

Use of E-resources by the Faculty Members and Students in Economics in University of Delhi: A Study

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Abstract

Purpose: The dependence of scholars in the academia on e resources has increased as users find it convenient to access and use e-resources. The article analyses usage of E-resources by the faculty members and students in the field of Economics. **Methodology:** For this survey, the sample population consisting of faculty members, research scholars and post graduate students was selected from the Department of Economics, Delhi School of Economics (DE, DSE). 120 Questionnaires were distributed among the users out of which 110 (91.66%) had given their feedback. Interview of a few faculty members and students was also conducted to clarify and supplement the data collected via the questionnaires. **Findings:** The findings revealed that users in economics are in need of e-resources but due to some issues they are not able to fully utilise the available e-resources. The factors may be lack of skill to search e-resources, limited access to certain government resources which discourages users to use e-resources and shows negative impact on access and use of e-resources. **Value:** The study is useful for the users and library professionals dealing with e-resources especially in the field of Economics for choosing wisely the resources required by the users in the field.

Keywords: Economics, Electronic Resources, E-resources

1. Introduction

Economics is a social science dealing with social phenomena centring about the provision for the material needs of the individual and organised groups. Economics and economic education are important for providing people with valuable insight into how foreign and domestic markets operate, which helps them to make rational choices for short-term and long-term financial benefits. Studying economics also makes them learn how to manage and effectively use scarce and finite resources such as time and money.

Economists require latest and accurate information in their daily academic, professional and business life for decision making and policy design. In the era of information explosion the available information in these areas are overwhelming. Libraries serving economists need qualitative collection to meet users'

needs. More resources are now available in e-form. Acquiring more qualitative resources can help develop qualitative services without seeking higher budgetary provision. The acquisition of e-resources helps in easy linking and developing library networks for resource sharing and forming consortium of libraries. Electronic resources provide access to information that might be restricted to the user because of geographical location or finances (Dadzie, 2005). E-resources have become essential in research and higher education (Navalur, Balasubramani & Kumar, 2012). Realising the importance of e-resources most of the universities are providing access to these to support academic activities. It is important for librarians to assess user's opinions about these e-resources and promote awareness for their effective utilisation. The application of ICT in knowledge generation and communication has brought the users and knowledge closer.

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1.1 Definition of E-resources

According to IFLA ISBD (ER)(1997): An electronic resource consists of materials that are computer-controlled, including materials that required the use of a peripheral (e.g. a CD-ROM player) attached to a computer; the items may or not be used in the interactive mode. There are two types of E-resources: data (information in the form of numbers, letters, graphics, images, and sound, or a combination thereof) and programs (instructions or routines for performing certain tasks including the processing of data and programs (e.g. online services, interactive multimedia).

According to IFLA 2012: some of the most frequently encountered types of e-resources are:

- E-journals,
- E-books,
- Full-text (aggregated) databases,
- Indexing and abstracting databases,
- Reference databases (biographies, dictionaries, directories, encyclopedias, etc.),
- Numeric and statistical databases,
- E-images,
- E-audio/visual resources,
- E theses and dissertations,
- E patents,
- E standards, and
- E archives.

2. Delhi School of Economics (D-School of Economics)

The Delhi School of Economics was established in 1949 as a Centre for advanced learning and research in the Social Sciences with Professor V.K.R.V. Rao as its Founder-Director and Pandit Jawahar Lal Nehru, the then Prime Minister of India, as its President. At present, the Delhi School of Economics, under University of Delhi comprises the Departments of Economics, Geography and Sociology.

It is a premier centre of excellence for teaching and research in Economics, Geography and Sociology. The Delhi School of Economics has made a distinct mark in the Indian as well as the global economy (http://dse.du.ac.in/?page_id=510).

2.1 Ratan Tata Library (RTL)

The Library of the Delhi School of Economics (DSE), better known as the Ratan Tata Library (RTL) was also established in 1949 and is considered as one of the premier libraries in the country for social sciences. The library has a total collection of over 1.95 lakh books, 1.32 lakh bound periodicals, 40,000 e-journals and about 60 e-resources, annual reports of 1,000 joint stock companies. In the past more than sixty years, it has not only become a partial depository of publications of the United Nations and several other International Organisations has also developed a rich collection of 40,000 documents of Central and State Governments, including reports of various Committees and Commissions. The collection of Theses and Dissertations has grown to more than 1600 records. More than 300 current titles of journals are being subscribed in the library. The library is fully air-conditioned with access to OPAC, WebOPAC (online catalogue accessible through internet across the globe), internet and e-resources on 64 terminals placed in the e-library. Additionally, the RTL has 4 terminals for OPAC and 2 terminals have been exclusively setup for the differently abled people (http://dse.du.ac.in/?page_id=769).

3. Literature Review

There have many studies of use of e-resources. Some of the studies are briefly reviewed below. Kinengyere, et al. (2012) investigated factors influencing utilization of e-resources as influenced by human and institutional factors including information literacy, low bandwidth and limited number of resources available to users. Jotwani (2014) noticed that e-resources in all IITs are being heavily used as the number of downloads has increased from 32, 33, 818 to 76,17,691 articles, reflecting a growth of 135% over a period of 8 years (2004-2011). Tripathi and Jeevan (2013) highlighted the importance of quantitative and qualitative analysis of the usage of e-resources in academic libraries. Dadzie and Walt (2015) reported that less than half of the faculty members were aware of and used digital resources such as online databases, institutional repositories, the library's website and the OPAC. Sampath Kumar and

Kumar (2010) conducted a study on Indian academics, the results of the study show that the students and faculty who participated in this survey are aware of e-sources and also the internet. Even though most use electronic information sources for their academic work, most of them prefer print to e-resources. The awareness and the quality of the available e-resources are the two important factors for their effective and efficient use (Deng, 2010). Abubakar (2016) reported user education has positively influenced postgraduate students to use e-resources in their libraries. Therefore, libraries should employ all methods for imparting user education to postgraduate students.

4. Objectives of the Study

The main purpose of the study reported here is to investigate the awareness, utilization of e-resources and the search strategies adopted by the faculty members, research scholars and post graduate students in the field of economics for accessing e-resources in RTL. The other objectives of the study are as follows:

1. To explore the use of e-resources by the faculty members and students in Economics;
2. To identify the types of E-resources used by the users;
3. To understand the problems faced by the users while using the e-resources in the field of Economics; and
4. To assess the level of satisfaction of users regarding infrastructure and other aspects related to E-resources.

5. Methodology

A survey was conducted to collect the information regarding the factors prompting use of e-resources, frequency of use of e-resources, purpose of using e-resources, problems faced by the users while using e-resources. For collection of the data pertaining to the above mentioned aspects, a questionnaire and interview technique was used. A total of 120 questionnaires were distributed to collect the primary

data out of which 110 (91.66%) questionnaires were found usable for analysis. A few users were also interviewed to supplement the data collected via questionnaire.

6. Results and Discussions

6.1 Demographic Profile of Respondents and Response Received

Table 1 shows the gender wise distribution as well as category-wise distribution of the respondents.

Table 1. Demographic profiles of respondents

Demographic profile item	No. of Questionnaires		Percentage
	Distributed	Response received	
Gender			
Male	72	68	61.81
Female	48	42	38.18
Total	120	110	100
Category			
Faculty Members	22	20	19.09
Research Scholars	45	40	36.36
PG Students	53	50	45.45
	120	110	100

(N=110)

6.2 Users' Awareness about e-Resources

To get required information sources users depends on various sources of information (Okello-Obura, 2010). Based on the respondents were asked to state various sources of information that help users to utilise the e-resources efficiently.

Table 2 shows that users have become aware of e-resources through several sources. Most of the users i.e. 93 (84.54%) take Guidance from colleagues and friends to use e-resources.

Table 2. Users’ awareness about e-Resources

Sl. No.	Awareness about e-Resources	Faculty Members (FM)	Research Scholars (RS)	PG Students (PG)	Total	Percentage
		20	40	50	110	%
1.	Information Literacy Program (ILP) conducted at the University library	15	34	32	81	73.63
2.	Guidance from teachers	0	30	40	70	63.63
3.	Guidance from colleagues and class mates	8	38	47	93	84.54
4.	Self-instruction	18	35	34	87	79.09
5.	External courses	4	22	18	44	40
6.	Trial and error	12	34	36	82	74.54

*Source: Unpublished PhD work and Questionnaire

6.3 Purpose of Using e-Resources

The “right to use a library” includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer (ALA, 2006).

Table 3 indicates the various factors that prompt users to visit the library. Members of faculty indicated that they visit the library to get acquainted with new developments in their subject areas; while for research scholars and PG students finding recent documents of relevance for their study and research are the major factors.

6.4 Place Used for Accessing e-Resources

Most of the library’s electronic resources are accessible both on-site and outside of the University. Access is controlled by authentication (login). This may differ depending on the resource publisher or service provider. Users from the Department of Economics (D School of Economics) were asked about the place of accessing the e-resources in terms of frequency at a rating scale of always to never (Table 4).

Table 3. Factors prompting use of e-Resources

Sl. No.	Factors prompting use of e-resources	FM (20)		RS (40)		PG (50)		NR
		Yes	No	Yes	No	Yes	No	
1.	Acquainted of new developments in Economics	17 (85)	3 (15)	18 (45)	20 (50)	20 (40)	25 (50)	7
2.	Economic in terms of cost	6 (30)	10 (50)	20 (50)	16 (40)	10 (20)	20 (40)	28
3.	Economic in terms of time	16 (80)	2 (10)	30 (75)	5 (12.5)	30 (60)	5 (10)	22
4.	Finding relevant information	12 (60)	6 (30)	28 (70)	11 (27.5)	25 (50)	20 (40)	8
5.	For locating current information	15 (75)	4 (20)	35 (87.5)	3 (7.5)	22 (44)	15 (30)	16
6.	Helps in Decision Making	8 (40)	6 (30)	10 (25)	15 (37.5)	10 (20)	27 (54)	34
7.	Study and research purpose	14 (70)	5 (25)	32 (80)	7 (17.5)	40 (80)	5 (10)	7

Note: Users were allowed multiple answers; n=110

*Unpublished PhD work and Questionnaire

The data suggests that the library (RTL) is the most preferred place for accessing e-resources. However, a significant number of users also seem to access the resources from within the department or from the

computer centre of the School. PCs and Laptops are the most widely used devices for accessing e-resources. Only a small number appear to use mobile phones or Kindle.

Table 4. Place used for accessing e-resources

Sl. No.	Place of Access	Frequency of Use					Total
		Always	Frequently	Some-times	Rarely	Never	
1.	Department of Economics	55	10	15	5	25	110
2.	Ratan Tata library (RTL)	84	12	11	3	0	110
3.	Computer Centre of DU	35	20	17	26	12	110
4.	Other Library	11	17	12	32	38	110
5.	At home*	15	22	12	25	36	110

*only open access resources, Source: **Unpublished PhD work and Questionnaire

6.5 Common Search Fields

E-information resources can be retrieved easily by searching using author, title, keywords in the full text of the articles, date, range, journal category, and subject category (Bodomo *et.al.*, 2003).

Table 5 shows the different search fields employed by users to search for relevant e-resources. Title of the document, keywords, title of the journal, author and subject classification is (in that order) the most extensively used search keys.

Table 5. Common search fields

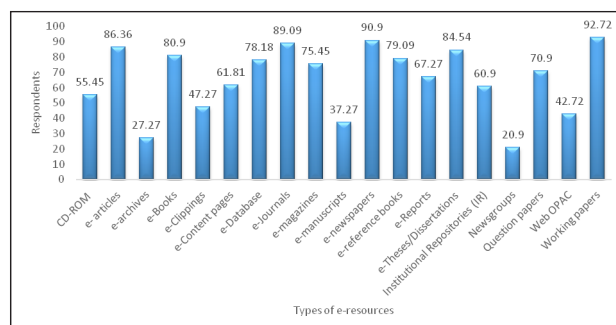
Sl. No.	Common Search Fields	Frequency of Use					
		FM (20)	RS (40)	PG (50)	Total (110)	%	Rank
1.	Author	9	31	43	83	75.45	IV
2.	Database	13	30	39	82	74.54	V
3.	Date/ year of publication	6	18	37	61	55.45	VII
4.	Journal Title	17	34	41	92	83.63	III
5.	Keywords	15	33	48	96	87.27	II
6.	Subject classification	7	28	33	68	61.81	VI
7.	Title	18	37	44	99	90	I
9.	Type of publication	4	24	30	58	52.72	VIII
10.	Any other	2	5	6	13	11.81	IX

Note: Per cent exceeds 100% as users were allowed for multiple answers; n=110

source: Unpublished PhD work and Questionnaire

6.6 Use of Various Categories of e-Resources

Reference has already been made to the different types of e-resources that are available, such as E-books, E-journals, Databases, CDs/DVDs, E-conference proceedings, E-Reports, E-Maps, E-Pictures/Photographs, E-Manuscripts, E-Theses, E-Newspaper, Internet/Websites - Listservs, Newsgroups, Subject Gateways, USENET, FAQs etc. (Kenchakkanavar, 2014). The different categories of e-Resources used by the users in Economics are shown in Figure 1. Understandably, working papers, e-newspapers and e-journals are the most used types of e-resources.

**Figure 1.** Various categories of e-Resources

Note: Per cent exceeds 100% as users were allowed for multiple answers; n=110

Source: Unpublished PhD work and Questionnaire

6.7 Economics Full Text Databases

Databases contain full texts of books, dissertations, journals, magazines, newspapers or other kinds of textual documents (Wikipedia). Table 6 indicates the use of various types of full text databases by the users in the field of Economics. It shows use of both Indian and Foreign full text databases.

It is seen that among Indian databases Economic and Political Weekly (EPW) (100%) is used by all respondents; it is followed by the foreign database Economic Outlook (96.36%). Business Source Primer (94.54%), ABI/Inform Complete (91.81%) and digital archives of Forbes Magazine Archive (89.09%) are also among the most used e-resources.

Table 6. Use of economics full text databases

Sl. No.	Economics Full Text Databases	Frequency of Use					
		FM (20)	RS (40)	PG (50)	Total (110)	%	Rank
Foreign Databases							
1.	ABI/Inform Complete	17	38	46	101	91.81	IV
2.	AGRIS International	14	30	45	89	80.90	X
3.	Annual Reviews	17	24	14	55	50	XX
4.	Balance of Payment Statistics	15	34	44	93	84.54	VII
5.	Business Source Primer	19	38	47	104	94.54	III
6.	CEIC Macroeconomic Database	10	13	30	53	48.18	XXI
7.	Economic Outlook	19	39	48	106	96.36	II
8.	Forbes Magazine Archive	16	37	45	98	89.09	V
9.	Global Financial Data	14	24	32	70	63.63	XVI
10.	H W Wilson Omni File Full Text	16	22	37	75	68.18	XV
11.	IMF e-Library- Data	16	32	44	92	83.63	VIII
12.	Informit Business Collection	12	29	42	83	75.45	XII
13.	INSIGHT	14	36	44	94	85.45	VI
14.	International Financial Statistics Online	10	33	47	90	81.81	IX
15.	JSTOR	14	20	31	65	59.09	XVII
16.	Lexis Nexis Academic	14	20	16	50	45.45	XXIII
17.	NBER Working papers	13	33	46	92	83.63	VIII
18.	OECD iLibrary	11	32	46	89	80.90	X
19.	Parliament Library Bulletin	12	34	34	80	72.72	XIV
20.	Portland Press	8	44	30	82	74.54	XIII
21.	ProQuest	17	24	19	60	54.54	XVIII
22.	PROWESS (CMIE)	15	18	26	59	53.63	XIX
23.	RePEc (Research Papers in Economics)	12	11	32	55	50	XX
24.	SpringerLink	18	27	15	60	54.54	XVIII

25.	World Development Indicators (WDI)	18	25	16	59	53.63	XIV
Indian Databases							
26.	Census of India	11	33	41	85	77.27	XI
27.	Economic & Political Weekly (EPW)	20	40	50	110	100	I
28.	Manupatra Online	10	12	30	52	47.27	XXII

Source: Unpublished PhD work and Questionnaire

6.8 Financial and Statistical Databases

Economists and Businesses often use statistical and financial data to conduct consumer and product research and to make inferences about that data.

Table 7 shows the use of various Financial and Statistical Databases used. It is clear that EconLit (93.63%) is the most used financial database among the users followed by Capitalineplus (89.09%) and Indiatat.com (85.45%).

Table 7. Use of financial and statistical databases

Sl. No.	Common Search Tools	Frequency of Use					
		FM (20)	RS (40)	PG (50)	Total	%	Rank
1.	Capitalineplus	18	38	42	98	89.09	II
2.	EconLit	19	36	48	103	93.63	I
3.	Central Statistical Organisation CSO	16	32	37	85	77.27	VI
4.	Eikon	11	29	34	74	67.27	VIII
5.	EPWRF India Time Series (EPWRF ITS)	12	28	25	65	59.09	XI
6.	Indiatat.com	17	33	44	94	85.45	III
7.	ISI Emerging Markets EMEI Asia	13	32	32	77	70	VII
9.	National Accounts Statistics	16	28	29	73	66.36	IX
10.	Project Euclid	18	30	42	90	81.81	IV
11.	The World Bank e-Library	15	34	38	87	79.09	V
12.	UNWTO e-Library	12	28	30	70	63.63	X

source: Unpublished PhD work and Questionnaire

6.9 Documents of Indian Government Bodies

Government of India produces vital socio-economic and statistical information and this information is essential to the public for understanding the national issues (Walia, 2009).

Table 8 indicates the use of various categories of documents of the Indian Government Bodies by the

faculty members, research scholars and post graduate students in Economics. It shows that Government Budget documents (50%) are often used by the faculty members followed by the Administrative Reports (45%) and Citizen's Charter (45%); also, Census Publications (45%) and National Sample Survey (40%) are often used.

Table 8. Use of Indian executive government bodies documents

Types of Documents	Frequency of Use											
	Used Often			Sometimes			Never			Unfamiliar		
	FM 20	RS 40	PG 50	FM 20	RS 40	PG 50	FM 20	RS 40	PG 50	FM 20	RS 40	PG 50
Administrative reports	9 (45)	20 (50)	35 (70)	5 (25)	13 (32.5)	8 (16)	3 (15)	5 (12.5)	4 (8)	3 (15)	2 (5)	3 (6)
Annual Reports	8 (40)	21 (52.5)	32 (64)	7 (35)	10 (25)	8 (16)	1 (5)	6 (15)	6 (12)	4 (8)	3 (7.5)	4 (8)
Budget Documents	10 (50)	24 (60)	44 (88)	8 (40)	12 (30)	4 (8)	2 (10)	2(5)	2 (4)	-	2 (5)	-
Census Publications	9 (45)	17 (42.5)	40 (80)	8 (40)	16 (40)	9 (18)	2 (10)	4 (10)	1 (2)	1 (5)	3 (7.5)	-
Circular/ Office Orders	6 (30)	10 (25)	20 (40)	7 (35)	10 (25)	15 (30)	4 (20)	17 (42.5)	10(20)	3 (15)	3 (7.5)	5 (10)
Citizen's Charter	9 (45)	12 (30)	18 (36)	7 (35)	8 (20)	10 (20)	2 (10)	6 (15)	6 (12)	2 (10)	14 (35)	16 (32)
Commission/ Committee Reports	7 (35)	15 (37.5)	31 (62)	7 (35)	16 (40)	10 (20)	4 (20)	6 (15)	4 (8)	2 (10)	3 (7.5)	5 (10)
Government Notifications	7 (35)	11 (27.5)	22 (44)	5 (25)	18 (45)	8 (16)	3 (15)	8 (20)	6 (12)	5 (25)	3 (7.5)	14 (28)
National Sample Survey Documents	8 (40)	14 (35)	28 (56)	8 (40)	12 (30)	9 (18)	3 (15)	12 (30)	6 (12)	1 (5)	2 (5)	7 (14)
Planning Commission Documents	7 (35)	18 (45)	38 (76)	6 (30)	20 (50)	8 (16)	5 (25)	1 (2.5)	2 (4)	2 (10)	1 (2.5)	2 (4)
Research Reports	6 (30)	13 (32.5)	25 (50)	5 (25)	16 (40)	9 (18)	4 (20)	7 (17.5)	8 (16)	5 (25)	4 (10)	8 (16)

Note: Data in parentheses denotes %
 source: Unpublished PhD work and Questionnaire

6.10 Use of Prominent E-Journals in Economics

E-journals are the main source of information for getting the latest and primary information in any field. Table 9 shows the use of some of the core journals in the field of Economics.

Table 9 reveals that the Economics and Political Weekly is the most used journal 105 (95.45%) followed by Indian Economic Review (Delhi School of Economics) 99 (90%) published by the D-School of Economics and f American Economic Review 93 (84.54 %). It is also noted that Journal of Economic Literature 40 (36.36%) is not used by many.

Table 9. Use of prominent e-journals in economics

Sl. No.	E-journals in Economics	Frequency of Use					
		FM (20)	RS (40)	PG (50)	Total	%	Rank
1.	American Economic Journal	15	18	20	53	48.18	VIII
2.	American Economic Review	17	32	44	93	84.54	III
3.	Econometrica	15	25	41	81	73.63	IV
4.	Economics and Political Weekly	18	37	50	105	95.45	I
5.	Indian Economic Review (Delhi School of Economics)	16	36	47	99	90	II
6.	Indian Economic Journal	17	31	18	66	60	VII
7.	Journal of Economic Growth	12	17	20	49	44.54	IX
9.	Journal of Economic Literature	11	14	15	40	36.36	X
10.	Journal of Political Economy	16	29	25	70	63.63	VI

Source: Unpublished PhD work and Questionnaire

6.11 Reasons for not using e-Resources

There may be various reasons for not using e-resources. Table 10 indicates some of the reasons for not using e-resources.

Table 10 shows that improper orientation and lack of awareness among the users 102 (92.72 %) is the

main reason for not using e-resources. Lack of required e-resources, limited access to some Government resources 94 (85.45%) and poor network connectivity 73 (63.36%) are also among the major factors contributing to non-use of e-resources.

Table 10. Reasons for not using e-resources

Sl. No.	Reasons	Responses				
		FM (20)	RS (40)	PG (50)	Total	%
1.	Not aware of e-resources	-	-	8	8	7.27
2.	Don't know how to use it	1	8	28	37	33.63
3.	Don't need it	6	4	25	35	31.81
4.	In-sufficient electronic resources	17	36	44	97	88.18
5.	Time consuming	6	9	8	23	20.90
6.	Limited access to some resources	18	36	40	94	85.45
7.	Advanced searching techniques	10	18	26	54	49.09
9.	It is difficult to read from the screen	16	24	22	62	56.36
10.	Poor network connectivity	7	28	38	73	66.36
11.	Improper orientation & lack of awareness	19	38	45	102	92.72
12.	Incompatible user interface to library website	14	23	35	72	65.45
13.	Slow downloading	12	25	34	71	64.54
14.	No challenges	2	4	3	9	8.18

Per cent exceeds 100% as users were allowed for multiple answers; n=110

Source: Unpublished PhD work and Questionnaire

6.12 Satisfaction with Available Electronic Information Resources/Services

An attempt was made to analyse the level of satisfaction among the users i with the available electronic information resources and services. It is clearly shown from the Table 11 shows that most of the faculty members are satisfied with the available e-resources; however, 16 members of

faculty mentioned that they are not satisfied with the Audio/visual resources of the library. Most research scholars are also quite satisfied with available e-databases and e-books; but there appears to be dissatisfaction about the availability of government documents in e-form. Post-graduate students are also generally satisfied with the available e-databases and e-journals; but not with the available e-newspapers.

Table 11. Satisfaction with available electronic information resources/services

e-resources/ e-services	Category of Users	Highly Satisfied	Satisfied	Not Satisfied	NR	Total
Audio/Video Resources	FM	1	2	16	1	20
	RS	–	6	25	9	40
	PG	5	12	23	10	50
E-books	FM	5	13	2	-	20
	RS	5	20	15	-	40
	PG	11	13	20	6	50
E-databases	FM	10	8	1	1	20
	RS	7	30	2	1	40
	PG	28	12	8	2	50
E-Govt. documents	FM	3	4	10	3	20
	RS	2	4	25	9	40
	PG	5	10	28	7	50
E-journals	FM	6	9	4	1	20
	RS	8	27	4	1	40
	PG	25	18	5	2	50
E-learning Services	FM	2	4	12	2	20
	RS	7	12	18	3	40
	PG	5	10	23	12	50
E-magazines	FM	3	6	11	-	20
	RS	6	8	21	5	40
	PG	6	16	23	5	50
E-newspapers	FM	4	2	13	1	20
	RS	5	9	23	3	40
	PG	8	11	26	5	50
E-reports	FM	4	11	3	2	20
	RS	5	10	20	5	40
	PG	9	14	20	7	50
E-thesis/ dissertations	FM	4	13	2	1	20
	RS	4	20	10	6	40
	PG	12	10	18	10	50

ICT Facilities	FM	3	14	2	1	20
	RS	5	18	14	3	40
	PG	7	29	11	3	50

Source: Unpublished PhD work and Questionnaire

7. Findings and Conclusion

Economists require latest and accurate information in their academic, professional and business life for decision making and policy design. The study revealed that the users from Economics are now depending quite heavily on e-resources for their academic and research work. Libraries should take the certain essential steps to keep pace with technology. There is scope for widening the user base of e-resources by organizing appropriate orientation and information literacy programmes by the library.

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