5.1 Introduction

Libraries typically focus on the literature of one subject or a group of related areas and cater to a specific user demographic. It is impossible to dispute the significance of special libraries in the intellectual, social, and political spheres of life in this era of rapid technological development. To the best of the researcher's knowledge, there haven't been many earlier studies that have sought to comprehend user and library perspectives on the importance of special libraries in India. The current study included both an exploratory and a descriptive research methodology.

To the best of the researcher's knowledge, there haven't been many earlier studies that have sought to comprehend user and library perspectives on the importance of special libraries in India.

The ultimate user of the benefits of the proposed study is the special library patron who uses its well-managed array of e-resources to get high-quality material on their subject. Additionally, the current study would be beneficial in highlighting the most recent methods needed for university libraries, organizing electronic resources and their services.

The research tool for gathering data is the survey method and questionnaire. To investigate how library users are perceived, two questionnaires were created. The design of the user questionnaire includes questions about using e-resources, accessing information, using databases, user study, benefits of using e-resources, issues with use, the strengths and weaknesses of e-resources, specialized services provided by university libraries, and user satisfaction levels, among other topics.

Table 5.1: Distribution of Questionnaires in Universities Library

S. No.	University	Questionnaire Distribution	Questionnaire Received	Total	Percentage
1.	Devi Ahilya Vishwavidyalaya, Indore	40	40	40	9.30
2.	Dr. Bhim Rao Ambedkar University of Social sciences, Mhow (M.P.)	40	35	35	8.14
3.	Vikram University Ujjain (M.P.)	40	35	35	8.14
4.	Dr. A.P.J Abdul Kalam University Indore (M.P.)	40	33	33	7.67
5.	Malwanchal University, Indore (M.P.)	40	40	40	9.30
6.	Medi-Caps University, Indore (M.P.)	40	35	35	8.14
7.	Oriental University, Indore (M.P.)	40	38	38	8.84
8.	Renaissance University, Indore (M.P.)	40	30	30	6.98
9.	Sage University, Indore (M.P.)	40	36	36	8.37
10.	Shri Vaishnav Vidyapeeth Vishwavidyalaya, Indore (M.P.)	40	38	38	8.84
11.	Symbiosis University of Applied Sciences Indore (M.P.)	40	36	36	8.37
12.	Avantika University, Ujjain (M.P.)	40	34	34	7.91
		480	**430**	**430**	**100**

Table 5.2: Knowledge about the Computer

Category	Frequency	Valid Percentage
Yes	430	100
No	00	00
Total	**430**	**100**

Fig. 5.1: Knowledge about the Computer

It is clear from the above table and figure that the users having knowledge about computer as per user's responses in all the universities.

It is clear shows that 100 percentage users have the knowledge about computer.

Table 5.3: Knowledge about the Internet

Category	Frequency	Valid Percentage
Yes	380	88.37
No	50	11.63
Total	**430**	**100**

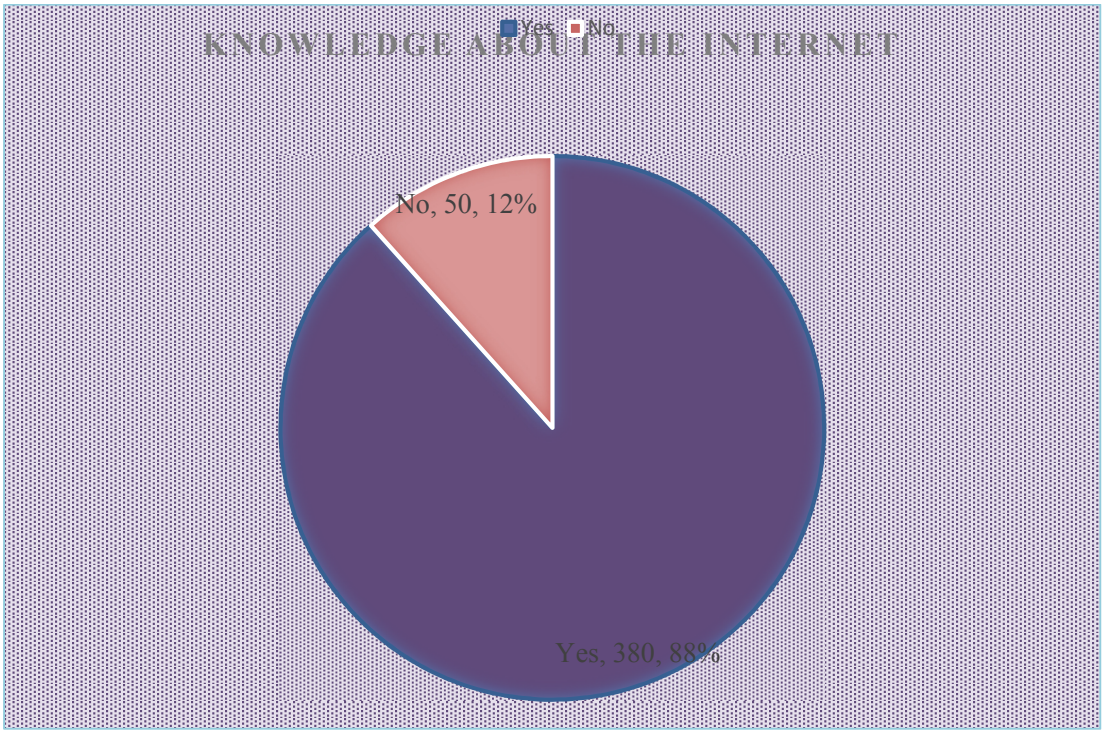


Fig. 5.2: Knowledge about the Internet

It is clear from the above table and figure that 88 percent of users having knowledge about the Internet and 12 percentage users said don't have knowledge about the Internet.

Maximum 88% of users have knowledge about the Internet.

Table 5.4: Knowledge about Online E-resources

Category	Frequency	Valid Percentage
Yes	224	52.09
No	206	47.91
Total	**430**	**100**

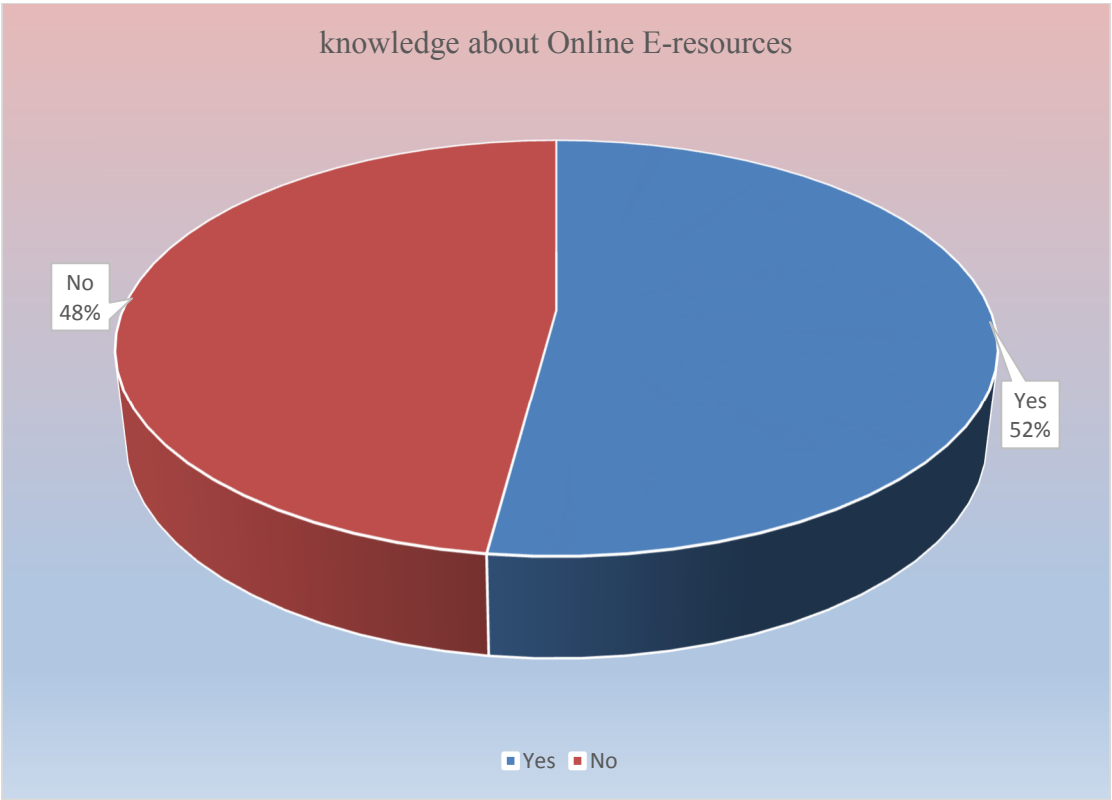


Fig. 5.3: knowledge about Online E-resources

According to the above table and data, 52 percent of users have knowledge of online E-resources, whereas 48 percent have no understanding of the Internet.

Maximum 52% users said that knowledge online E-resources.

Table 5.5: Uses of Online E-Resources

Category	Frequency	Valid Percentage
Yes	190	44.19
No	240	55.81
Total	**430**	**100**

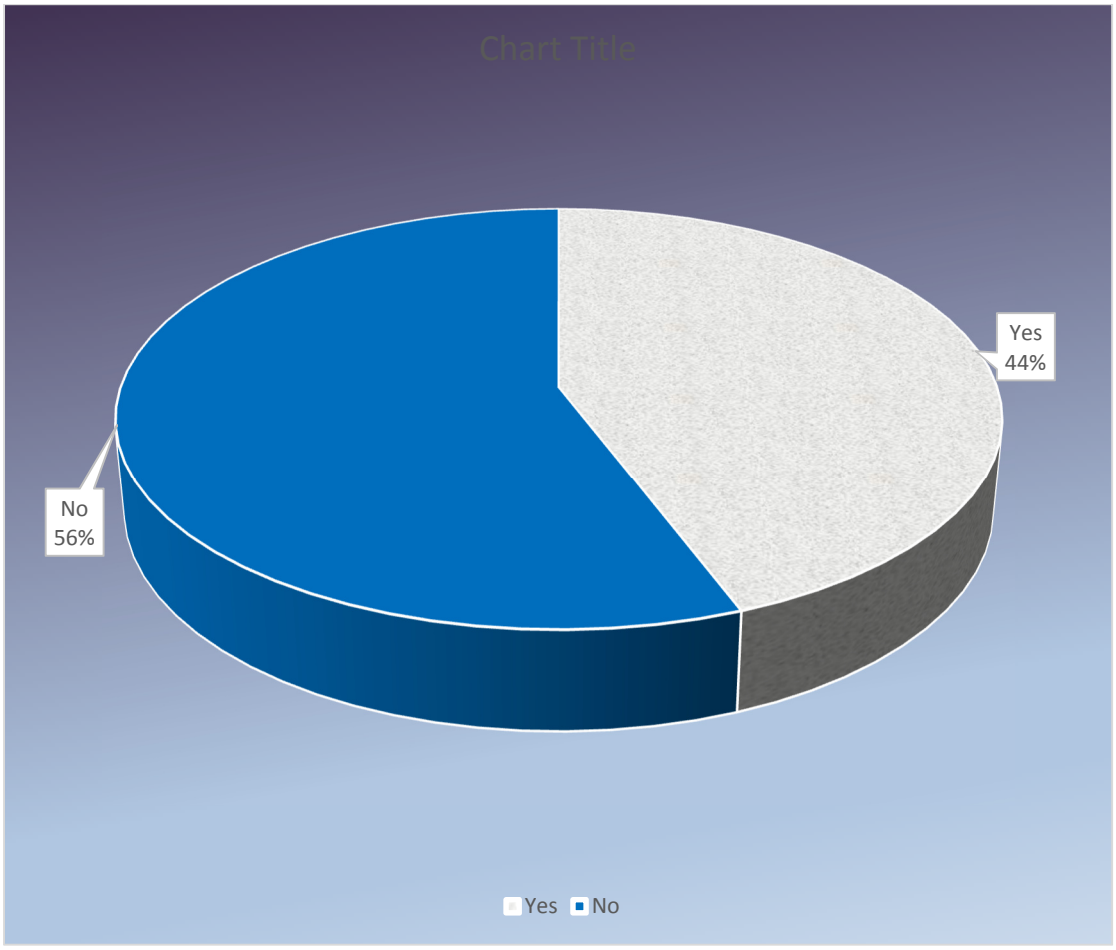


Fig. 5.4: Uses of Online E-Resources

The aforementioned data makes it quite evident that people are utilizing online e-resources and services. maximum 55.81% of users don't utilize e-resources, followed by 44.19% of users who do.

Table 5.6: Type of Resources Accessed by User

Category	Frequency	Valid Percentage
E-Journals	38	8.84
E- Books	200	46.51
E- Databases	13	3.02
E- Magazine	11	2.56
E- Lectures	140	32.56
E- News Papers	22	5.12
E- Maps	0	0.00
E- Thesis	6	1.40
Total	**430**	**100**

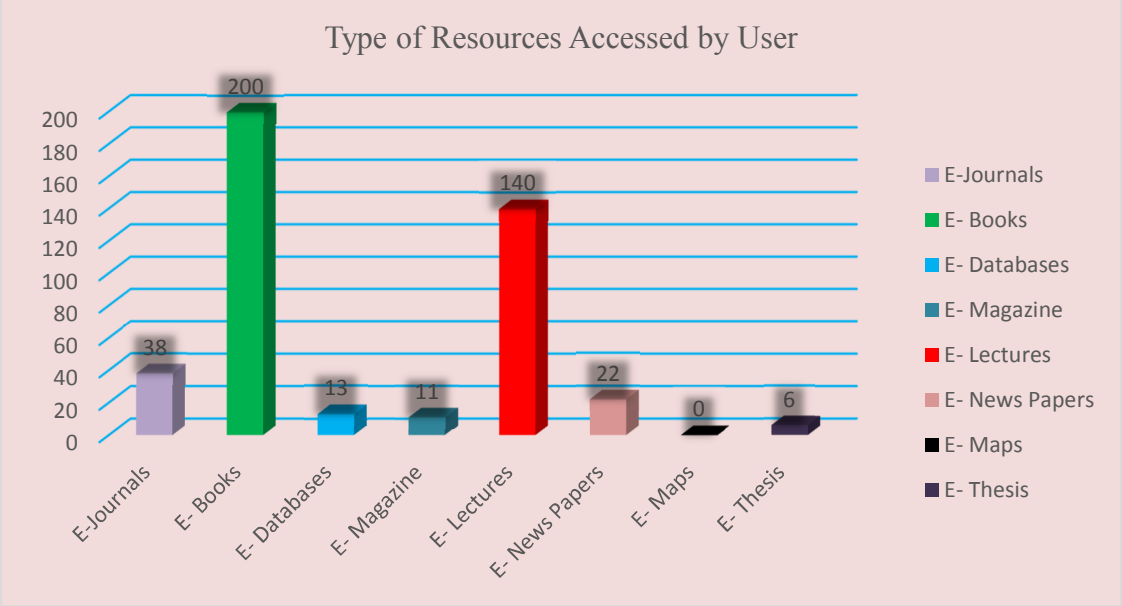


Fig. 5.5: Type of Resources Accessed by User

According to the aforementioned chart, users access a variety of e-resources via the Internet for library operations and services. Maximum 45.51% of users use e-books, followed by 32.56% of users who use e-lectures, 8.84% of users who use journals, 5.12% of users who use newspapers, 3.02 of users who use databases, 2.56% of consumers who use magazines, and 1.40% of users who use e-theses.

Maximum 45.51% E-book are used while minimum 1.40% E-Theses were used by user accessed of e-resources.

Table 5.7: Uses of E-Resources for Professional Development

Category	Frequency	Valid Percentage
Yes	272	63.26
No	95	22.09
Total	**430**	**100**

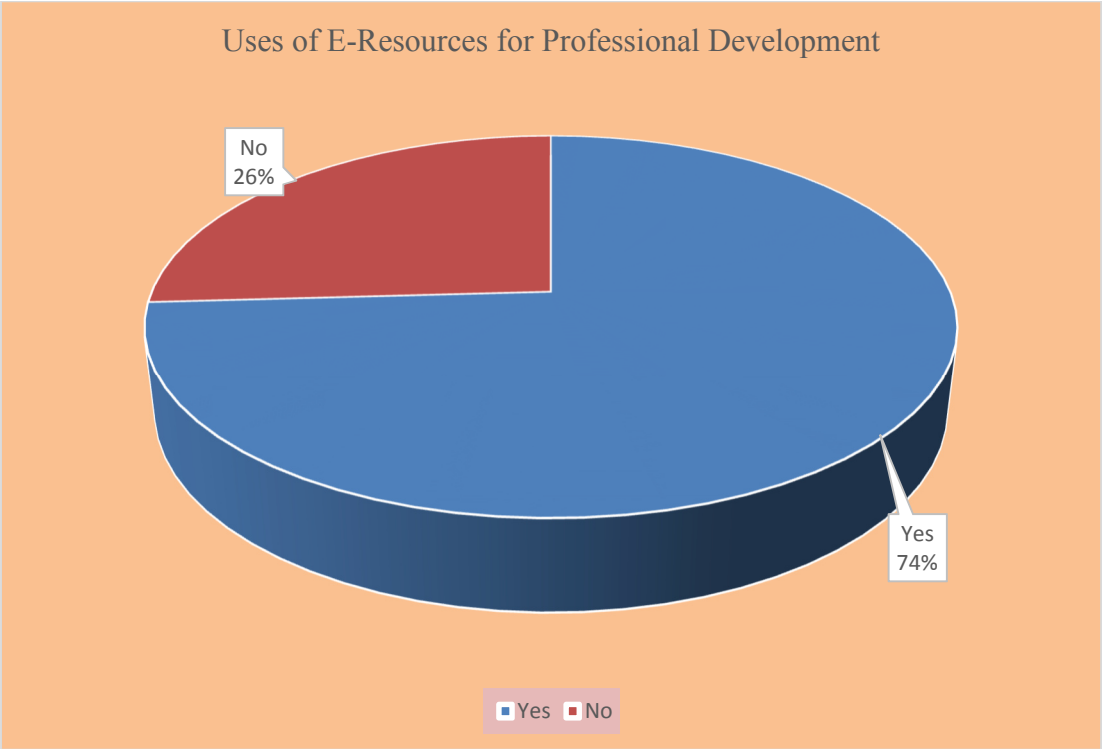


Fig. 5.6: Uses of E-Resources for Professional Development

It is obvious from the above table that users use electronic resources for professional development; 63.26% of users use e-resources for professional development, whereas 29.09% do not.

It is evident that consumers use the maximum of 63.26 electronic resources for professional growth.

Table 5.8: Uses of E-journal to increased academic qualification of User

Category	Frequency	Valid Percentage
Yes	102	23.72
No	265	61.63
Total	**430**	**100**

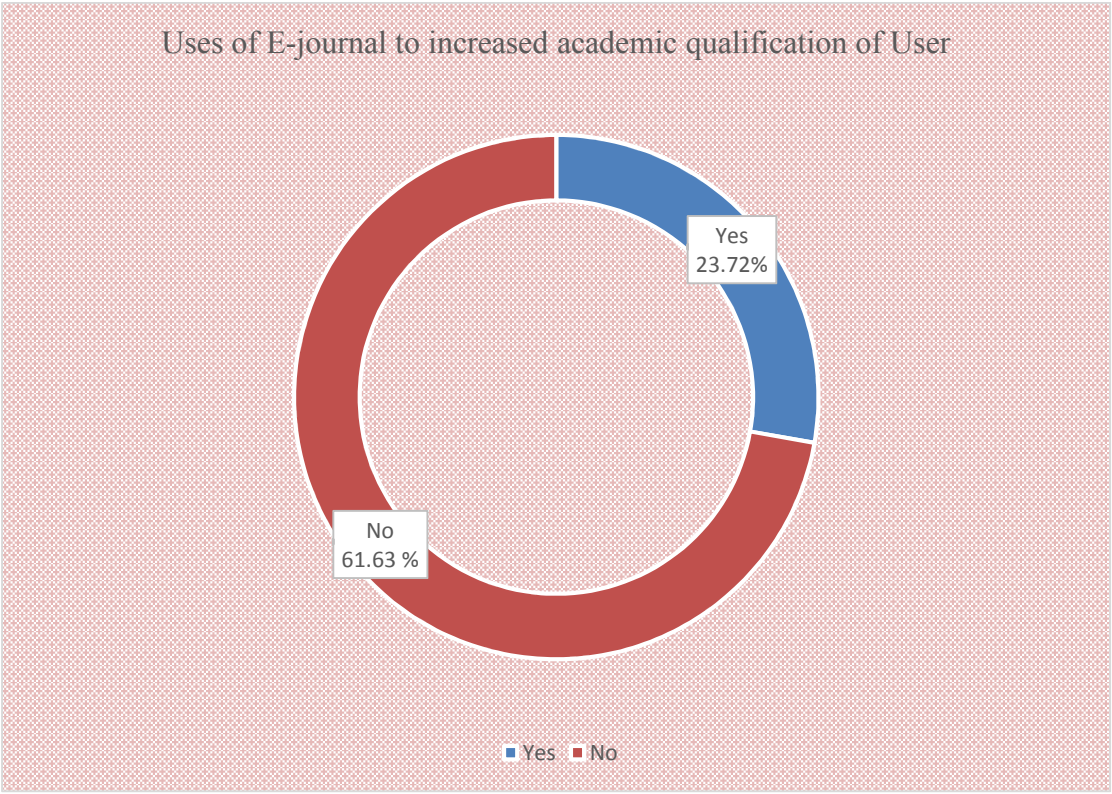


Fig. 5.7: Uses E-journal to increase academic qualification of User

The table and above graph show that the majority of 61.63 % users are said that they don't use to e-resources to be increased academic qualification of user and followed by 23.72% are used.

Table 5.9: Types of help E-resources for Profession

Category	Frequency	Valid Percentage
Helpful in teaching	132	30.70
For research	179	41.63
To updating of information	104	24.19
Other	15	3.49
Total	**430**	**100**

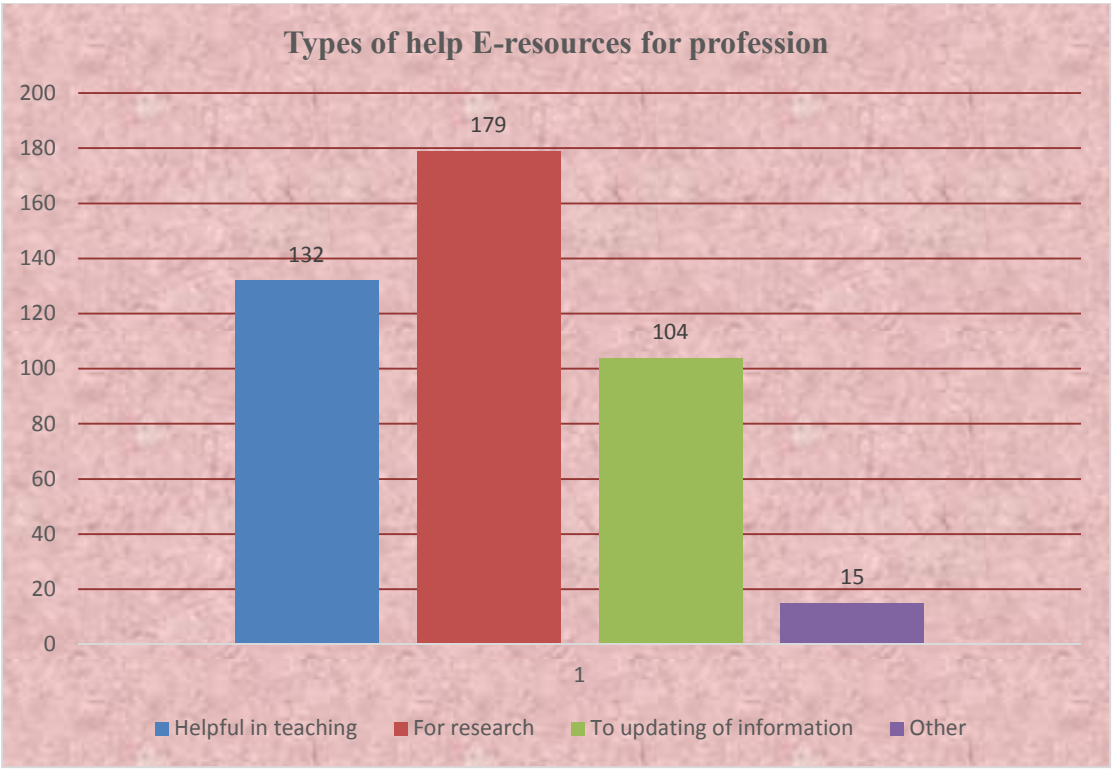


Fig. 5.8: Types of help E-resources for Profession

From the above table and graph, it is observed that 41.63 % of users found that e-resources are more helpful in research area, followed by 30.70% helpful in teaching, followed by 24.19% helpful in updating of information and 3.49% helpful in other purposes.

It is clear that maximum 41.63 of e-resources helpful in research in user's profession.

Table 5.10: Impact of E-resources in your Academic Achievement

Category	Frequency	Valid Percentage
Yes	337	78.37
No	93	21.62
Total	**430**	**100**

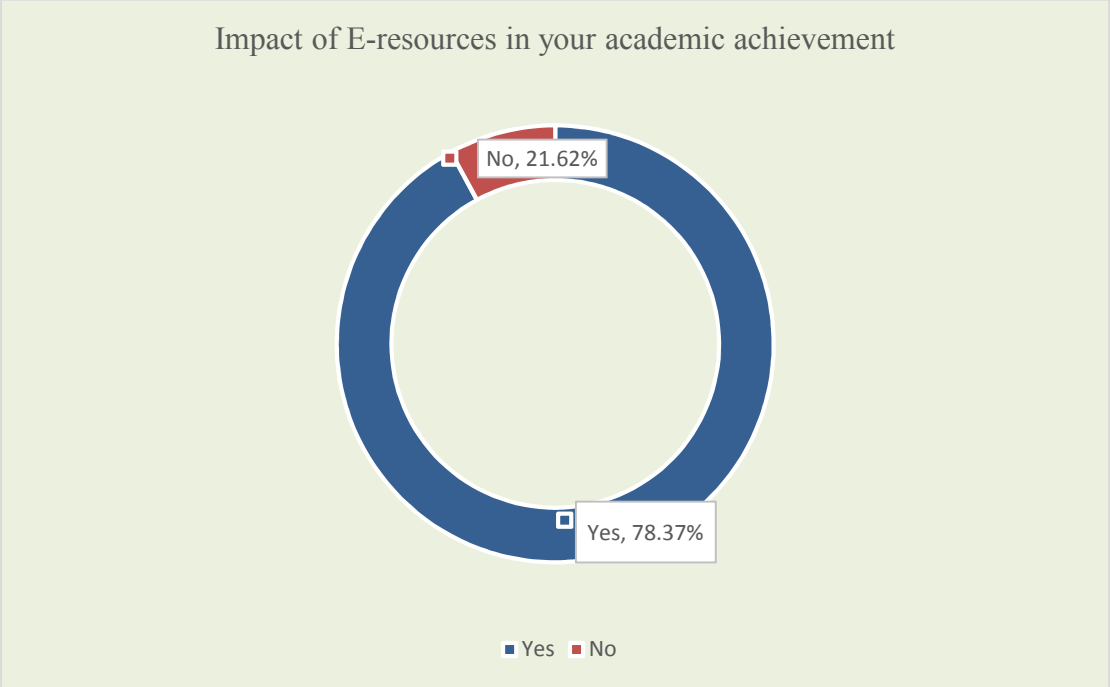


Fig. 5.9: Impact of E-resources in your academic achievement

The aforementioned table makes it evident that 78.37 percent of users recognised the role of electronic resources in academic success, with 21.62 percent of users rejecting this role.

Hence, It is clear that 78.37 is a maximum percentage of E-resources impact in user's achievements.

Table 5.11: Users getting instant & latest information by E-resources

Category	Frequency	Valid Percentage
Yes	354	82.33
No	76	17.67
Total	**430**	**100**

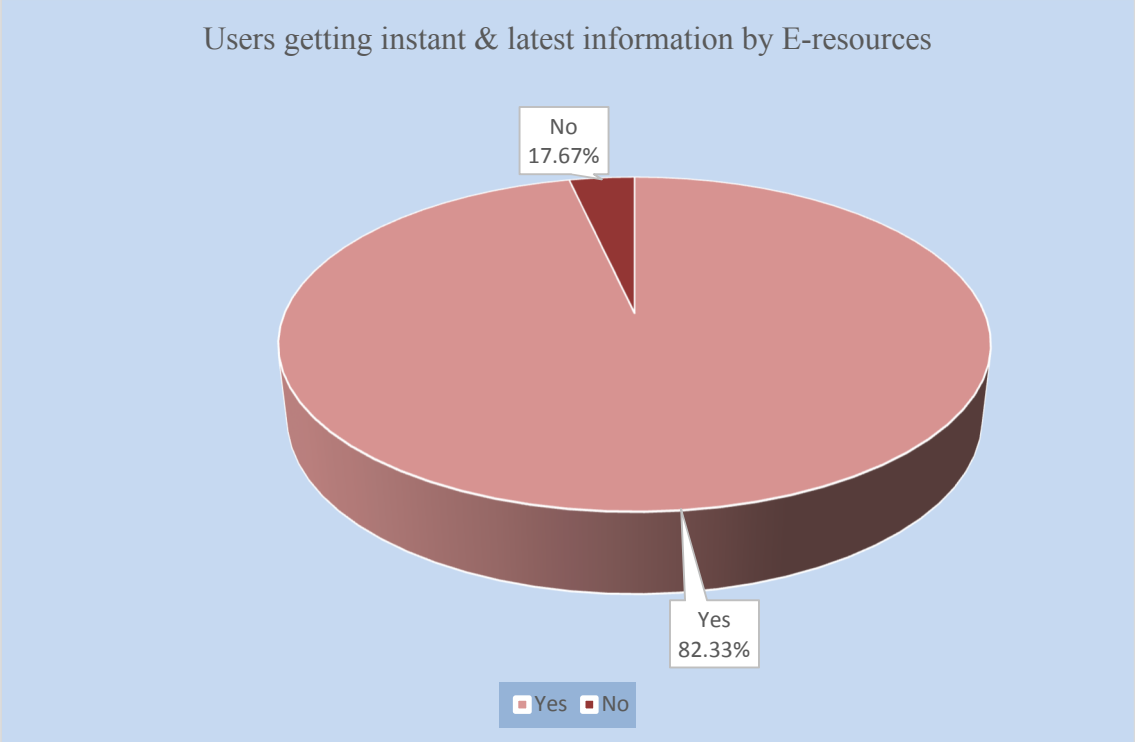


Fig. 5.10: Users getting instant & latest information by E-resources

From the above table and graph observed that 61.63 percent of users found that latest information are getting instant access through the E-resources followed by 17.67 percent of users do not found of the instant access by E-resources.

It is clear that Maximum 82.33 percent of users getting instant and latest information by E-resources.

Table 5.12: Subscribe any E-resources personally

Category		Frequency	Valid Percentage
Yes		0	00
No		430	100
Total		**430**	**100**

From the above table it is clear that out of 430, 430 users does not subscribe to any e-resources personally.

The chart clearly shows that Maximum 430 people do not subscribe to any online resources.

Table 5.13: Teaching to students through E-resources

Category	Frequency	Valid Percentage
Yes	385	89.53
No	45	10.47
Total	**430**	**100**

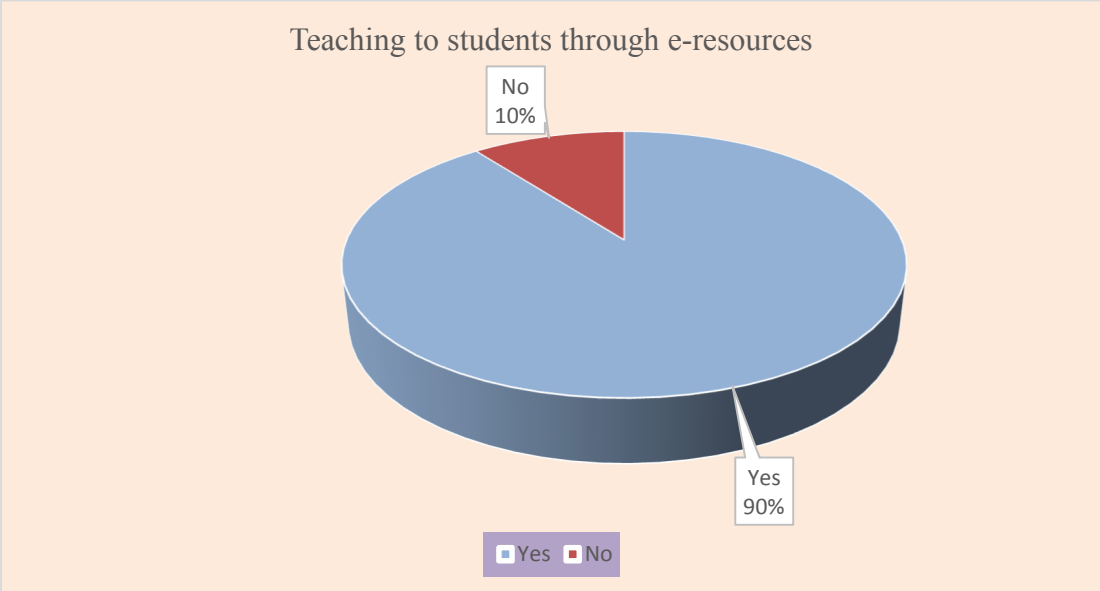


Fig. 5.11: Teaching to students through e-resources

The above table and graph show 385 (89.53%) is the highest frequency of teaching through e-resources to the students followed by 45 (10.47%) is the lease frequency of teaching through e-resources to the students.

Maximum is the 89.53 percent of teaching through e-resources to the students.

Table 5.14: Publisher wise preferred to e-resources by user

Category	Frequency	Valid Percentage
EMRALD	190	44.19
JSTOR	50	11.63
Elsevier	115	26.74
Scopus	75	17.44
Total	**430**	**100**

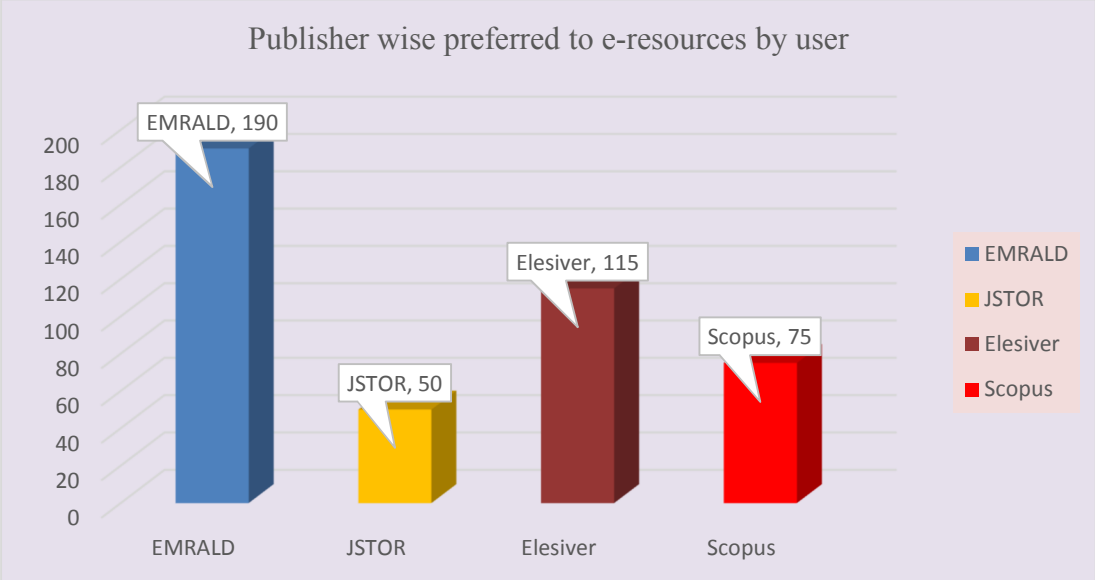


Fig. 5.12: Publisher wise preferred to e-resources by user

From the above table and graph of Publisher wise preference of e-resources by users, preferred 190 EMRALD e-resources out of 430 followed by Elsevier of 115 followed by Scopus75 and followed by JSTOR 50 of the users preferred publisher wise e-resources.

EMRALD as of e-resources has preferred by the maximum 44.19% (190) number users.

Table 5.15: Availability of E-resources

Category	Frequency	Valid Percentage
Yes	360	83.72
No	70	16.28
Total	**430**	**100**

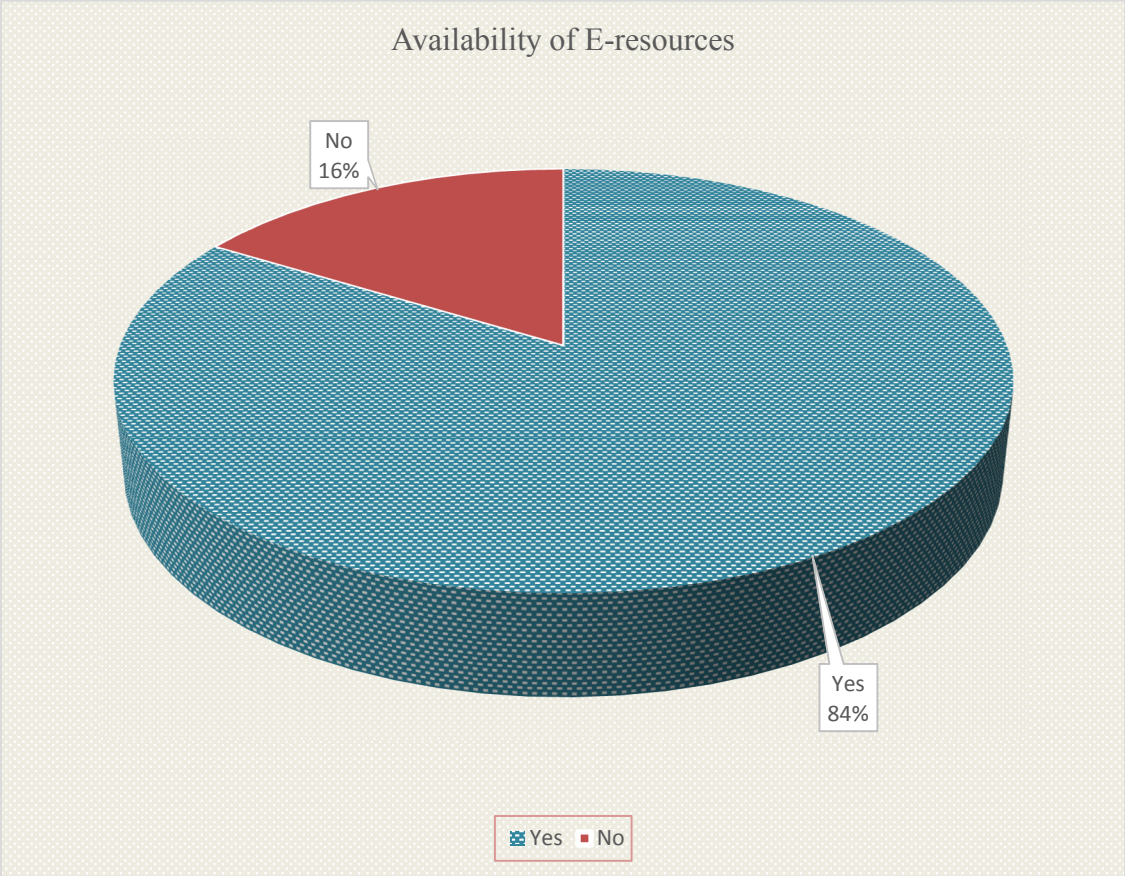


Fig. 5.13: Availability of E-resources

According to the table and graph above, the highest frequency of availability of E-resources is 360, and the lowest frequency of availability is 70.

Maximum 83.72% of users found that e-resources are easily available.

Table 5.16: Improvements by the uses of E-resources

Category	Frequency	Valid Percentage
Develop Teaching Skills	104	24.19
Way of Presentation	70	16.28
Increase subject Knowledge	86	20.00
Updating of knowledge	170	39.53
Total	**430**	**100**

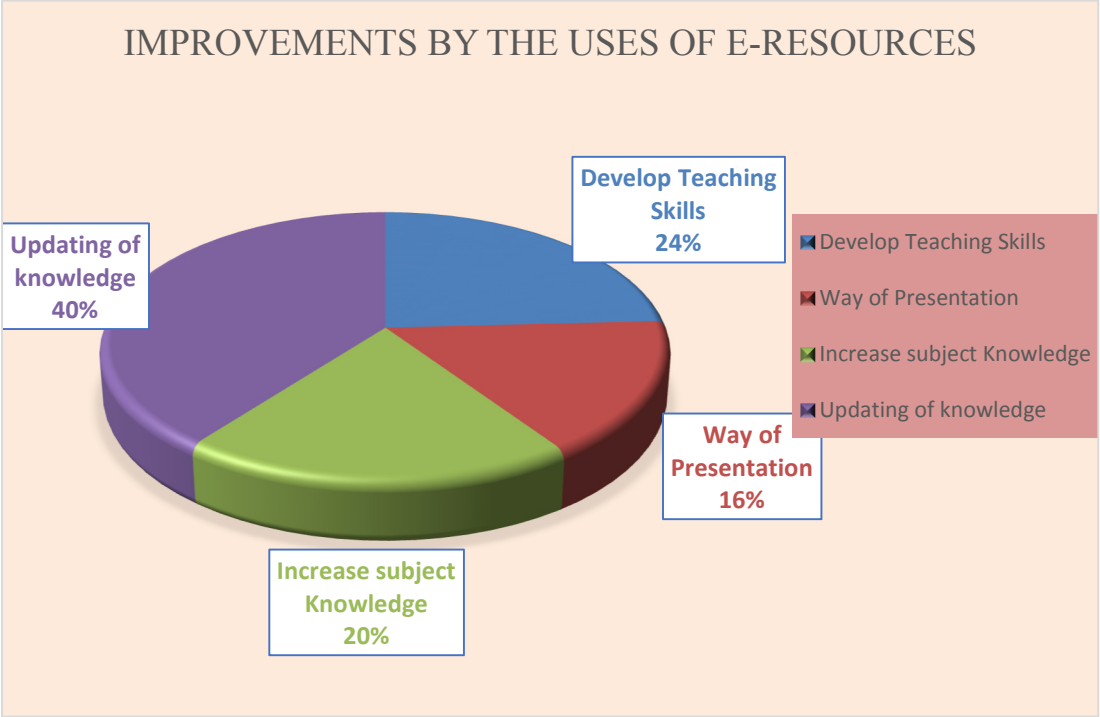


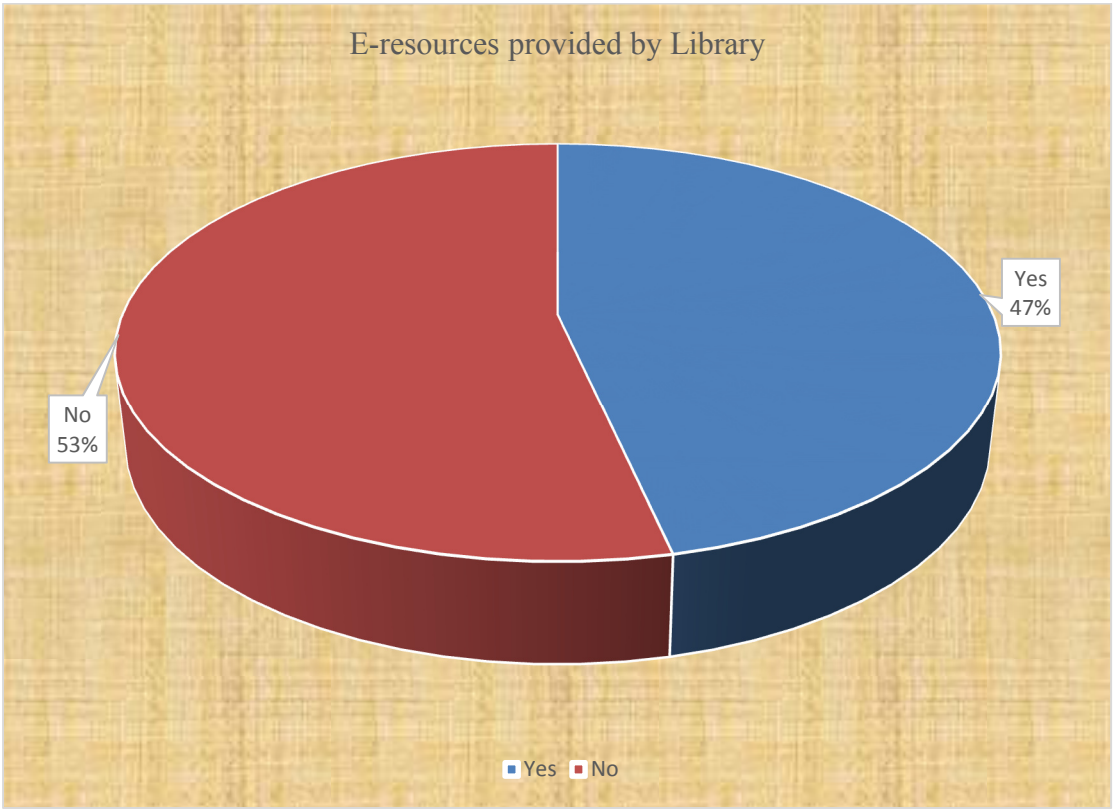
Fig. 5.14: Improvements by the uses of E-resources

From the data analysis based on the above table and graph that 170 (39.53%) of users found that E-resources helping in updating of knowledge followed by 104 developing teaching skills followed by 70 increasing subject knowledge.

Maximum 39.3 % of the users agreed that e-resources helping in updating of knowledge**.**

Table 5.17: E-resources should be free

Category	Frequency	Valid Percentage
Yes	421	97.91
No	9	2.09
Total	**430**	**100**



[Fig. 5.15: E-resources provided by Library

Maximum 53.49 percent of users agreed that e-resources library should provide.

Table 5.18: Departmental Library Subscribe to any E-resources

Category	Frequency	Valid Percentage
Yes	363	84.42
No	67	15.58
Total	**430**	**100**

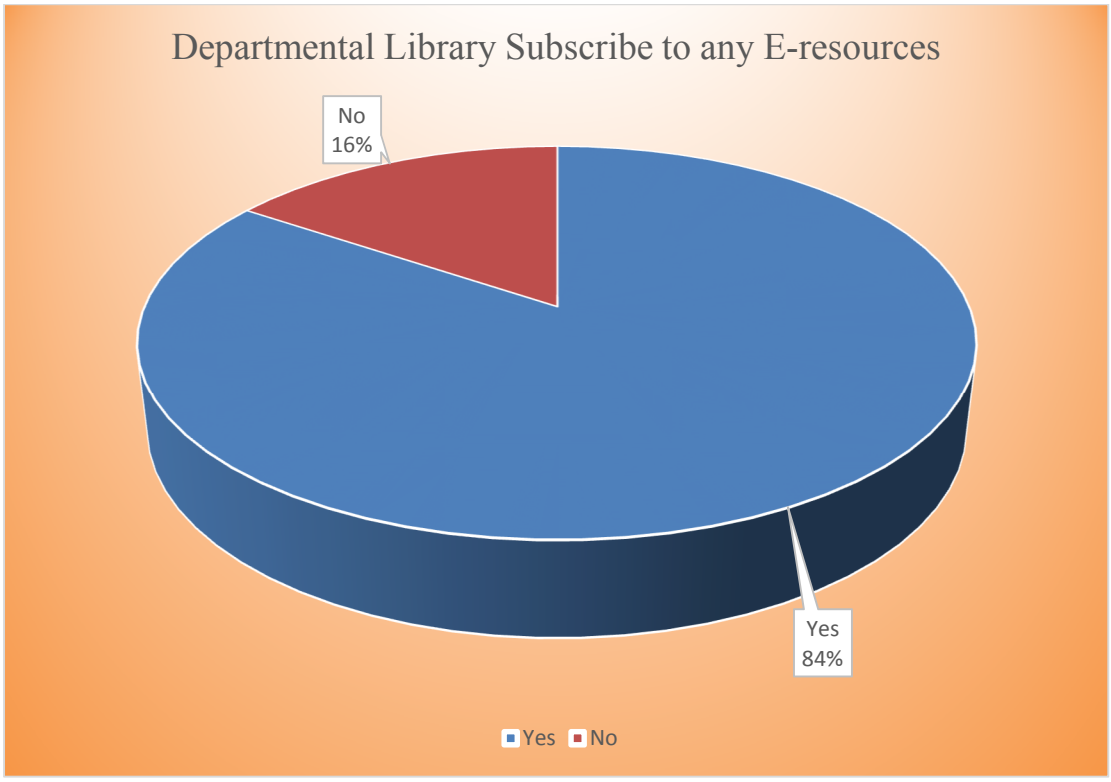


Fig. 5.16: Departmental Library Subscribe to any E-resources

From the above table and graph it shows that 363 users said that departmental library should subscribe e-resources. While 67 users did not agree on that.

The majority of users—84.42 percent—said that the departmental library subscribes to the online resources.

Table 5.19: Types of E- resources subscribed

Category	Frequency	Valid Percentage
E-Journal	23	5.35
E- Books	250	58.14
E- Databases	20	4.65
E- Magazine	40	9.30
E- Lectures	35	8.14
E- News Papers	21	4.88
E- Maps	22	5.12
E- Thesis	19	4.42
Total	**430**	**100**

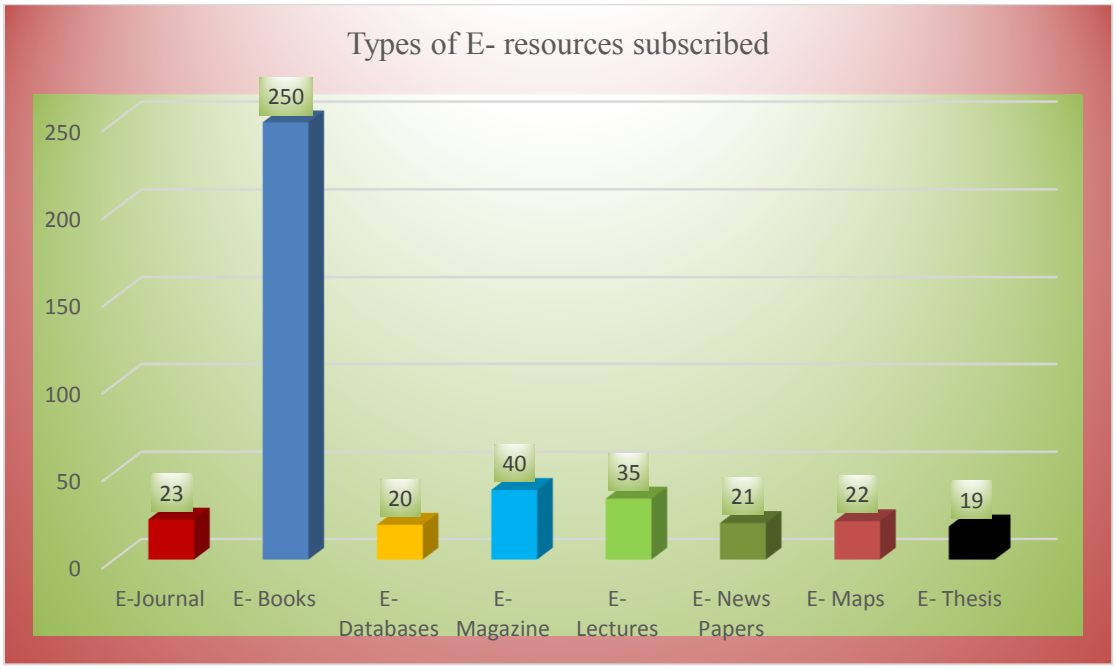


Fig. 5.17: Types of E- resources subscribed

It is observed from above table data and graph that out of total 250 (58.14%) of users subscribed E-resources as E-Book, 40 (9.30%) users subscribed E-resources as E-Magazine, 35 (8.14%) users subscribed E- Lectures as E-resources, 23 (5.35%) of users subscribed E-resources as E-Journals,22 (5.12%) of users subscribed E- Maps as E-resources, 21(4.88%) of users subscribed E- News Papers as E-resources, 20

(4.65%) of users subscribed E- Databases and only 19 (4.42%) of users subscribed E-Thesis.

From the above table maximum 58.14% users subscribed for E-Books.

Table 5.20: Access the E-resources by Users

Category	Frequency	Valid Percentage
Department	165	38.37
Home	62	14.42
Cyber café	43	10.00
Library	160	37.21
Total	**430**	**100**

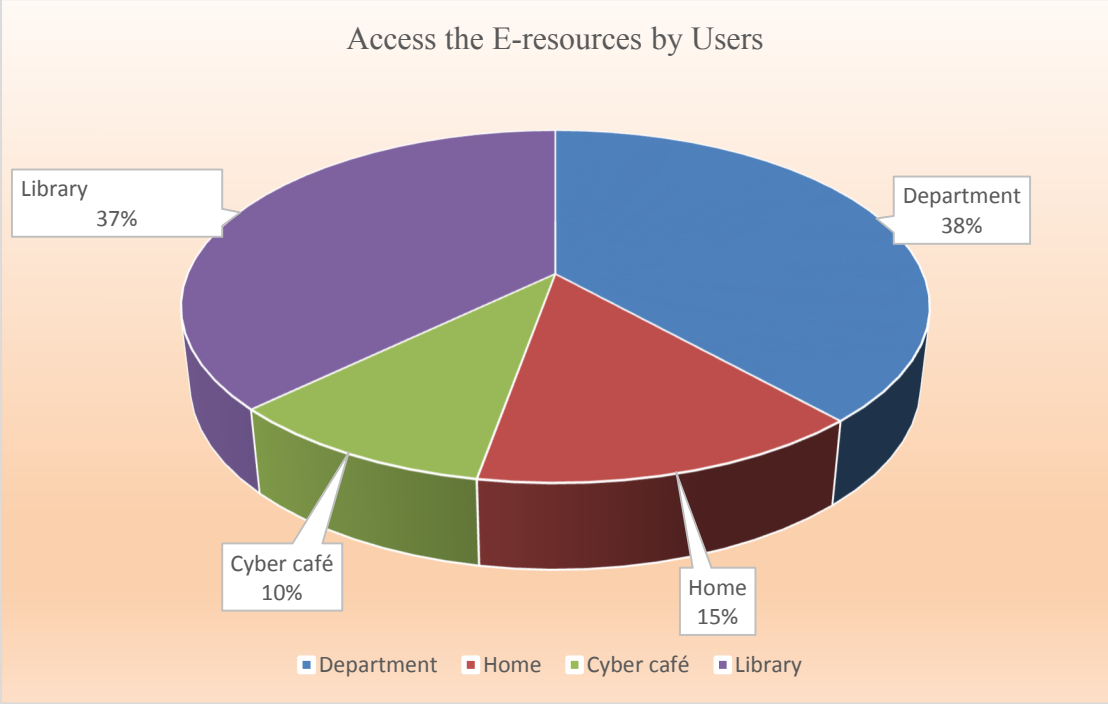


Fig. 5.18: Access the E-resources by Users

The table and graph above demonstrate that 165 people were using departmental e-resources, followed by 160 users who were using the library, 62 users who were using their homes, and 43 users who were using a cybercafé.

Out of the four category users are accessing maximum 38.37% are accessing e-resources from the department.

Table 5.21: Prefer Online Journals available for at Campus Sites

Category	Frequency	Valid Percentage
Yes	106	24.65
No	324	75.35
Total	**430**	**100**

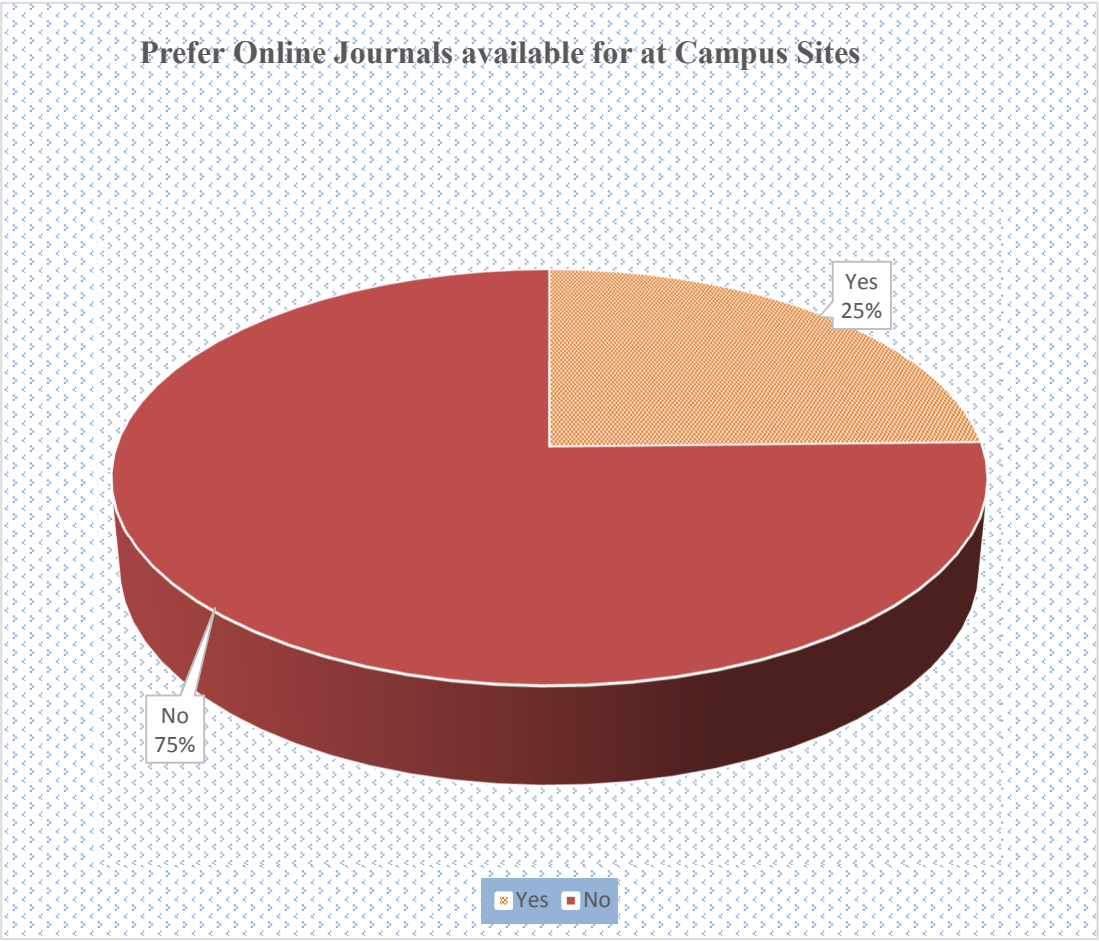


Fig. 5.19 : Prefer Online Journals available for at Campus Sites

In view of the above table and graph only 106 users said that Journals should be available at Campus Sites followed by 324 users nothing said on that.

75.35% (324) as a Maximum no. of users chooses no category from the online Journals available at campus sites.

Table 5.22: E- Journals Access Regularly by Users

Category	Frequency	Valid Percentage
One	225	52.33
Two	82	19.07
Three	76	17.67
More than Three	47	10.93
Total	**430**	**100**

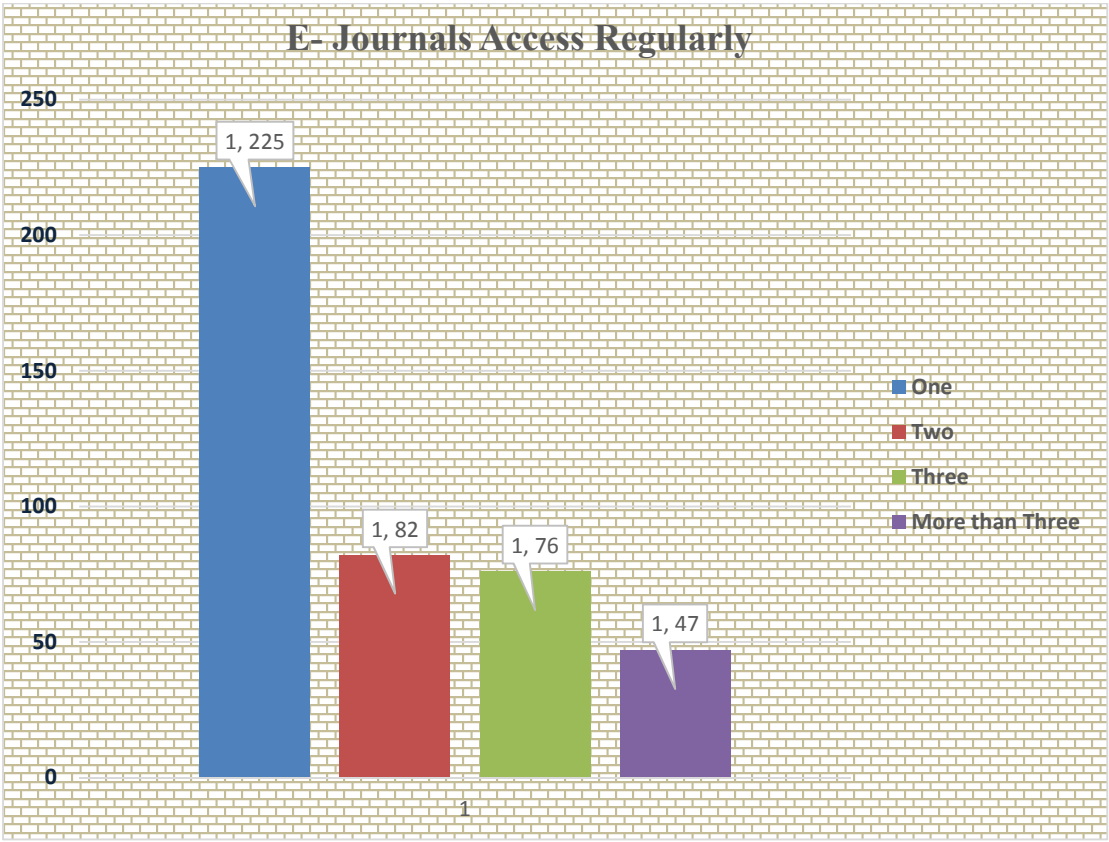


Fig. 5.20: E- Journals Access Regularly by Users

From the above table and graph, it is clear that out of 430, 225 (52.33%) users accessing the same (one) E-Journals regularly followed by the 82 (19.07%) users accessing two e-journals followed by 76 (17.67%) three E-Journals followed by 47 (10.93%) users accessing more than three E-Journals.

It is clear from the table 52.33% of users accessing maximum no. of times of the same E-Journal.

Table 5.23: Time spend by User to access E-resources

Category	Frequency	Valid Percentage
0-1 Hour	93	21.63
1-2 Hours	92	21.40
2-3 Hours	176	40.93
More than 3 Hours	69	16.05
Total	**430**	**100**

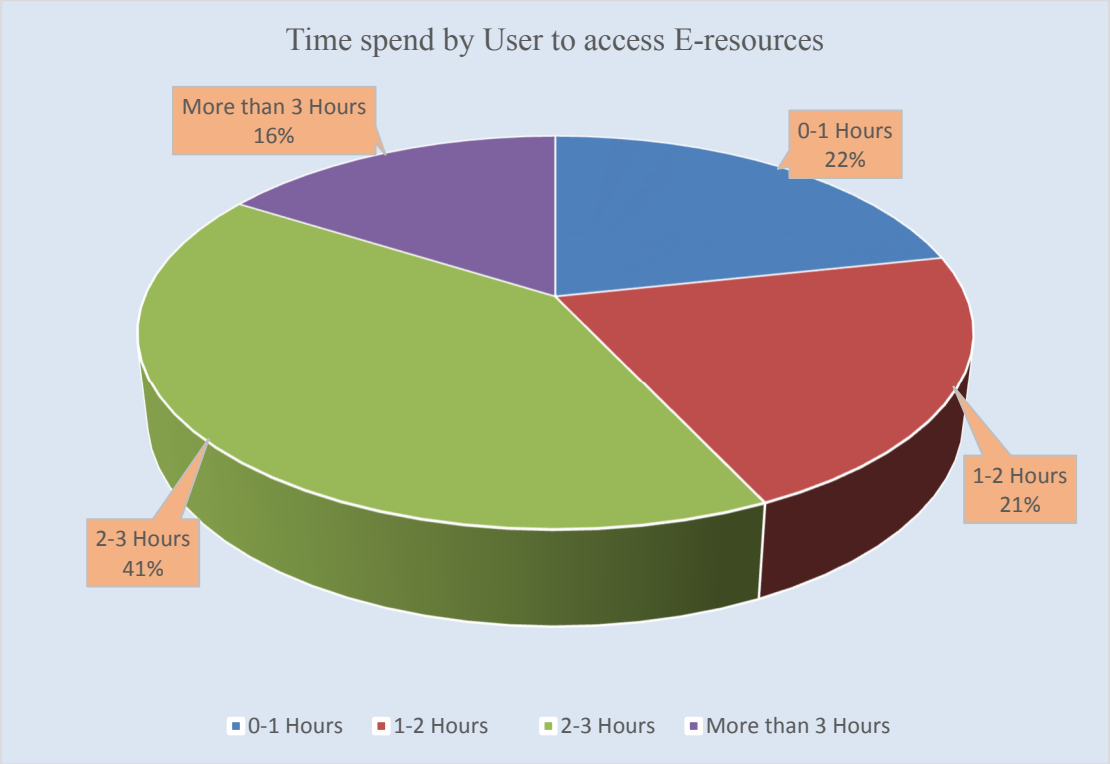


Fig. 5.21: Time spend by User to access E-resources

According to the analysis of the data in the table above and the graph, out of the total number of users, 176 (40.93%) users spend 0–2 hours per day using the internet, 93 (21.63%) users spend 1–2 hours per day using the internet, 92 (21.40%) users spent 1-2 hours per day using the internet, and 69 (16.05%) users spend more than 3 hours per day using the internet.

Users spend between two and three hours each day (up to a maximum of 40.93%) using electronic resources.

Table 5.24: Download of E-resources

Category	Frequency	Valid Percentage
Having to read on screen	17	3.95
Need to print of the paper	227	52.79
Lack of ability to browse	60	13.95
You still have to pay	67	15.58
Need for Internet connection	50	11.63
Need of computer hardware	9	2.09
Total	**430**	**100**

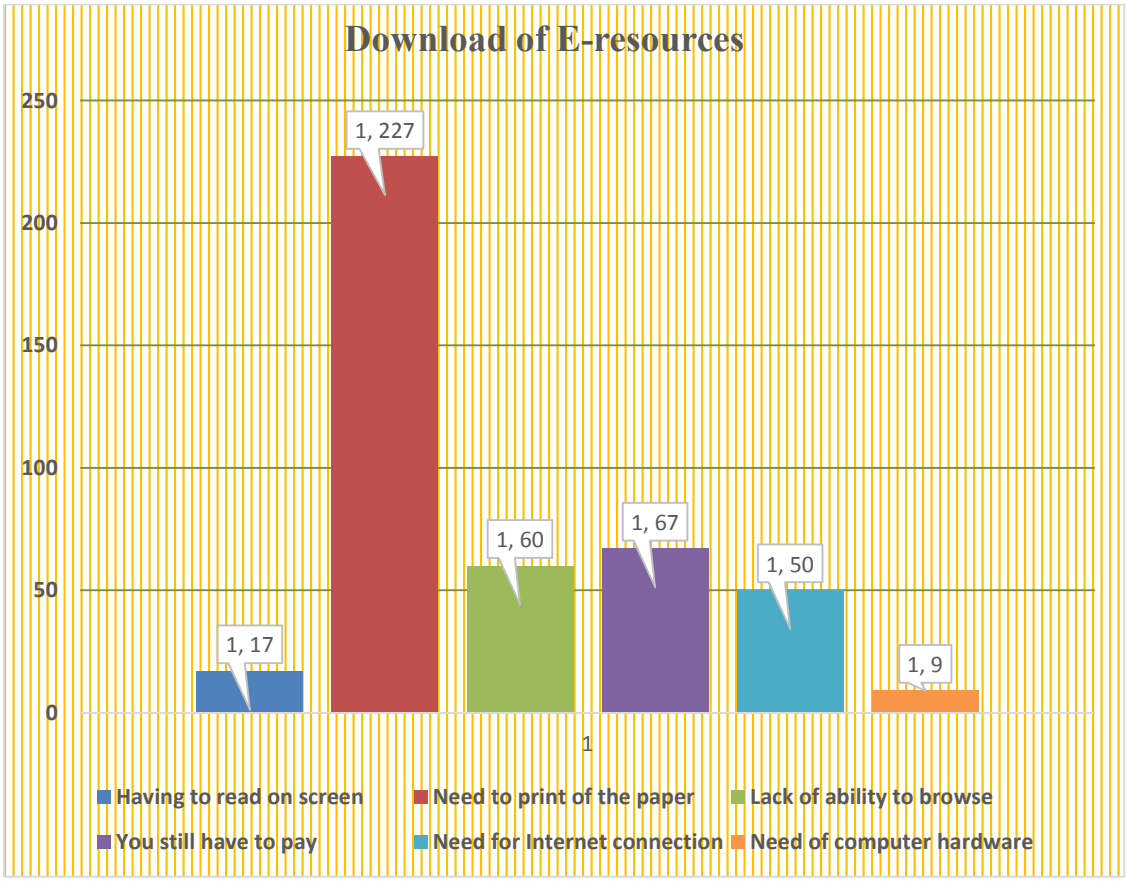


Fig. 5.22: Download of E-resources

From the above table data and graph it is observed that out of total users 227 (52.79%) users found that they download E-resources for taking the print on paper, 67 (15.58%) users got options like you still have to pay while downloading the E-resources, 60 (13.95%) users faced challenging in the searching of E-resources to download, 50 (11.63%) users faced the issues with the reliable Internet connection while downloading E-resources from Internet because sometimes they get very poor network, money to recharge etc., 17 (3.95%) users use to download the E-resources to read on their devices screen and only 9 (2.09) users said for downloading of E-resources require computer hardware.

Maximum 52.79% users use to download E-resources for getting the print on paper.

Table 5.25: Search techniques used to access E-Resources

Category	Frequency	Valid Percentage
Basic search	351	81.63
Advanced	49	11.40
Other	30	6.98
Total	**430**	**100**

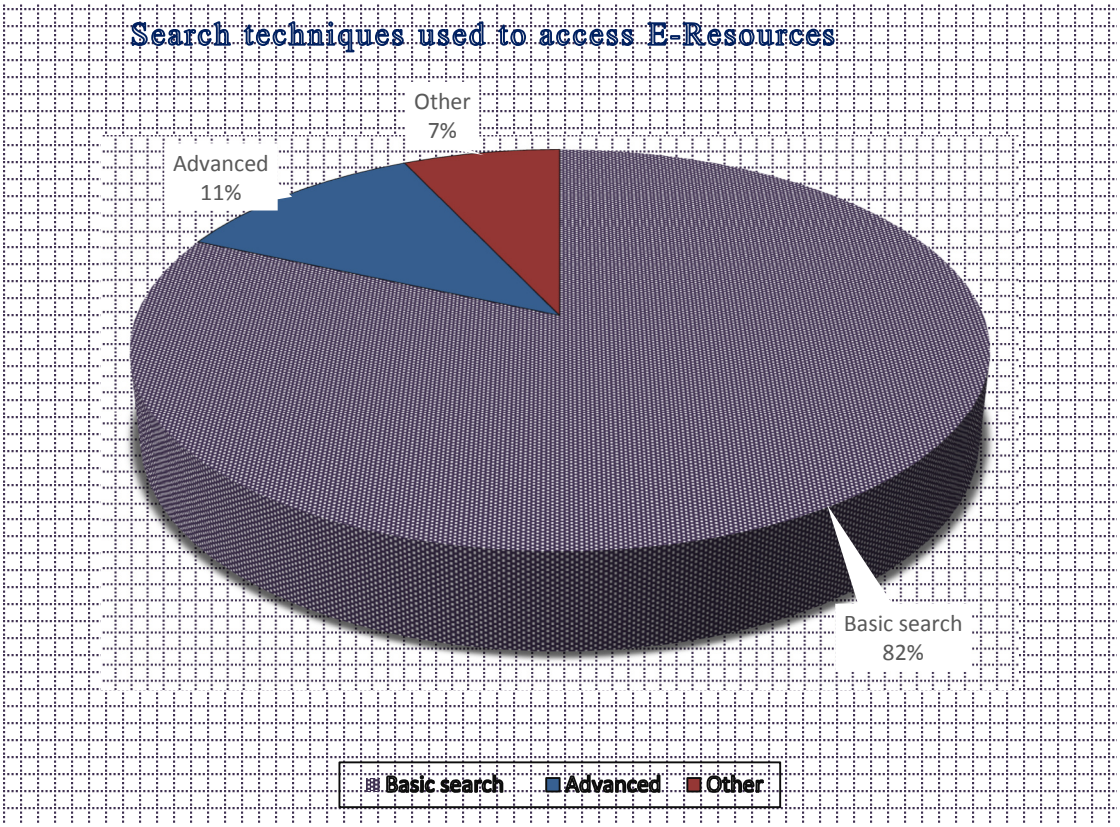


Fig. 5.23: Search techniques used to access E-Resources

According to the aforementioned table and graph, 82% of users utilised basic search, followed by 7% of users who used alternative search methods when looking for information online.

A maximum of 82% e-resources searched by using basic techniques.

Table 5.26: Search any e-resource according by word

Category	Frequency	Valid Percentage
Author	37	8.60
Title	128	29.77
Key word	81	18.84
Editor	43	10.00
Publisher	85	19.77
Subject	56	13.02
Total	**430**	**100**

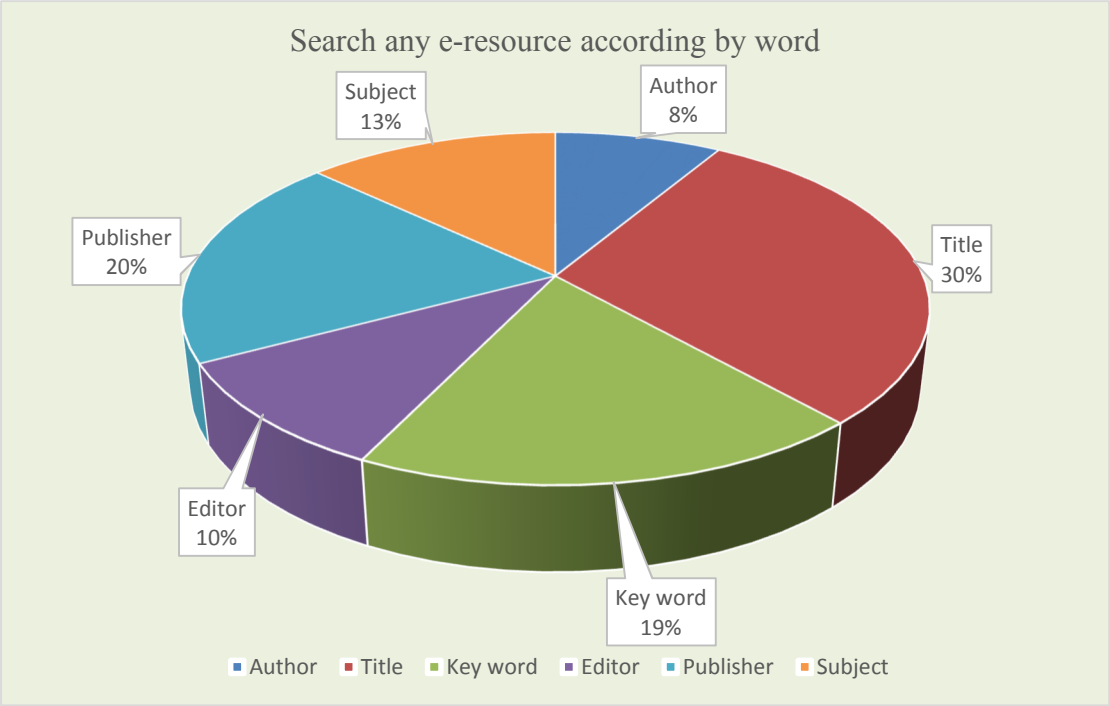


Fig. 5.24: Search any e-resource according by word

In view of the above table and graphs, it shows that 30% of users are using title name while searching the e-resources followed by 20% users using publisher name while searching followed by 19% users using keyword followed by 13% users using subject name followed by 10% using editors name followed by 8% using Author name while searching the e-resources.

Table 5.27: Type of format preferred by Users for the e-resources

Category	Frequency	Valid Percentage
Html	89	20.70
PDF	172	40
Doc	166	38.60
Other	3	0.70
Total	**430**	**100**

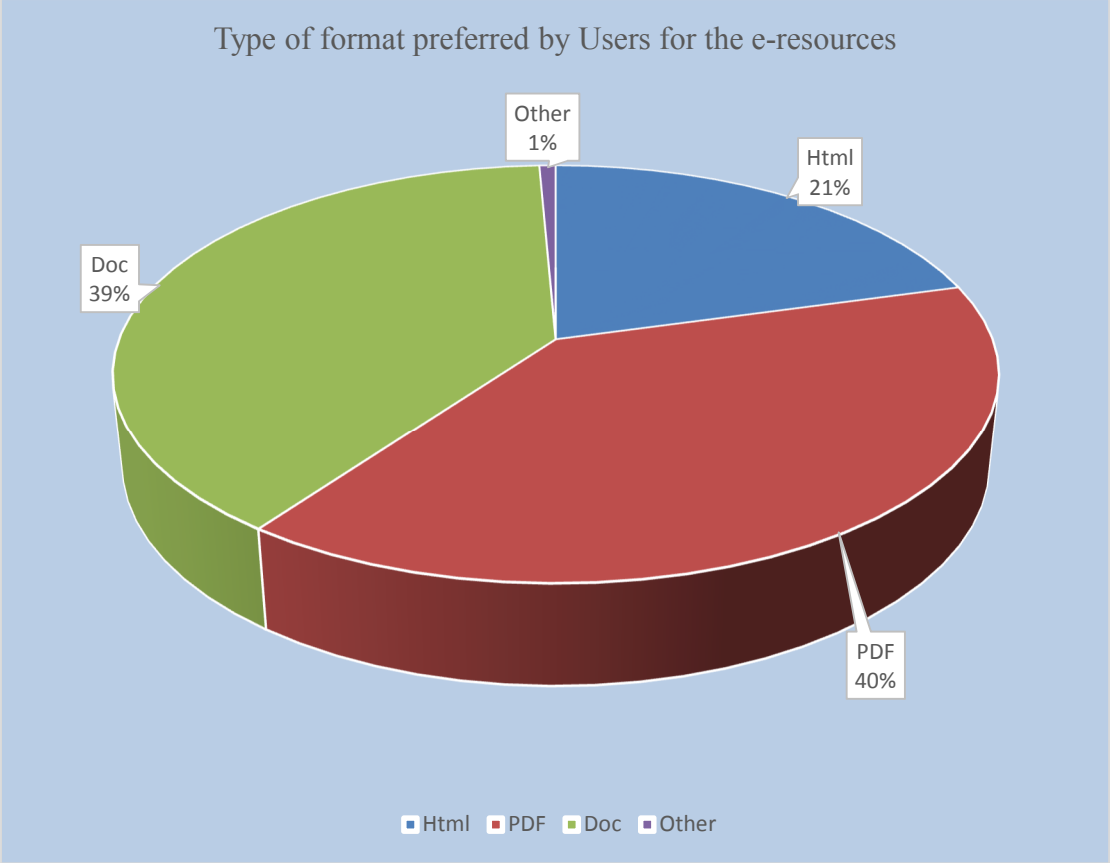


Fig. 5.25: Type of format preferred by Users for the e-resources

The above table and graph show that users preferred almost equal percent of .pdf and .doc format of e-resources as 40% and 39% followed by 21% of user preferred .html and followed by 1% user only preferred in other formats of the e-resources.

Out of 4 category users preferred .pdf format which is Maximum of 40% e-resources.

Table 5.28: Services provided by Library

Category	Frequency	Valid Percentage
Yes	239	55.58
No	191	44.42
Total	**430**	**100**

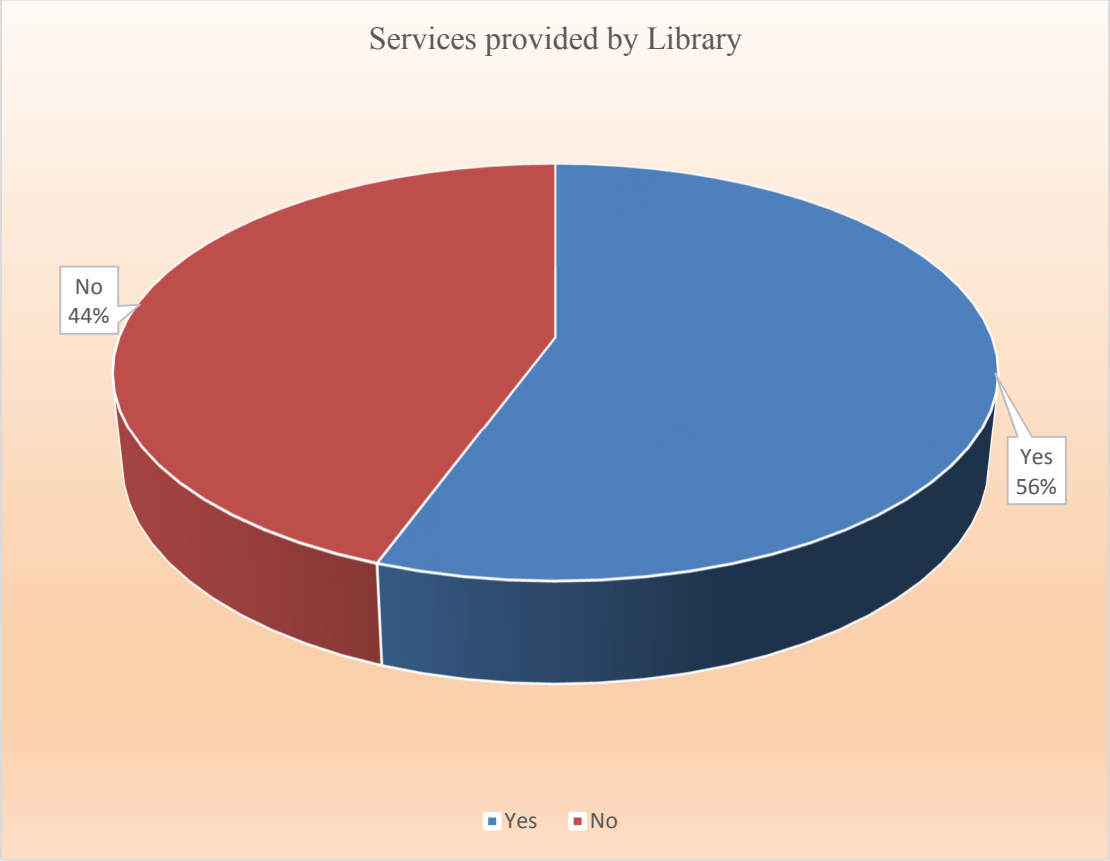


Fig. 5.26: Services provided by Library

In view of the above table and graph shows that 55.58% of users agreed that Library should provide all the services and followed by 44.42% of users does not agree on the subject library should provide the services.

Maximum 55.58% of users agreed on the subject library should provide the services.