in accessing e-resources rather than female 12(40%) users. It may be due to the reason that women's access to higher education is still not equal as compared to men and their habit of using library and e-resources is less as compared to men.

➤ Library users were asked whether they know about the aware of electronic resources or not. All of them have replied 'yes' which is 30(100%) of the total respondents. So, library users are aware of electronic resources of the library.

➤ Users were asked about the how often do library users accesses to e-resources. According to their reply, most of the 17(56.67%) users access to e-resources very often and least of the 13(43.34%) users access to e-resources when necessary. So, majority of the library users used e-resources very often.

➤ Library users use e-resources for many purposes. According to the respondents, 17(56.67%) users mostly used e-resources for research and least of the library users used e-resources for teaching 3(10%) purpose.

➤ Library users were asked about the types of e-resources use. Majority of users 17(56.67%) prefer to use electronic journals. None of the respondents have mentioned the type as CD- ROM.

➤ When library users were asked about their methods of learning about the use of e-resources. Most of the 15(50%) users have selected that trial and error method/self instruction. None of the respondents have mentioned the training programmers.

➤ Users were asked about the level of e-resources. Most of the users have said that high 15(50%) level of e-resources.

➤ Majority of the library users 16(53.33%) explained that electronic resources coverage of their subject/work are highly.

➤ Most of the users revealed that the computer facilities in SSBL are available. According to the respondents, 15(50%) users replied that the availability of computer facilities in SSBL is high. None of the respondents have mentioned NA [Not Applicable].

- ➤ Library users were asked about the bandwidth to access to e-resources. Majority of the users have replied that the bandwidth level of access to e-resources in SSBL is high 14(46.68%).

- ➤ Library users were asked whether levels of satisfaction with using e-resources provided by SSBL. Majority of the library users 18(60%) replied that, in high they are satisfied with the above factors. Most of the users are generally satisfied with the e-resources use.

- ➤ Some problem that are faced by the users when they are using e-resources. Most of the users 10(33.33%) indicated e-resources of SSBL cannot be accessed from home.

- ➤ Most of the library users have used electronic resources for their research/academic work. According to the respondents, 14(46.67%) users have given level of success for using electronic resources as an average. So, majority of the users are successful in their research/academic work by using SSBL e-resources.

- ➤ Majority of the users have commented 'good' 18(60%), they are benefited of e-resources. Only few of them have commented as excellent and average. None of them have commented as poor. It may be because the library users are benefited by the e-resources provided by the library.

- ➤ Library users were asked about the mostly access required information for them. Most of the users have said that e-journals 14(46.67%) is the most access required information for their study/research. Least of the library users have said that e-book 2(6.67%) is the access required information.

- ➤ Library users were asked about the reasons for using electronic resources. Majority of the users have preferred to use e-resources in comparison to traditional resources 7(23.33%) of them consider e-resources as more informative.

- ➤ Majority of the users 14(46.67%), respond that the interface of the library website is user-friendly while 6(20%) users think that the interface of the library website is not user-friendly.

- Most of the users have replaced traditional electronic materials. 16(53.33%) respondents feel that e-resources may replace traditional sources of information.

- Library users were asked about the most use of e-resources. Most of the users have said that JSTOR 20(66.67%) is the most use e-resources for their study/research. So, JSTOR is nominated by majority of the respondents as the most use e-resources.

- Most of the respondents have mentioned the e-resources service as good 14(46.67%). Only few of them have mentioned as excellent 10(33.33%) and satisfactory6 (20%). So, the majority of the library users have commented well over the e-resources service provided by SSBL.

- Majority of the users have not suggested for adding more e-resources. Only few of them have suggested for adding more e-resources. Respondents have suggested for adding e-resources like Sage Online, Wiley-Blackwell, Springer Link, ASA Journals, Pro-Quest, etc.

Weak aspects

- 8(26.67%) library users also learned to use electronic resource from guidance for friends and 12(40%) tried to use electronic resources through trial and error method/self-instruction.

- 3(10%) library users also found that level of electronic resource available was below average.

- 2(6.66%) library users also replied that available electronic resources covered their subject/work was below average.

- 3(10%) library users also found that availability of computer was below average and answer of 2(6.66%) library users was low.

- 2 (6.66%) library users also informed that bandwidth to access electronic resources was low and same answer was below average.

- 4(13.33%) library users also replied that there was limited access to back issues.

- 2(6.66%) library users also found difficulty in finding relevant information

- 4(13.33%) library users also complained that they had not got facility to access electronic resources from home.

- 4(13.33%) library users expressed slow download speed.

- 2(6.66%) library users also had not knowledge on use of electronic resources.

- 4(13.33%) library users also found the problem of power failure.

- HINARI 0(0%), ORAE 0(0%), Blackwell synergy 0(0%), EBSCO host 0(0%), Emerald insight 4(13.33%), Oxford journals 3(10%), Cambridge journals 3(10%), DELNET 0(0%) were used to access electronic resources.

- 14(40%) library users also expressed the thought that electronic material could not replace the traditional materials.

- E - books and search engines were used only by 2 (6.66%) and 5(16.66%) library users.

- 6(20%) library users also replied that website interface to access electronic resource is user - unfriendly.

5.2 Conclusions

E-resources are in high demand nowadays by the library users and information seekers. E-resources are gradually replacing the printed materials in library. Books, journals, articles, reports, conference paper, etc. which are available online are called e-resources. It is also called as online resources. E-resources are very important for the research and study. There is no doubt regarding the usefulness of e-resources. They help for the quality education and research. They are most important for the academic purposes.

The study shows that the use of electronic resources is common among library users, electronic resources service provided by the library is good and most library users are satisfied, benefitted with current available electronic resources in the library. The study also shows that, a majority of the users of SSBL use e-resources for their research purpose. E-resources materials in SSBL are available and users are generally satisfied with these materials. It is also reveals that, students, faculty and research scholars use e-resources to access information available worldwide for teaching, learning, current information and research. However, there still prevails some

weakness which was found in the study. There are some recommendations mentioned to avoid these weaknesses to make electronic resource service more effective and efficient.

5.3 Recommendations

Despite the study found that electronic resources service provided by the library is good and most library users are satisfied, benefitted with current available electronic resources in the library, there are some weakness which was found in the study. Based on the study and research, following recommendations have been made for the better use of e-resources. There are some recommendations mentioned below to avoid these weaknesses to make electronic resource service more effective and efficient.

➢ Library should provide training program every library users in learning about the use of electronic resources.

➢ There is still need for subscribing more electronic resource to high the level of electronic resources.

➢ Library should subscribe to electronic resources keeping in mind the priorities and preferences of users to cover more subject/work.

➢ There should be still increment of computer facilities for accessing electronic resources.

➢ There is necessary to upgrade bandwidth of internet to access electronic resources and avoid slow download them.

➢ SSBL should increase the budget for subscribing more electronic resources. Without adequate budget library cannot cover all subjects' content. The e-journal cost is increasing day by day and among those the current issues are more costly than back issues. Some of them told that they no need to see the back issues of e-journals.

➢ There should be facility for accessing back issues of e-resources.

➢ Library staffs should help library users personally to reduce difficulty in finding relevant information.

➢ HINARI, ORAE, Mary Ann Liebert, EBSCO host, Emerald insight, Oxford journals, Cambridge University, AGORA, Project muse, Telnet are also encouraged.

- ➢ The library should also emphasize to maintain tradition materials.

- ➢ There must be continuous power supply.

- ➢ Library users also should put E- books, search engines in important to access information.

- ➢ The library staffs should make library users familiar in spot with website of electronic resource for user - friendly interface.

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www.thefreedictionary.com/website

APPENDIX 1

QUESTIONNAIRE

Researcher: Binita Chaudhary

Thesis year; 2016

Dear, sir/madam

This is my research study on the **'Use of electronic resources and its impact: a study of Social Science Baha Library users'.** The purpose of this research is to study the use and impact of electronic resources on the library of Social Science Baha. So you are kindly requested to assist in collecting information. Your cooperation is appreciated and the information provided will be kept confidential.

GROUP A: USER'S PERSONAL INFORMATION

Full name: - …………………………………………………………

Designation: - Student   Research scholar   Faculty member

Sex: -Male [   ]   Female [   ]

Date:-   ……………………………….

GROUP B: USER'S UNDERSTANDING REGARDING TO E-RESOURCES

1. Are you awareness of electronic resources?

    a) Yes   b) No

2. How often do you access to electronic resources?

    a) Very often

    b) When necessary

    c) Occasionally

    d) Never

3. What is the purpose of using electronic resources?

    a) Research

    b) Current information

    c) Learning

    d) Teaching

4. What types of electronic resource do you use?

    a) Library catalogues

    b) Electronic journals

    c) CD – ROM

    d) Bibliographical databases

    e) Electronic books

5. What are the methods of learning about the use of electronic resources?

    a) Guidance from friends

    b) Trial and error method/Self instruction

    c) Library staff

    d) Training programmers

6. How much level of electronic resources?

a) Low	c) Below average	e) Average
b) High	d) Very high	f) NA

7. How much the coverage of subject/work?

a) Low	c) Below average	e) Average
b) High	d) Very high	f) NA

8. Is there adequate availability of computer facilities in the library?

a) Low	c) Below average	e) Average
b) High	d) Very high	f) NA

9. Is there adequate of bandwidth to access electronic resources?

a) Low	c) Below average	e) Average
b) High	d) Very high	f) NA

10. How much are you satisfied with using electronic resources?

a) Low	c) Below average	e) Average
b) High	d) Very high	f) NA

11. What are the problems faced of using electronic resources?

    a) Only a limited number of title available.

    b) Limited access to back issues.

    c) Difficulty in finding relevant information.

    d) Do not have access from home.

    e) Limited access to computers.

    f) Slow download speed.

    g) Lack of knowledge on use of electronic resources.

    h) Power failure.

12. How much are you success in research/academic work?

   a) Low   c) Very low   e) Average

   b) Very average   d) High   f) Very high

13. How much are you benefitted of electronic resources?

   a) Poor   c) Average

   b) Good   d) Excellent

14. Where do you mostly access required information?

   a) E-Book   c) Online-database

   b) E-Journals   d) Search Engines

15. What are reasons for using electronic resources?

   a) Time saving

   b) Time consuming

   c) Easy to use

   d) Difficult to use

   e) More informative

   f) More expensive

   g) Less expensive

   h) More useful

   i) Less useful

16. Do the user –friendly interface to the website?

   a) Yes

   b) No

   c) No comment

17. Do electronic materials can replace traditional materials?

   a) Yes   b) No

18. Which one do you use most?

   a) African Journals Online

   b) AGORA

   c) Annual Reviews

   d) British Psychological Society

   e) Cambridge University Press

   f) Emerald Insight

   g) Economic and Political Weekly

   h) Edinburgh University Press

i) HINARI

j) JSTOR

k) Mary Ann Liebert

l) Oxford University Press

m) Palgrave Macmillan Journals

n) Project Muse

o) Symposium Journals

p) University of California Press

q) University of Chicago Press

r) EBSCO Host

s) OARE

t) DELNET

19. How will you rank the electronic resources service provided by this library?

a) Excellent   c) Satisfactory

b) Good   d) Poor

20. Do you want to suggest for adding any other electronic resources?

a) Yes   b) No

If yes, please specify:

a) ……………………………………………………………………

b) ……………………………………………………………………

c) ……………………………………………………………………

d) ……………………………………………………………………

e) ……………………………………………………………………

Thank you for your kind cooperation.

APPENDIX 2

INSTITUTIONAL PROFILE

Social Science Baha Library (SSBL) is a special library. Being assist to do research in the field of social science it is also a research library. It is based on closed access system. Baha is a Newari word which means "Bihar" that refers to the traditional monastic centers of learning in the Kathmandu valley. Due to insufficient essential information and knowledge in Nepal, it was difficult to carry out study and research in the field of social science. Hence, in the active attempt of some persons this library was established in 2002 and opened for public in October 2003.

The Social Science Baha is an independent, non-profit organization set up with the objective of promoting and enhancing the study of and research in the social sciences in Nepal. Established on 1 January 2002 with the primary focus of starting a social science library, the Social Science Baha was initially hosted at Himal Association, a non-profit organization located at PatanDhoka, Lalitpur. By the time of its formal registration as an independent entity on 15 January 2007, however, the Baha had diversified its activities and become involved in other areas as well, namely:

i)   conducting the four-month-long Immersion Course on Contemporary Social Issues;

ii)   hosting lectures, discussions, workshops, and conferences;

iii)   publishing books, occasional papers and journals; and

iv)   conducting research.

The main priority of the Baha from the very beginning has been the development of a well-stocked and efficiently managed social science library.
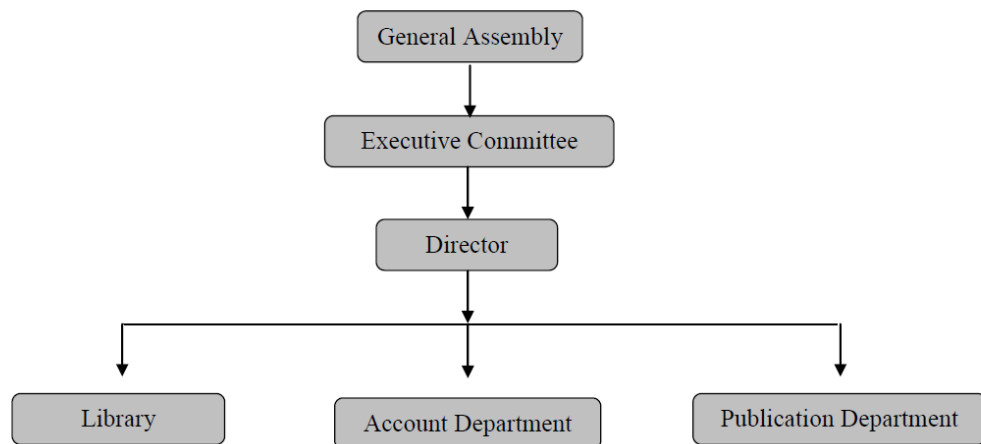
Library hours

The library opens 6 days of a week (Sunday to Friday) from 9 am to 5 pm. It is closed in every Saturday of week and some public holidays.

Building

This library is situated in a rented house in Batisputali area of Old Baneshwor in the opposite of the Dwarikas Hotel. It has no its own buildings till the date.

Organizational Chart of SSBL

```
                    ┌─────────────────────┐
                    │  General Assembly   │
                    └──────────┬──────────┘
                               ▼
                    ┌─────────────────────┐
                    │ Executive Committee │
                    └──────────┬──────────┘
                               ▼
                    ┌─────────────────────┐
                    │      Director       │
                    └──────────┬──────────┘
              ┌────────────────┼────────────────┐
              ▼                ▼                ▼
        ┌──────────┐  ┌──────────────────┐  ┌────────────────────────┐
        │ Library  │  │Account Department│  │ Publication Department │
        └──────────┘  └──────────────────┘  └────────────────────────┘
```

Users

Users of this library are the general public, government personnel, researchers, students, teachers and all interested in the field of social sciences. The users must be the member of the library to use the resources of this library. They are charged one time membership fees as well as an annual library fees. For short term users, there is also a provision of monthly membership numbers of the users are not constant. Sometimes more than 600 users can visit the library per month.

Feature and service

Being a reference library, no reading materials are allowed to borrow for reading in home. There is provided sophisticated chairs and tables for reading materials being there. It provides internet service, reference service, CAS and SDI service, online searching service, printing service, downloading service, CD burning service, photocopy service and inter library loan service to its users.

Membership

It is compulsory to be membership to take advantages of services provided by the library. Till present more than 3500 persons namely researchers, professors and students of universities, planners, policy makers and others of government and non-government have taken the member of the library.

Publications

The Baha publishes books and occasional and working papers as a means to make available scholarly works that may not ordinarily be accessible to the general reader.

Reading materials

Reading materials are divided into two parts. First is books and newspapers, newsletters, magazines, reports as internal material and second is online material.

Internal material

It has more than thirty thousand (30000) materials including more than twenty five thousand (25000) books, approximately three thousand (3000) newsletters, magazines and other materials like CDs, Maps, etc. Information and knowledge are not limited merely to books so papers presented in conferences or sometimes issued important pamphlets or political declaration papers are also collected and well kept. All the collections are being classified according to Dewey Decimal Classification (DDC). All databases are stored using Koha library software. That's why library users can search and retrieved the required material easily. Internal collection has been separated as follow.

a) General Collection

It is the biggest collection of the library. There is almost all types of books (Classics to recent) related to Social science, different subjects of reference books and reports (Government and non -government) of level of master degree. It has emphasized to collect materials not easily available in other places.

b) Reference collection

It has collection of encyclopedias, dictionaries, bibliographies of social science and other important reference materials.

c) Nepal collection

There is the collection of almost all important books written about Nepal (Nepali history, cultures, languages, arts, ethnics) etc, being published within and out of Nepal.

d) Gyawali collection

It is a private collection of late Sambhu Prasad Gyawali. This collection consists of approximately six hundred books related to law and newspapers, magazines (along with lalmohar at the time of Rana).

e) George Varughese Collection

It is also a private collection but of George Jargin.It contains approximately 400 thousand books.

f) World bank collection

There is about five thousand (5000) reports and publications of world bank.

g) Thesis collection

There are collected research papers of various researchers.

h) Social inclusion/exclusion collection

Books related to inclusion are included in the collection of the library.

i) Baha collection

It has collection of Social Science Baha institution's own publications.

  i.   Isvar Baral collection

j) Other language collection

Important books of other languages (French, German) are there.

k) Maps collections

The library has collected different types of maps.

l) Audio and visual collection

There is also CD and cassettes collection covering to different subjects of sociology.

m) Newsletter, magazines collection

In this collection, about five thousand (5000) newsletters, magazines are there.

Online Materials

It is another key and attractive collection of this library. It has facilitated to access scholarly sites for the purpose of helping in learning, teaching, and research. The library users can search journals articles (Not easily available anywhere but standard articles, reports.) and read them in full text. Some of available online materials there are:

African Journals Online

AGORA

Annual Reviews

British Psychological Society

Cambridge University Press

DELNET

Economic and Political Weekly

Edinburgh University Press

HINARI

JSTOR

Mary Ann Liebert

Oxford University Press

NPG-Palgrave Macmillan Journals

Project Muse

Symposium Journals

University of California Press

University of Chicago Press

OARE

APPENDIX 3
CURRICULUM VITAE

Personal Information

Name   : Binita Chaudhary

Date of Birth   : 26 September

Father's Name   : Dev Narayan Chaudhary

Mother's Name   : Chandra Devi Chaudhary

Sex   : Female

Nationality   : Nepali

Marital Status   : Unmarried

Permanent Address   : Sisahaniya-9, Dang

Temporary Address   : Kirtipur, Kathmandu

Languages   : Tharu, Nepali, English, Hindi

Contact No.   : 9847922578

E-mail   : binita.chau@gmail.com

Academic Qualification

- Master's Degree

  Library and Information Science

  Central Department of Library and Information Science, Tribhuvan University, Kirtipur, Kathmandu

- Bachelor's Degree

  Mahendra Multiple Campus, Dang

- Intermediate's Degree

  Gyan Sindhu Higher Secondary, Tribhuvan Nagar, Dang

- School Leaving Certificate

  Padmodaya Public Higher Secondary School, Bharatpur, Dang

Training   **: Library 2.0**

(HealthNet Nepal, Jayabageshori, Kathmandu) 22nd Dec. – 21st Jan., 2015/16