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## E-Resource Awareness, Usage Patterns, and User Satisfaction in Private University Libraries of Karnataka: A Survey Study

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#### Abstract

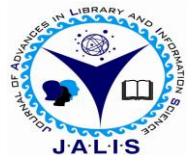
*This study evaluates the utilisation of electronic resources (E-Resources) by faculty, research scholars, and students at Private University Libraries in Karnataka, facilitated through the remote access solution. The study delves into user awareness, usage patterns, satisfaction levels, and preferences for electronic versus print resources. A structured survey was conducted among 300 users (undergraduate and postgraduate students, faculty), with a response rate of 86.66%. The findings highlight that a majority of users prefer electronic journals and bibliographic databases, particularly for academic and research purposes, while print books remain preferred for recreational and continuous reading. The study underscores the need for modern infrastructure to improve E-Resource accessibility and suggests actionable strategies to enhance awareness, training, and usage among users. This will ensure the library can meet the growing demands of its users in a digital-first academic environment.*

#### Keywords

E-Resources; Private University Libraries; User Satisfaction; Library Services.

#### Electronic access

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## 1. Introduction

The rapid growth of digital content has transformed academic libraries into vital hubs for knowledge exchange and research. Electronic resources (E-Resources), including e-journals, e-books, and digital databases, have become integral to academic and research workflows. The shift from traditional print to electronic formats offers multiple benefits such as instant access, flexibility, and advanced search functionalities, making them essential for academic institutions.

There are 90 universities in Karnataka. These comprise 29 state private universities, 43 state universities, 1 central university and 17 deemed to be universities. These universities are vital to the state's educational system by offering a broader range of programs and stimulating research and development. With the Karnataka economy booming, there is steady demand for higher education and skilled professionals, making these universities even more significant.

In the context of the increasing reliance on digital resources, Private University Libraries in Karnataka have embraced the digital revolution through the remote access solution. The remote access solution grants access to a wealth of academic databases and e-resources that support the academic growth of students, faculty, and researchers. This study aims to explore how well these E-Resources are utilized, evaluate user satisfaction, and identify areas for improvement to optimize the digital learning environment.

## 2. E-Resources Available at Private University Libraries in Karnataka

Private university libraries in Karnataka have subscribed to various E-Resources. The following list represents the key E-Resources available for the academic year 2025-2026:

1. IEEE
2. Elsevier Science Direct
3. Springer Nature
4. Taylor & Francis
5. Emerald Publishing
6. ICE
7. EBSCO Engineering Suite
8. Magzter Database
9. PACKT
10. New Age International
11. Edsol Informatics

12. Quiklrn
13. IEEE Blended e-Learning
14. PAT Technology

These resources provide users with access to vast amounts of academic literature, research articles, and educational content.

### 3. Objectives of the Study

- Assess the Purpose of E-Resource Usage: Evaluate why faculty, research scholars, and students use digital resources for academic, research, and professional development needs.
- Identify E-Resource Usage Patterns: Analyze the usage of various digital resources (e.g., e-journals, e-books, databases) by different academic groups.
- Evaluate Preferences for Electronic vs. Print Formats: Compare user preferences for electronic versus print formats for journals and books.
- Assess Library Services: Examine the infrastructure available for accessing E-Resources, including computer systems, internet speed, and printing/CD writing facilities.
- Identify Barriers to Access: Recognise challenges users face in accessing E-Resources and suggest improvements.
- Promote Awareness and Training: Recommend strategies for enhancing user training and awareness to maximise E-Resource utilisation.

### 4. Methodology

The study adopted a **descriptive research design**, combining both quantitative and qualitative data collection techniques. A **stratified random sampling method** was used to select 300 respondents from a user population of 4000, ensuring diverse representation from undergraduate students, postgraduate students, and faculty members.

#### 4.1 Data Collection Tool:

A structured questionnaire, comprising 18 questions, was used to gather information on:

- Awareness of available E-Resources.
- Usage patterns (academic, research, project work).
- Preferences for electronic vs. print formats.
- Infrastructure quality (computer systems, internet speed, printing).
- Satisfaction with library services.

#### 4.2 Data Analysis:

The data collected was analyzed using **descriptive statistics** (percentages, frequency distributions) to identify trends, preferences, and satisfaction levels. The responses were categorized by user group to compare differences in usage patterns and satisfaction.

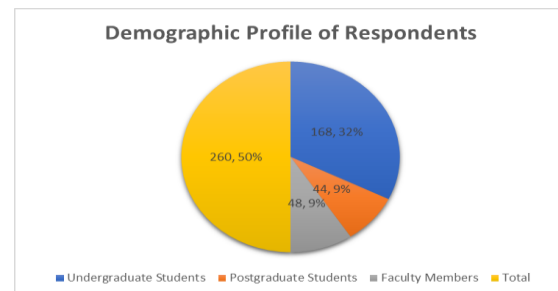
#### 4.3 Limitations:

While the study offers valuable insights, it is limited to a single institution, which may not be fully representative of all academic settings. Additionally, self-reported data may introduce response bias.

### 5. Results

The study revealed key insights into the usage patterns and preferences for E-Resources at Private University libraries in Karnataka

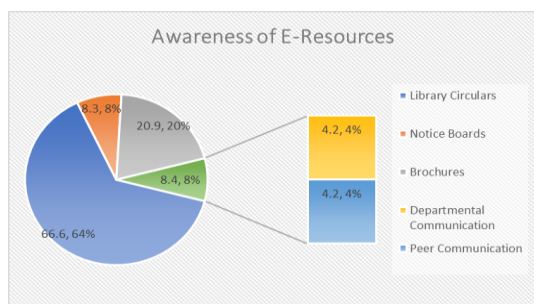
#### 5.1 Demographic Profile of Respondents



Of the 300 questionnaires distributed, 260 responses were received, yielding a 86.66% response rate. The respondents included:

- Undergraduate (UG) Students: 168 out of 183 (91.80% response rate).
- Postgraduate (PG) Students: 44 out of 64 (68.75% response rate).
- Faculty Members: 48 out of 53 (90.56% response rate).
- The gender distribution of respondents was 68.46% male and 31.54% female.

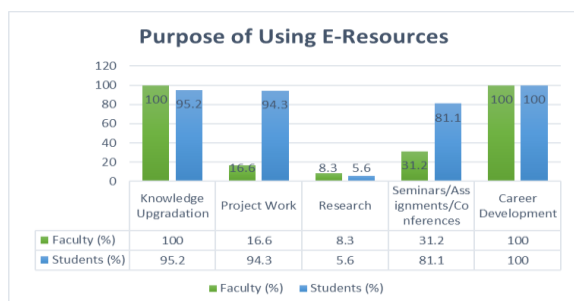
#### 5.2 Awareness of E-Resources



The study revealed varying levels of awareness among users regarding the availability of E-Resources in the library:

- **Library Circulars:** 66.6% of faculty members and 22.6% of students became aware of E-Resources through library circulars.
- **Library Notice Boards:** 45.8% of students and 8.3% of faculty members learned about E-Resources through notice boards.
- **Library Information Brochures:** 20.9% of faculty members and 17.4% of students were informed through brochures.
- **Departmental Communication:** 10% of students and 4.2% of faculty members were made aware through their respective departments.
- **Peer Communication:** Only 4.2% of students reported learning about E-Resources from friends.

### 5.3 Purpose of Using E-Resources

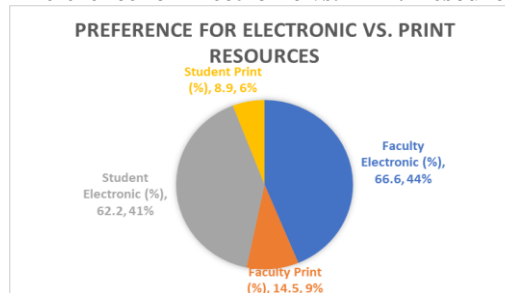


The primary purposes for using E-Resources varied among faculty and students:

- **Knowledge Upgradation:** 100% of faculty members and 95.2% of students used E-Resources to upgrade their knowledge.
- **Project Work:** 94.3% of students and 16.6% of faculty members utilized E-Resources for project-related work.
- **Research:** 8.3% of faculty members and 5.6% of students used E-Resources for research purposes.

- **Seminars/Assignments/Conferences:** 81.1% of students and 31.2% of faculty members used E-Resources for seminars, assignments, and conferences.
- **Career Development:** All respondents (100%) reported using E-Resources for career development.

### 5.4 Preference for Electronic vs. Print Resources



The study explored user preferences for electronic versus print formats:

- **Journals:** 66.6% of faculty members and 62.2% of students preferred the electronic version, while 14.5% of faculty and 8.9% of students preferred print. Approximately 18.7% of faculty and 28.7% of students preferred both formats.
- **Books:** 75% of faculty members and 59% of students preferred print books, while only 10.4% of faculty and 3.8% of students preferred e-books. A combined preference for both formats was reported by 14.5% of faculty and 37.2% of students.
- **Bibliographical Databases:** 62.5% of faculty members and 58% of students preferred electronic databases, while 12.5% of faculty and 9.9% of students preferred print. A combined preference was reported by 25% of faculty and 32% of students.

### 5.5 Availability and Satisfaction with Library Facilities

Facility	Faculty Satisfaction (%)	Student Satisfaction (%)
Computer Systems	95.8	85.8
Internet Speed	73	36.3
CD Writing Facility	91.6	93.8
Printing Facility	56.2	24.5
Electronic Document Delivery	8.3	N/A

The availability of infrastructure and facilities for accessing E-Resources was also assessed:

- **Computer Systems:** 95.8% of faculty members and 85.8% of students reported that sufficient computer systems were available.
- **Internet Speed:** 73% of faculty members and 36.3% of students were satisfied with the speed of the internet connection.
- **CD Writing Facility:** 91.6% of faculty members and 93.8% of students found the CD writing facility useful.
- **Printing Facility:** 56.2% of faculty members and 24.5% of students used the printing facility for downloaded articles.
- **Electronic Document Delivery:** Only 8.3% of faculty members reported using this service.

## 6. Suggestions (Operational & Service-Level Improvements)

Based on the findings of the study, the following **operational suggestions** are proposed to enhance the effective utilization of electronic resources (e-resources) at Private University Libraries in Karnataka:

### • **Implementation of Off-Campus Access Mechanisms**

The library should implement secure off-campus access solutions such as EZproxy/ MAPMyAccess / Knimbus VPN to facilitate 24x7 remote access to subscribed e-resources. This will significantly benefit students and faculty engaged in project work, internships, and research activities beyond campus hours.

### • **Targeted User Training and Capacity Building**

Periodic hands-on training programmes should be conducted on:

- Advanced searching on IEEE Xplore, ScienceDirect, SpringerLink, and EBSCO
- Reference management tools (Zotero, Mendeley, EndNote)
- Research ethics, plagiarism prevention, and responsible use of AI-assisted research tools such programmes will improve search efficiency, retrieval accuracy, and research quality.

### • **Integration of E-Resources with Teaching-Learning Processes**

Faculty members may be encouraged to integrate e-resources into course syllabi, reading lists, and Learning Management Systems (LMS). This

curricular integration will enhance the academic relevance and routine usage of subscribed resources.

### • **Improvement of Digital Infrastructure**

The study indicates moderate satisfaction with internet speed and printing facilities. Therefore, the library should:

- Upgrade internet bandwidth and Wi-Fi coverage
- Increase the number of high-performance computer terminals
- Improve printing and scanning facilities for academic use

### • **Strengthening Awareness and Promotion Strategies**

Multi-channel promotion strategies should be adopted, including:

- Monthly e-resource alerts via email
- Digital displays and QR codes in the library
- Department-wise orientation sessions
- Social media and institutional website updates

### • **User-Centric Digital Services**

The library should introduce Current Awareness Services (CAS) and Selective Dissemination of Information (SDI) to provide discipline-specific alerts on new journals, articles, and databases.

### • **Promotion of Open Access and NDLI Resources**

Open-access platforms such as NDLI, DOAJ, Shodhganga, and institutional repositories should be promoted to supplement subscribed resources and support equitable access to scholarly content.

## 7. Recommendations

The following **strategic recommendations** are proposed for long-term enhancement of digital library services:

### i. **Establishment of a Digital Resources Advisory Committee (DRAC)**

A committee comprising librarians, faculty representatives, and research scholars should periodically review e-resource subscriptions, usage trends, and emerging disciplinary needs to ensure optimal collection development.

### ii. **Formulation of an Institutional E-Resources Policy**

The institution should develop a formal policy outlining:

- Selection and evaluation criteria for e-resources
- Usage ethics and copyright compliance
- Remote access guidelines

- User training responsibilities  
This policy will support accreditation requirements (NAAC/NBA) and ensure service continuity.

### iii. Budget Optimisation through Usage-Based Renewal Decisions

Subscription renewal decisions should be guided by usage analytics (COUNTER reports, cost-per-download metrics, session duration). Low-usage resources may be reconsidered or replaced with high-impact databases.

### iv. Embedding Information Literacy in Curriculum

Information literacy and digital research skills should be integrated into the academic curriculum as credit or non-credit modules to institutionalize effective e-resource usage practices.

### v. Development of a Digital Research Support Service

A dedicated research support desk may be established to assist users with:

- Literature search strategies
- Citation tracking and research visibility (ORCID, Google Scholar profiles)
- Journal selection and publication support

### vi. Continuous Assessment and Quality Assurance

Annual user satisfaction surveys and service audits should be institutionalized to monitor evolving user needs and service effectiveness.

## 8. Conclusion

The study highlights the growing reliance on E-Resources at Private University libraries in Karnataka, with users preferring digital formats for journals and databases, while print books remain essential for sustained reading. Despite high satisfaction with existing resources, there are clear opportunities to improve infrastructure and user engagement. By implementing the recommendations outlined, the library can further enhance its role in supporting the academic and research pursuits of its community.

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