

Awareness and Usage of Electronic Resources among Humanities and Social Sciences Research Scholars of Central Library, Tezpur University: A Survey

Swapnali Saikia

Library Assistant, Assam Women's University, Jorhat, Assam, India

Email id: swapnalisaikia84@gmail.com

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ABSTRACT

Information technology plays a significant role in digital era. The technology affords a great impact on the services and resources of library. Traditional libraries have transformed into digital and virtual libraries. Print resources are also being digitised. The rapid growth of electronic resources has changed the scenario of university library collections. Every year all universities invest huge amount of budget to procure electronic resources for students so that it is very essential to investigate the awareness, utilisation of library electronic resources and related issues facing by patrons of the library. The finding of the study revealed that all respondents are aware and use various types of electronic resources and the study recommended that improvement of high speed Internet connectivity and subscription of more electronic resources for patrons.

Keywords: Electronic resources, Library, Tezpur University

INTRODUCTION

Technology plays a vital role in sharing information in World Wide Web. In the digital era, electronic resources are very important to the library. It has ability to do full text search, takes less amount of spaces, providing remote access, save the time of the user and print required documents easily. It plays a prominent role in facilitating access to required documents to the user. Electronic resources consist of e-books, e-journals, e-articles, e-newspaper, e-thesis, e-dissertation, e-databases, e-serials, various web resources and CD-ROMs. Electronic resources are the sources of information, which are available on web. Availability of information technology such as computer, PCs, laptops, and smartphones makes easy to access information all over the world through Internet.

Central Library, Tezpur University

Central Library of Tezpur University was established in

1994 along with the establishment of University. The library holds 86,654+books, 10,360+e-journals, 212 print journals, 9,661 back volumes of journals, 2,622 CD - ROMs, 41 online databases, 502 e-books, 620 theses and 1,331 dissertations (30 October - 2018). Online journals and databases are provided by e-ShodhSindhu consortium and DeLCON consortium. Library users can access book database, theses database, dissertation database, journal database, e-journals, publications, and other e-resources from the University campus.

LITERATURE REVIEW

Review of literature is an important process in conducting research. This process reviews the similar works done on the topic found in books, conference proceedings, seminar papers, journal articles, reports and dissertations. The main purpose of this review is to bring together all relevant important works done on the related topic. Some of the significant studies related to this topic

have been mentioned below.

Gowda and Shivalingaiah (2009) conduct a survey method in the Universities Libraries at Karnataka. The researcher identifies the gaps of need and availability of electronic resources like online journals and databases in the University, and for the study, the researcher exposes that e-resources have created a positive hope among the research community in searching information.

Habiba and Chowdhury (2012) conduct a survey method and analysis the status of electronic resources facilities and services provided by the Dhaka University Library. This article also discusses the purposes, benefits, and problems. Dhaka University Library should arrange more training programmes for users and subscribing new e-journals.

Thanuskodi (2012) conduct a survey among the post graduate students, research scholars and faculty of arts in the Annamalai University. The study found that the majority of respondents are aware of the availability of electronic resources. The result exposes that 47.78% of users wanted to access only electronic versions whereas only 32.78% users wanted to read the printed journals but 19.44% respondents wanted to use both electronic and printed versions.

Ahmad and Panda (2013) investigated through this article awareness and use of library databases and other electronic information resources among the faculties within and outside the libraries, and come with the conclusion that majority of the faculty members are aware and use the electronic information resources. They also noticed that electronic resources are very useful and important to their work.

Chauhan and Mahajan (2014) conduct a survey method by Social Science Academics in Indian Universities and highlight some important issues with respect to use, acceptance and planning of consortium. This article discusses the use of UGC Infonet electronic resources, access to electronic resources, to know the respondents problems are facing in accessing them, some important issues to use, acceptance and planning of the consortium.

Priyadharshini *et al.* (2015) conduct a survey and investigated the awareness, access and use of electronic resources available in the Agricultural College and Research Institute, Madurai. This article focused on the use of different types of electronic information resources, awareness of users, access and use of digital resources freely available by the Postgraduate Students, Ph.D. research scholars and faculty members.

Akpojotor (2016) conduct a survey method among the postgraduate student of library and information science in Southern Nigeria. The study aims at investigating the awareness and usage of electronic information resources. And the researcher reveals that postgraduate students of library and information science are quite aware and highly use electronic information resources.

Katabalwa (2016) conduct a survey method among the postgraduate students at the University of Dares Salaam and the purposes of the researcher to assess the use of electronic journal resources. And the researcher comes with the conclusion that majority of the respondents using electronic journal resources for various purposes including working on the assignments, research proposal writing, literature review, research report writing, current awareness, leisure and extra exploration of ongoing scientific debates through peer-reviewed papers.

Kaur and Kathuria (2016) conduct a survey method in the Punjab Agricultural University Library and come with the conclusion that electronic resources have become an integral part of the information for various features such as easy download and fast searching capability. Electronic resources have eased the task of research and respondents still prefer information in both print as well as electronic formats.

Thakuria (2016) conduct a survey among the Post - graduate Students of Sciences in the Central Library, Tezpur University in Assam. The majority of the respondents are using Internet for updating knowledge, respondents facing problems in searching e-resources due to lack of time for class work. And respondents are not aware of university library database and they access

mostly those electronic resources provided by the university.

Soni *et al.* (2018) conduct a survey among LIS Scholars of Jiwaji University, Gwalior. The study has to determine the present status of awareness, accessibility and use of electronic resources among library and information science research scholars of Jiwaji University Gwalior, as like as CD-ROM databases, online databases, online journals, and OPAC.

OBJECTIVE OF THE STUDY

The main objective of the study is to evaluate the awareness and utilisation of electronic resources in the Central Library, Tezpur University. The other objectives of the study are -

- To study the user awareness about electronic resources among the Humanities and Social Sciences research scholars of Tezpur University.
- To study the usage pattern of electronic resources by the Humanities and Social Sciences research scholars of Tezpur University.
- To find out the purpose of using electronic resources by the Humanities and Social Sciences research scholars of Tezpur University.
- To know the satisfaction level by the Humanities and Social Sciences research scholars of Tezpur University on the various features of electronic resources.
- To know the problems found by the Humanities and Social Sciences research scholars of Tezpur University on using electronic resources.

METHODOLOGY AND LIMITATION OF THE STUDY

To see the awareness level, usage, and satisfaction level

Table 1: Percentage of Questionnaire Responded

S.No.	Respondents	Questionnaire distributed	Questionnaire responded	Percentage
1.	Research scholars	99	79	79.79

of electronic resources among the Humanities and Social Sciences research scholars of Tezpur University. This study was based on survey and it was limited among the Humanities and Social Sciences research scholars of central Library, Tezpur University. A structured questionnaire was distributed to collect primary data among the Humanities and Social Sciences research scholars of Tezpur University. The data were personally collected from the research scholars.

DATA ANALYSIS

Primary data collected were analysing along with a number of dimensions. Each of the dimensions is discussed in part below.

Response Rate

Structured questionnaires are distributed randomly to 99 users among the research scholars of Humanities and Social Sciences for the purpose of data collection, from which 79 respondents (79.79%) have been received for analysis.

Respondents' Demography

Tables 2 and 3 give a brief account of basic information of respondents. Here it is seen that out of 79 respondents, 35 are male and 44 are female. Similarly, out of 79 respondents, 23 come under the age group of 21-26 years, 22 come under the age group of 26-31 years, 19 come under the age group of 31-35 years and the remaining 15 are under 36-40 years.

Table 2: Gender – Wise Distribution of Respondents

Gender	Number of respondents	Percentage
Male	35	44.30
Female	44	55.70
Total	79	100

Table 3: Basic Information (Age Group) of Respondents

Age group	Number of respondents	Percentage
21-26	23	29.11
26-30	22	27.84
31-35	19	24.06
36-40	15	18.99
Total	79	100

Here it is clear that majority (59.50%) of the respondents are engaged in article or paper publishing and 40.50% respondents are not yet publishing.

Table 4: Published Article of Respondents

Published article	Number of respondents	Percentage
Yes	47	59.50
No	32	40.50
Total	79	100

They are further asked to where they prefer to publish articles so that respondents are allowed to choose multiple choice options. The majority of the respondents (27.84%) published in international journals, 25.31% of respondents published in peer-reviewed journal, 20.25% respondents published in conference and seminar proceedings, 18.99% respondents published in national journal and remaining 15.18% of respondents have not published any article.

Table 5: Preferred Article for Publishing

Preferred article for publishing	Number of respondents	Percentage
International journal	22	27.84
National journal	15	18.99
Conference/seminar proceedings	16	20.25
Peer-reviewed journal	20	25.31
Not yet	12	15.18

General Understanding and Familiarity with the Term E-Resources

Table 6 shows that majority of respondents (62.02%) familiar with the term e-resources. On the other hand,

Table 6: General Understanding and Familiarity with the Term E-Resources

General understanding and familiarity with the term e-resources	Number of respondents	Percentage
Familiar with the term e-resources	49	62.02
Heard but not much familiar with the term e-resources	30	37.98
Total	79	100

37.98% of respondents heard but not much familiar with the term e-resources.

Way of Knowing about E-Resources

Here, respondents are asked to mention from whom they have come to know about e-resources. For that, respondents are allowed to choose more than one option. Here it is seen that majority of the respondents (30.37%) have come to know through World Wide Web and their faculties, 24.05% have come to know through newspapers/book/magazine and friends. Moreover, 15.18% of respondents have come to know through seminar/workshops/conference and remaining 13.92% of the respondents have come across through LIS professional.

Table 7: Way of Knowing about E-Resources

Way to know about e-resources	Number of respondents	Percentage
Faculties	24	30.37
Newspapers/book/magazine	19	24.05
Friends	19	24.05
Seminar/workshops/conference	12	15.18
World Wide Web	24	30.37
LIS professional	11	13.92

Use of E-Resources

Here it is seen that all respondents (100%) used e-resources.

Access of E-Resources

Here, respondents are asked about location preferences from where they like to access e-resources. They are

Table 8: Use of E-Resources

Use of e-resources	Number of respondents	Percentage
Yes	79	100
No	0	0

allowed to choose multiple option. The majority of the respondents (36.70%) accessed e-resources from their hostel, 32.19% of respondents accessed from their department, 25.31% of respondents are accessed from their University campus, 24.05% of respondents are accessed from their library and remaining 20.25% respondents are accessed from all four locations.

Table 9: Access of E-Resources

Access of e-resources	Number of respondents	Percentage
Library	19	24.05
University campus	20	25.31
Hostel	29	36.70
Department	26	32.19
All above places	16	20.25

Purpose of Using E-Resources

Here, respondents are asked to mention purpose of using e-resources. For that they are allowed to choose more than one option. Table 10 revealed that 37.97% of respondents used to e-resources for the purpose of research work, 32.91% of respondents used to e-resources for paper writing or publication. On the

Table 10: Purpose of Using E-Resources

Purpose of using (EIR)	Number of respondents	Percentage
For study and teaching	23	29.11
For research work	30	37.97
For paper writing or publication	26	32.91
For seminar/workshop/presentation	21	26.58
For literature purpose	23	29.11
For working on the assignment	19	24.05
For extra exploration of ongoing scientific debates through peer-reviewed papers	18	22.78

contrary, 29.11% of respondents used e-resources for study and teaching and for literature purposes. Likewise, 26.58% of respondents used for seminar, workshop and presentation. Similarly, 24.05% of respondents used for working on assignment and very few 22.78% respondents used as e-resources for extra exploration of ongoing scientific debates through peer-reviewed papers.

Search Approach to E-Resources

Table 11 shows that the search approach of the respondents to e-resources. Here it is seen that title approach (36.70%) is most popular among the respondents as compared with simple search and author search, 35.44% respondents are used to simple search. Similarly, 30.37% of respondents used to author search, 29.11% of respondents are used to advanced search and other remaining 21.51% respondents are used to publisher search.

Table 11: Search Approach to E-Resources

Search approach	Number of respondents	Percentage
Simple search	28	35.44
Advanced search	23	29.11
Title search	29	36.70
Author search	24	30.37
Publisher search	17	21.51

Most Used E-Resources Types

Here, the respondents are asked to rate the usability of the different types of e-resources on the basis of 5-point Likert Scale, where 1= Hardly used, 2=Less used, 3=Average used, 4= Frequently used and 5= Most frequently used.

Table 12 presents that e-journals are average used by majority (30.37%) of the respondents. Similarly, in case of e-thesis and dissertation, average used is seen by the majority (26.59%). On the contrary e-books are most used by the majority of the respondents (26.59%). However, in case of e-database frequent used is seen

Table 12: Most Used E- Resources Types

E- resources	Not used	Less used	Average used	Frequently used	Most used
E- journals	—	(15) 18.99	(24) 30.37	(18) 22.79	(22) 27.85
E-thesis and dissertation	(12) 15.19	(14) 17.72	(21) 26.59	(16) 20.25	(16) 20.25
E- books	—	(17) 21.51	(21) 26.59	(20) 25.31	(21) 26.59
E-database	(19) 24.05	(16) 20.25	(14) 17.72	(19) 24.05	(11) 13.93
E-magazines	(15) 18.99	(18) 22.78	(16) 20.25	(15) 18.99	(15) 18.99
E- research report	(15) 18.99	(16) 20.25	(18) 22.78	(15) 18.99	(15) 18.99
Bibliographic databases	(16) 20.25	(20) 25.32	(17) 21.52	(14) 17.72	(12) 15.19
E-newspaper	(13) 16.46	(17) 21.52	(12) 15.18	(20) 25.32	(17) 21.52

by the majority (24.05%). Similarly, 22.78% of respondents are less used e - magazine. Likewise, e - research reports are average used by majority (22.78%). On the contrary, in case of bibliographic database, less used is seen by majority (25.32%). Similarly, e - newspapers are frequently used by majority of the respondents (25.32%).

Satisfaction Levels of E-Resources Features

Here, the respondents are asked to rate of satisfaction level of the different types of features e-resources on the basis of 5- point Likert Scale, where 1= Hardly satisfied, 2=Less satisfied, 3=Moderately satisfied, 4= Satisfied and 5=Highly satisfied.

Table 13 presents that, fast searching is moderately satisfied by majority of the respondents (30.38%). Similarly in case of easy to download satisfied is seen by the majority (27.85%). On the other hand, easy to make notes are less satisfied by the majority of the respondents (24.05%). However, in case of easily accessible moderately satisfied is seen by the majority (22.78%). Similarly, 22.78% of respondents are satisfied with comfort in portability. Likewise, utilisation of less space is satisfied by majority (25.31%). On the other hand, in case of availability of document in advance of

print is satisfied seen by majority (29.12%). Similarly, majority of the respondents (27.85%) are moderately satisfied in customisation.

Satisfaction Level of Research Scholars on Subscription of E-Resources

Here, the respondents are asked to rate of satisfaction level of the different types of features e-resources on the basis of 5- point Likert Scale, where 1= Hardly satisfied, 2=Less satisfied, 3=Moderately satisfied, 4= Satisfied and 5=Highly satisfied.

Table 14 shows that majority (26.58%) of the respondents less satisfied with e-these and dissertation. On the other hand, in case of e-books (25.32%) majority of the respondents are less satisfied. Similarly, majority (25.32%) of the respondents are satisfied with e - journals. In case of, majority (25.32%) of the respondents are hardly satisfied with e-database. Likewise, majority (24.05%) of the respondents moderately satisfied with e-magazine. Similarly, majority (25.32%) of the respondents moderately satisfied with e -research report. In case, majority (29.12%) of the respondents hardly satisfied with bibliographic databases. Majority (24.05%) of the respondents satisfied with e - newspaper.

Table 13: Satisfaction Level of E-Resources Features

Features of e-resources	Hardly satisfied	Less satisfied	Moderately satisfied	Satisfied	Highly satisfied
Fast searching	— 17.72	(18) 22.78	(24) 30.38	(21) 26.59	(16) 20.25
Easy to download	— 17.72	(18) 22.78	(21) 26.59	(22) 27.85	(18) 22.78
Easy to make notes	(14) 17.72	(19) 24.05	(17) 21.52	(15) 18.99	(14) 17.72
Easily accessible	(13) 16.46	(17) 21.52	(18) 22.78	(16) 20.25	(15) 18.99
Comfort in portability	(13) 16.46	(15) 18.99	(18) 22.78	(18) 22.78	(15) 18.99
Utilisation of less space	(13) 16.46	(14) 17.72	(17) 21.52	(20) 25.31	(15) 18.99
Availability of document in advance of print	(14) 17.72	(14) 17.72	(16) 20.25	(23) 29.12	(12) 15.19
Customisation	(16) 20.25	(13) 16.46	(22) 27.85	(14) 17.72	(14) 17.72

Table 14: Satisfaction Level of E-Resources Subscription

E- resources	Hardly satisfied	Less satisfied	Moderately satisfied	Satisfied	Highly satisfied
E-these and dissertation	(12) 15.19	(21) 26.58	(17) 21.52	(17) 21.52	(12) 15.19
E- books	(12) 15.19	(20) 25.32	(14) 17.72	(16) 20.25	(17) 21.52
E- journals	(12) 15.19	(16) 20.25	(18) 22.78	(20) 25.32	(13) 16.46
E-database	(20) 25.32	(17) 21.52	(16) 20.25	(14) 17.72	(12) 15.19
E-magazines	(16) 20.25	(16) 20.25	(19) 24.05	(15) 18.99	(13) 16.46
E-research report	(16) 20.25	(18) 22.78	(20) 25.32	(13) 16.46	(12) 15.19
Bibliographic databases	(23) 29.12	(15) 18.98	(17) 21.52	(12) 15.19	(12) 15.19
E- newspaper	(15) 18.99	(14) 17.72	(14) 17.72	(19) 24.05	(17) 21.52

Preferred Use of E-Resources in Article or Paper Writing

Here, respondents are opinion about the preferred form of e-resources which help research scholars in writing articles or paper writing are also asked. Here, it is seen that majority (60.76%) of the respondents prefer e-resources over print resources. Similarly 39.24% of respondents opinions that print resources are more helpful in article or paper writing.

Table 15: Preferred Use of E-Resources in Article or Paper Writing

Preferred mode of information access	Number of respondents	Percentage
Yes	48	60.76
No	31	39.24
Total	79	100

Respondents Found Problem in Using E-Resources

Here, respondents are asked to mention the problems in using e-resources. For that, they are allowed to choose more than one option. Table 16 shows that majority (51.90%) of the respondents have found problem while using e-resources. Again, among the remaining 48.10% respondents have not found any problem.

Table 16: Respondents Found Problem in Using E-Resources

Respondents found problem in using e-resources	Number of respondents	Percentage
Respondents found any problem	41	51.90
Respondents no found any problem	38	48.10
Total	79	100

Limitations in the Use of E-Resources

Again, among the remaining 51.90% respondents, 18.99% have pointed that e-resources are not as per need. Again, 12.65% of respondents are facing problems due to lack of awareness, unable to search and slow speed of the Internet. Moreover, 11.39% respondents have found password problem and lack of training.

Table 17: Limitations in the Use of E-Resources

Problems	Number of respondents	Percentage
Unable to search	10	12.65
Lack of awareness	10	12.65
E-resources are not as per need	15	18.99
Lack of training	9	11.39
Slow speed of the Internet	10	12.65
Password problem	9	11.39

Need of Orientation Programs of E-Resources

Here, respondents are asked to mention the necessity of orientation programme on e-resources. Table 17 shows that majority (51.90%) of the respondents want orientation programme for accessing e-resources. On the contrary, the remaining 48.10% respondents do not require any orientation programme for the same.

Table 18: Need of Orientation Programs of E-Resources

Need of orientation on e-resources	Number of respondents	Percentage
Yes	41	51.90
No	38	48.10
Total	79	100

MAJOR FINDINGS OF THE STUDY

1. Majority of the respondents (62.02%) familiar with the term e - resources.
2. Majority of the respondents (30.37%) have come to know through World Wide Web and their faculties.
3. All respondents use e-resources.
4. Majority of the respondents (36.70%) accessed e-resources from their hostel.
5. Majority of the respondents (37.97%) respondents used to e-resources for the purpose of research work.
6. Title approach (36.70%) is the most popular among the respondents as compared with simple search and author search.

7. Majority of the respondents (60.76%) prefer e - resources over print resources.
8. Majority of the respondents (51.90%) have found problem while using e-resources.
9. Majority of the respondents (18.99%) have pointed that e-resources are not as per need.
10. Majority of the respondents (51.90%) want orientation programme for accessing e-resources.

CONCLUSION AND FURTHER STUDY

Libraries have investigated huge amount of funds for procuring electronic resources, even facing small amount budgets. University libraries on collection development have shifted from print resources to electronic resources. The studies have shown that majority of the respondents find problem while searching electronic resources. Electronic resources are very important for Humanities and Social Sciences research scholars of Tezpur University. The Central Library of Tezpur University subscribes electronic resources for different departments. They are not aware of all electronic resources available in the library so that they are not getting the benefits of the electronic resources. They need to training programme to know how to search uses and evaluation of electronic resources. For that, the library should organise training programme or orientation to the library users at regular intervals. And they should also review how they organise electronic resources on web pages. And faculties also encourage to student to use electronic resources of the library and library also need to arrange bibliographical instructional programme for faculty to keep them informed and services to develop electronic collections.

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