

Research Article

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Use of Library and Internet Resources by Urdu Faculty, Research Scholars and P.G. Students in University Libraries of Andhra Pradesh State

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Abstract The Information and communication technology has transformed the old concept of libraries from traditional to digital form. In today's world the most popular source of information is the Internet and electronic resources. The present study has been undertaken to assess the availability and use of library and web resources by Urdu faculty, research scholars and P.G. students in select university libraries of erstwhile Andhra Pradesh. The particular study was under taken to assess the awareness, availability and use of library and Urdu web resources by the users. Their extent of satisfaction, impediment and impact of Internet and Urdu web resources were analyzed. The findings of the study revealed that there are scanty Urdu resources available online and also there is lack of knowledge among scholars about the use of web resources. To utilize the Urdu web resources to its maximum, it is necessary to build awareness among the research scholars and train them in browsing internet as well as searching information on the internet and using resources. This can be done by conducting user orientation/awareness program.

Keywords Urdu Resources; Urdu Web Resources; Osmania University Library-Urdu Resources; University of Hyderabad Library-Urdu Resources; Use of Urdu Resources; Urdu Resources-User Orientation

1. Introduction

Urdu has always been predominantly the language of the Muslims, though millions of non-Muslims are able to read and write, millions more are able to understand and speak, whereas a few of them could make major contribution to Urdu literature.

Urdu is one of the chief languages of the South Asian subcontinent. It is cultivated and spoken from Kashmir to Kanyakumari and from Gujarat to West Bengal. Pakistan has adopted it as National Language and across the borders of India established the active nuclei in the countries like Great Britain, the United States, and also some of the Scandinavian, West Asian and African countries.

In India, status of Urdu language underwent a drastic change after Independence in 1947 when the monopolistic position of English as the exclusive official language and the main medium of instruction ended. Immediately after, there came the linguistic reorganization of states in 1956.

Urdu is the official language of Jammu and Kashmir and has acquired the status of a second language in Andhra Pradesh and Bihar. Since, the basic structure of Urdu as well the vocabulary is very much similar to Hindi language, it claims the same family history with Hindi. It has assimilated Persian, Arabic, English vocabulary and literary styles during the process of its long historical development.

2. Web Resources in Urdu Language

Since the past couple of decades, more and more people are browsing the Internet to gather the data and retrieve information. The shift to digital libraries has greatly influenced the common man's use of physical libraries. These factors resulted in the increased availability of Internet and web-resources. Research scholars have become more used to retrieve information from the Internet than a traditional library.

The Internet growth and the development of web technologies have given way to gather large-scale language data. The reduction in the cost of computers and increase of storage space has enabled the web researcher to easily collect enormous online text of various types and sources, such as news articles, novels, blogs etc. However, large volume of information on the Internet is in English Language. Although information exists in other languages, the growth of information on the Internet in other languages, especially in Indian languages is observed to be very slow. Some of the popular web resources available in Urdu language are listed below:

- A. **Annual of Urdu studies:** The Annual of Urdu Studies is a free, web-based journal which provides full text of scholarly articles, translations, short stories, poetry and views of scholars working on Urdu literature. It also publishes reviews of books, reports, research-in-progress, notices and information on forthcoming events of interest to its readers (conferences, workshops, competitions, awards, etc.) and serves as an annual inventory of significant Western publications in the field. The website includes even full-text archives.
- B. **Urdu poetry resources:** Urdu poetry resources' is a website that provides links to wide range of resources about Urdu poetry including English translations, technical, critical articles, reviews and online dictionaries. There are also web pages that give links to biographical and publication details of poets as well as ghazal singer's and also links to respective bookstores and audio websites.
- C. **ImagineAsian:** ImagineAsian is a reader development project started in 2002, Leicester City, Brent Harrow and Hillingdon Libraries which aims to raise the profile and increase the recognition of Indic writing in Urdu, Gujarati, Punjabi and English. This online resource provides a selection of book titles

written in these four languages, including full bibliographic details and synopses. ImaginAsian brings together the authors who may only be approached individually in other online resources.

- D. **U4U.Com:** U4U.Com is an online library with over 500,000 pages of world class Urdu literature with complete text of notable writers - from classic to contemporary. It is the only legal site featuring hundreds of authors and poets. U4U.COM is fully indexed, searchable, and highly interactive website, with custom skins (graphics designs) to suit the aesthetics of all users. Urdu literature is treasured with some finest world-recognized poets and writers, such as Ghalib, Mir, Faiz, Qasmi and has a large corpus, ranging from poetry to fiction to epics (dastaan). U4U.COM presents a tribute to Urdu writers.
- E. **Urdu E-newspapers in India:** India has an effervescent Urdu press, though the circulation of newspapers is much higher in Pakistan. However, in India, the Urdu papers are published from far and widely distributed across the country. Some of the important newspapers available online are listed below:

Table 1: List of Some of the Important Newspapers Available Online

S. No.	Name of the Newspaper	Place of Publication	URL
1.	Inquilab	Mumbai	www.inquilab.com
2.	Siasat	Hyderabad	www.siasat.com
3.	Sahafat	Lucknow	www.sahafat.in
4.	Munsif	Hyderabad	www.munsif.com
5.	Roznama Rashtriya Sahara	Delhi	www.roznamasahara.com
6.	Urdu Times	Mumbai	www.urdutimes.net
7.	Hindustan Express	Delhi	www.hindustanurdudaily.com
8.	Etemaad	Hyderabad	www.etemaaddaily.com
9.	Milap	Delhi	www.milap.com
10.	Mashriq	Kashmir	www.akhbaremashriq.com
11.	Aftab	Kashmir	www.dailyaftab.com
12.	Chattan weekly	Kashmir	www.chattanonline.com

- F. Apart from the above mentioned resources, there are several websites in Urdu poetry and Literature like – Urdu Point (<http://www.urdupoint.com/>); Urdu Life (<http://www.urdulife.com/poetry/>), etc.
- G. Software: ‘Mutakallim’ is Urdu Text to Speech Software that speaks and recognizes Urdu language. It is also known as Urdu Genie/Urdu Jini. Mutakallim was an attempt to develop Urdu Software that can recognize spoken Urdu words and Speak Urdu statements written/typed by the user.

3. Statement of the Problem

Users differ from one Library to another. Public library is comprised of general public. In a special library users are researchers and specialists. In an academic library the students, teachers and research scholars are the users. Whatever may be the type, the role of the libraries is to provide information and satisfy the information needs of the users from time to time.

User study helps in knowing the difficulties faced by the user in using their services and in obtaining the requisite information for his work. User study and feedback from the user helps the librarians to plan the services, taking the necessary steps matching their user needs, by which the smooth flow of information from the information system to user is enabled.

Present study is a part of the Information use studies aimed at exploring the information seeking behavior; extent of use; satisfaction about library and web resources by Urdu faculty, research scholars and students in the following six selected university libraries in the erstwhile state of Andhra Pradesh –

- Maulana Azad National Urdu University, (MANUU) Hyderabad
- Osmania University, (OU) Hyderabad
- Satavahana University, (SU) Karimnagar
- Sri Venkateswara University, (SVU) Tirupati
- Telangana University, (TU) Nizambad and
- University of Hyderabad, (UOH) Hyderabad

The above mentioned six universities are offering M.Phil. and Ph.D. programmes in addition to Master's degree in Urdu language, having separate departments for Urdu. Hence these six universities are selected for the study.

As the total strength of the faculty, research scholars and students in the selected university libraries is only 500 in number, the researcher resorted to census method. Structured questionnaires were distributed to all the 500 members. However, 380 responses were received in time. The details of Total strength and the response obtained in the selected university libraries are shown in Table 2.

Table 2: Total Strength of Students, Research Scholars and Faculty and the Response Obtained (As per University)

S. No.	Name of the University	PG	M.Phil. /Ph.D.	Faculty	Total	Response Obtained (Percentage)
1.	Maulana Azad National Urdu University	60	57	26	143	109 (76.22%)
2.	Osmania University	25	36	10	71	44 (61.97%)
3.	Satavahana University	45	0	03	48	35 (72.91%)
4.	Sri Venkateswara University	50	14	04	68	53 (77.94%)
5.	Telangana University	54	08	04	66	48 (72.72%)
6.	University of Hyderabad	57	37	10	104	91 (87.5%)
Total		291	152	57	500	380 (76%)

4. Objectives of the Study

The specific objectives of the study are to –

1. Examine the frequency of library use
2. Analyze the pattern of internet use including – frequency and place of internet use
3. Analyze the use of Urdu e-resources
4. Analyze the preference for print and electronic resources
5. Study the impact of library and internet on academic performance of the respondents.

A. Need and Significance of the Study

A review of the existing literature reveals that intermittent efforts are made to study the problems encountered in the acquisition and development of Urdu library collections, evolving classification systems suitable for Urdu language books. The present study therefore, aims to fill these gaps in the literature.

Studies focusing on the Information needs of Urdu scholars are not carried out in India, especially in Andhra Pradesh where several libraries like Osmania University Library, MAANU and other libraries with rich collections of Urdu resources are existing and Urdu scholars as well as learners are extensively using these collections. Hence this study would be of immense value to these libraries and learners.

5. Review of Literature

Several studies are conducted on the use of the library, Information needs and information seeking behavior and the use of electronic sources by academicians belonging to different faculties like sciences, social sciences and the humanities in general. However, the use of library and information sources by Urdu faculty, students and researchers are very scarcely found in the literature.

Das, A. and Basu, D. (2009) conducted study at Bidhan Chandra KrishiViswavidyalaya, West Bengal, which aimed to understand the differential purposes of “Internet use by the students and researchers”. The study also examined the students’ learning mode of Internet use, perception regarding its benefits, impact and influence in performance, user satisfaction and first hand problems faced by the students and researchers in use of internet.

Madhusudhan, M. (2007) made a study on “Internet use by research scholars in University of Delhi, India”. It was found that the Internet browsing facility has enabled the research scholars to enhance their academic excellence by providing them the latest information and access to worldwide information. A high proportion of respondents are using e-journals and databases.

Purnima Devi and Herojit Sing (2009) in their article “Internet users: a study of Manipur University Library” assessed the attitude of Internet users, especially the research scholars. The major objectives were to identify Internet is not a substitute for the library and to find the use of Internet resources by research scholars for their research work.

Vasappa Gowda and D. Shivalingaiah (2009) conducted a study on “Attitude of research scholars towards usage of electronic information resources: a survey of University Libraries in Karnataka.” Questionnaire was distributed to gather data from researchers of humanities, social science disciplines in six universities in Karnataka and responses were received from 845 research scholars. In general the research scholars preferred print resources and there exists significant differences in the preferences of print and electronic resources among various disciplines. Further the study identified the gaps in the need and availability of electronic resources like online journals and databases in the university libraries and also revealed that the electronic resources have created a positive hope among the research community in searching the information.

Mahajan (2006) on analyzed the Internet use by researchers in Punjab University, Chandigarh, and also how the convergence of information and communication technologies, as embodied by the Internet, has transformed the present day society into a knowledge society.

Mulimani, Mallikarjun N. and Gudiman, Suresh B. conducted a survey on “Usage of Internet by Students and Research Scholars of Karnataka University Library”. The main aim of this survey was to understand student’s usage of Internet and computer technology, their experience with technology and their

aptitudes and expectation about technology resources and identify areas for improvement of services. The paper discusses the impact of Internet in Karnataka University Library.

6. Data Analysis and Findings

The findings drawn from 380 responses of 6 selected universities, as per the following objectives are analyzed below.

1. The frequency of library use
2. The pattern of internet use including – frequency and place of internet use
3. The use of Urdu e-resources
4. Preference of Print / Electronic
5. The impact of library and internet on academic performance of the respondents.

A. Frequency of Library Visit

Table 3: Distribution of Respondents according to Frequency of Library Visit

S. No.	Frequency of Library Visit	Faculty	Research Scholars	Students	Total
1	Everyday	6 (11.5%)	44 (32.6%)	51 (26.4%)	101 (26.6%)
2	Weekly	27 (51.9%)	54 (40%)	73 (37.8%)	154 (40.5%)
3	Fortnightly	8 (15.4%)	29 (21.5%)	48 (24.9%)	85 (22.4%)
4	Monthly	4 (7.7%)	2 (1.5%)	9 (4.7%)	15 (3.9%)
5	Rarely	7 (13.5%)	6 (4.4%)	12 (6.2%)	25 (6.6%)
	Total	52	135	193	380

The Table 3 shows the frequency of library use by Urdu faculty, research scholars and students of Andhra Pradesh. From the table, it is clear that less than half of the respondents (40.5%) visit the library once in a week and just above one fourths of the respondents (26.6%) visit the library every day.

Analysis of the frequency of library visit by different groups of users reveals interesting findings. Just above half of the faculty (51.9%) visit the library once in a week. Out of the remaining, 15.4% visit the library fortnightly. It is also noticed that 13.5% of the faculty rarely visit the library. Among the research scholars, less than half (40%) of them visit the library once in a week and 32.6% visit the library every day. Majority of the students (37.8%) visit the library once in a week, followed by 26.4% of them -visiting the library every day.

B. Frequency of Internet Use

The Table 4 shows Internet use in terms of hours per day by Urdu faculty, research scholars and students of Andhra Pradesh. Majority of the faculty (88.5%), research scholars (94.1%) and students (91.2%) are using internet at a minimum of one hour per day. For the hours of use per day for two and three hours, the response is very less from all three categories of users.

Table 4: Frequency of Internet Use (In Terms of Hours per Day)

S. No.	Internet Use (In hours)	Faculty	Research Scholars	Students	Total
1	One Hour	46 (88.5%)	127 (94.1%)	176 (91.2%)	349 (91.8%)
2	Two Hours	4 (7.7%)	5 (3.7%)	12 (6.2%)	21 (5.5%)
3	Three Hours	2 (3.8%)	3 (2.2%)	5 (2.6%)	10 (2.6%)
	Total	52 (13.7%)	135 (35.6%)	193 (50.7%)	380 (100%)

C. Place of Internet Access

The Table 5 shows the ranking of criteria for access of Internet facility by Urdu faculty, research scholars and students in Universities of Andhra Pradesh. A majority of the respondents (60.3%) percent accessed Internet from the Library, while 46.6% accessed from the Cyber Café. Another 51.6% accessed from home and 38.2% accessed Internet from the University Department/Computer center.

Table 5: Ranking Criteria as per the Place Preference for Accessing Internet

Ranking	Faculty	Research Scholars	Students	Total
(a) From the Place of Residence				
First Rank	14 (7.1%)	69 (35.2%)	113 (57.7%)	196 (51.6%)
Second Rank	14 (24.1%)	24 (41.4%)	20 (34.5%)	58 (15.3%)
Third Rank	21 (21.2%)	27 (27.3%)	51 (51.5%)	99 (26.1%)
Fourth Rank	3 (11.1%)	15 (55.6%)	9 (33.3%)	27 (7.1%)
Total	52 (13.7%)	135 (35.6%)	193 (50.7%)	380 (100%)
(b) Cyber Café				
First Rank	11 (20.4%)	22 (40.7%)	21 (38.9%)	54 (14.2%)
Second Rank	26 (14.7%)	62 (35.0%)	89 (50.3%)	177 (46.6%)
Third Rank	5 (7.0%)	40 (56.3%)	26 (36.6%)	71 (18.7%)
Fourth Rank	10 (%)	11 (14.5%)	57 (75.0%)	78 (20.0%)
Total	52 (13.7%)	135 (35.6%)	193 (50.7%)	380 (100%)
(c) Library				
First Rank	42 (18.3%)	74 (32.3%)	113 (49.3%)	229 (60.3%)
Second Rank	1 (1.4%)	30 (41.7%)	41 (56.9%)	72 (18.9%)
Third Rank	8 (11.1%)	26 (36.1%)	38 (52.8%)	72 (18.9%)
Fourth Rank	1 (14.3%)	5 (71.4%)	1 (14.3%)	7 (1.8%)
Total	52 (13.7%)	135 (35.6%)	193 (50.7%)	380 (100%)
(d) University Department / Computer Centre etc.				
First Rank	13 (8.9%)	72 (49.7%)	60 (41.4%)	145 (38.2%)
Second Rank	25 (23.1%)	33 (30.6%)	50 (46.3%)	108 (28.4%)
Third Rank	4 (9.3%)	10 (23.3%)	29 (67.4%)	43 (11.3%)
Fourth Rank	10 (11.9%)	20 (23.8%)	54 (64.3%)	84 (22.1%)
Total	52 (13.7%)	135 (35.6%)	193 (50.7%)	380 (100%)

D. Use of Urdu E-journals and Magazines

The Table 6 gives the data about the use of Urdu e-journals like (a) Annual of Urdu studies, (b) Urdu language jihadi journal, (c) Maarif-e-Raza journal (d) Yojana and (e) Bazm-e-sahara by faculty, research scholars and students of Andhra Pradesh. Out of 380 respondents, 193 (50.8%) respondents belongs students, 135 (35.5%) are research scholars, 52 (13.7%) are faculty. A major number of respondents either faculty or research scholars or students has shown average use towards Yojana 165 (43.4%) and Bazm-e-sahara 183 (48.2%). The least use has been shown towards the Annual of Urdu Studies 262 (68.9%), Urdu language jihadi journal 368 (96.8%) and Maarif-e-Raza journal 355 (93.4%).

Table 6: Use of Urdu E-journals and Magazines

Use	Faculty	Research Scholars	Students	Total
(a) The Annual of Urdu Studies, USA				
Most	2 (7.4%)	4 (14.8%)	21 (77.8%)	27 (7.1%)
Average	17 (18.7%)	40 (44.0%)	34 (37.4%)	91 (23.9%)
Least	33 (12.6%)	91 (34.7%)	138 (52.7%)	262 (68.9%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)
(b) Urdu Language Jihadi journal, Pakistan				
Most	0 (0%)	1 (50.0%)	1 (50.0%)	2 (0.5%)
Average	0 (0%)	8 (80.0%)	2 (20.0%)	10 (2.6%)
Least	52 (14.1%)	126 (34.2%)	190 (51.6%)	368 (96.8%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)
(c) Maarif-e-Raza journal, Pakistan				
Most	4 (36.4%)	6 (54.5%)	1 (9.1%)	11 (2.9%)
Average	2 (14.3%)	7 (50.0%)	5 (35.7%)	14 (3.7%)
Least	46 (13.0%)	122 (34.4%)	187 (52.7%)	355 (93.4%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)
(d) Yojana, India				
Most	16 (15.7%)	47 (46.1%)	39 (38.2%)	102 (26.8%)
Average	14 (8.5%)	60 (36.4%)	91 (55.2%)	165 (43.4%)
Least	22 (19.5%)	28 (24.8%)	63 (55.8%)	113 (29.7%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)
(e) Bazm-e-Sahara, India				
Most	14 (15.2%)	33 (35.9%)	45 (48.9%)	92 (24.2%)
Average	12 (6.6%)	67 (36.6%)	104 (56.8%)	183 (48.2%)
Least	26 (24.8%)	35 (33.3%)	44 (41.9%)	105 (27.6%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)

E. Use of Urdu E-books

The Table 7 gives the use of Urdu e-books resources like (a) Urdudost.com, (b) Urduweb.in, (c) Urdupoint.com and (d) u4u, by faculty, research scholars and students of Andhra Pradesh. Out of 380 respondents, 193 (50.8%) respondents belong students, 135 (35.5%) are research scholars, 52 (13.7%) are faculty. A majority of respondents in all categories either from faculty or research scholars or students have shown average use towards Urdudost.com 177 (46.6%), Urduweb.in 196 (51.6%) and Urdupoint.com 180 (47.4%).

Table 7: Use of Urdu e-books

Use	Faculty	Research Scholars	Students	Total
(a) www.urdudost.com				
Most	16 (16.2%)	45 (45.5%)	38 (38.4%)	99 (26.1%)
Average	18 (10.2%)	68 (38.4%)	91 (51.4%)	177 (46.6%)
Least	18 (17.3%)	22 (21.2%)	64 (61.5%)	104 (27.4%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)
(b) www.urduweb.in				
Most	16 (22.9%)	40 (57.1%)	14 (20.0%)	70 (18.4%)
Average	18(9.2%)	67 (34.2%)	111 (56.6%)	196 (51.6%)
Least	18(15.8%)	28 (24.6%)	68 (59.6%)	114 (30.0%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)
(c) www.urdupoint.com				
Most	12 (18.8%)	34 (53.1%)	18 (28.1%)	64 (16.8%)
Average	22 (12.2%)	68 (37.8%)	90 (50.0%)	180 (47.4%)
Least	18 (13.2%)	33 (24.3%)	85 (62.5%)	136 (35.8%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)
(d) www.u4u.com				
Most	4 (13.3%)	21 (70.0%)	5 (16.7%)	30 (7.9%)
Average	18 (10.3%)	66 (37.9%)	90 (51.7%)	174 (45.8%)
Least	30 (17.0%)	48 (27.3%)	98 (55.7%)	176 (46.3%)
Total	52 (13.7%)	135 (35.5%)	193 (50.8%)	380 (100%)

F. Use of Online Urdu Resources

Table 8: Use Regarding Different Types of Online Urdu Resources by the Respondents

S. No.	Online Urdu Resources	Use as per the No. of respondents (%)		
		Most	Average	Least
1	Urdu e-books	115 (30.3%)	162 (42.6%)	103 (27.1%)
2	Urdu e-journals	61 (16.1%)	190 (50.0%)	129 (33.9%)
3	Urdu Databases	37 (9.8%)	181 (47.6%)	162 (42.6%)
4	Online Newspapers in Urdu Language	313 (82.3%)	50 (13.2%)	17 (4.5%)

The Table 8 reflects the data on the Use of online Urdu resources by faculty, research scholars and students of Andhra Pradesh. A major number of respondents either faculty or research scholars or students marked average use towards Urdu e-journals 50%, Urdu databases 47.6% Urdu e-books 42.6%. The use of Online Newspapers in Urdu Language has been rated as “Most” by faculty with 82.3%.

G. Preference for Print and Electronic Information

S. No.	Type of Source	Satisfaction As per No. of respondents (%)
1	Print Information	238 (62.6%)
2	Electronic Information	142 (37.36%)

The respondents were asked to mark their preference of use of print and electronic sources of information to satisfy their information needs. It can be seen from the Table 9, that 62.6% of the respondent's preferred print information and only 37.36% of respondents stated that they use electronic sources to satisfy their information needs.

H. The Impact of Internet Use on Library

The Table 10 shows the impact of Internet use on library. Out of 332 (87.4%) respondents who said "NO", 45 (13.6%) are faculty members, 121 (36.4%) are research scholars and 166 (50.0%) of them are students. The respondents prefer library resources more than the Internet resources. Since there are very few resources available on the internet, very few electronic journals being published in Urdu language and very few electronic books resources available, there is very less use of Internet and more use of printed Urdu material. Hence there is more usage of library resources than the internet resources. Therefore it can be observed that the respondents are more used towards printed material and their usage of library resources is also more. It is also apparent from the data that Internet cannot decrease the importance of Library resources. Since, the electronic resources in Urdu language are scanty, the use is more focused towards print resources and the respondents ultimately depend on print form. The situation implies that there is a need to improve digital resources in Urdu language.

Table 10: Respondent's Opinion on Whether Internet Decrease the Importance of Library Resources

S. No.	Type of Users	No. of Respondents (%)		Total
		Yes	No	
1	Faculty	7 (13.5%)	45 (86.5%)	52 (13.7%)
2	Research Scholars	14 (10.3%)	121 (89.6%)	135 (35.6%)
3	Students	27 (14%)	166 (86%)	193 (50.7%)
	Total	48 (12.6%)	332 (87.4%)	380 (100%)

7. Summary of Findings

- Majority of respondents (40.5%) reported that they visit the library once in a week and only 26.6% visit the library every day. Considerable respondents (6.6%) reported the rare use of the library. From the data, it can be stated that Library is not used to the optimum level by the respondents. The reasons for the less frequent visits could be because of lack of up-to-date collection of Urdu books or lack of proper arrangement and maintenance in the library. The study finds that respondents make more use of textbooks, Internet and newspapers in the library compared to other resources.
- Frequency of Internet use by the respondents shows that majority of the faculty (88.5%), research scholars (94.1%) and students (91.2%) are using internet for one hour per day.
- Respondents were asked about the place of Internet access. The responses were ranked based on the average score received for each option. Respondents ranked internet accessed from the

library as first rank (3.37) followed by accessing internet from the place of residence (3.11) and from the University department/ Computer center (2.82).

- The Urdu magazines published in electronic form in India - Yojana (26.8%) and Bazm-e-sahara (24.2%) is used to a greater extent by the respondents. The least use has been shown towards the Annual of Urdu Studies 262 (69%), Urdu language jihadi journal 368 (97%) and Maarif-e-Raza journal 355 (93.4%). The reason for less usage towards e-journals and magazines may be either the library is not subscribing the e-journals or the respondents are not aware of using the e-journals and magazines. Since there are very less online e-journals and magazines published in Urdu language and literature, the usage is also very less.
- Although use of e-books is observed to be less by the respondents, they rated Urdu dost.com (26%) as most used website for e-books. Other websites including Urduweb.in (18.4%) and Urdu point.com are used by 16.8% respondents only.
- Average satisfaction is received from the respondents towards Urdu e-journals 50%, Urdu databases 47.6% and Urdu e-books 42.6%. The satisfaction regarding the Online Newspapers in Urdu Language has been rated as "Good" by respondents with 82.3%.
- It is found that Print is the most preferred medium for satisfying the information needs compared to the electronic medium.
- Very high percentage (87.4%) of respondents opined that use of Internet do not reduce the use of Library. All the respondents agreed that library has positive impact on the academic performance.

8. Recommendation & Conclusion

Since, the electronic resources in Urdu language are scanty; there is a need to improve digital resources in Urdu language. The above data also indicate that still there is a gap in publishing e-resources in Urdu language as well using those are available by all the categories of users. Though good number of students, research scholars and faculty members are using and preferring Urdu e-resources, the findings reveal that –

- There is need to increase awareness about the availability of information resources such as full text digital resources more and more information gateways, groups, discussion forums, etc. coming up in this era and also about searching OPACs.
- There is a need to develop knowledge about use of electronic resources of all types available online including books, journals, theses and dissertations, technical reports, patents, databases, etc.

The Internet has become a major source of communication and dissemination of information in the twenty-first century. Libraries in India are rapidly transforming into digital libraries and virtual learning resource centers. A large portion of user populations in the university are aware about the Internet, but they do not know all its techniques and applications. Further, a few users of the universities in the country still do not have sufficient knowledge about the Internet and related applications. For this purpose, there is need for effective user education, to develop awareness and knowledge among users for the effective use of ever populating learning resources in electronic form. More efforts by library professionals are needed to educate users to effectively use the Internet and its techniques and applications.

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