



A review of literature on the study of internet usage by university library users: Understanding trends and implications

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Abstract

This literature review provides a comprehensive analysis of the use of the internet by users in university libraries, focusing on key aspects such as trends, challenges, impact, user behaviour, and the role of librarians. The review examines the evolution of university libraries in the digital age and highlights the convenience, accessibility, and vast information availability offered by the internet. It explores the transformational effects of internet usage on library services, including digitization, remote access, and integration of new technologies. The impact of internet usage on user behaviour and information-seeking practices is investigated, along with challenges related to information overload, credibility assessment, and digital literacy. The role of librarians as facilitators of information is discussed, emphasizing their guidance in navigating the online landscape. Research gaps are identified, emphasizing the need to explore social media, artificial intelligence, and data analytics. The importance of user surveys and usability studies is emphasized for understanding evolving user needs. This literature review provides valuable insights for library professionals to adapt their services and resources to support users in the digital era.

Keywords: internet usage, university libraries, digital transformation, remote access

Introduction

The Internet has revolutionized the way information is accessed and shared, profoundly impacting library services worldwide. With the widespread use of the Internet, university library users have embraced this technology as an indispensable tool for accessing and utilizing information resources. This paper aims to delve into the various ways in which university library users utilize the Internet facility, exploring its key functions, positive impacts, and potential drawbacks.

1. Historical development

The roots of the Internet can be traced back to the 1960s when the United States Department of Defence established the Advanced Research Projects Agency Network (ARPANET). Initially, ARPANET was created as a resilient communication network that could withstand potential nuclear attacks. However, in the 1980s, the Internet expanded beyond its military and academic origins to encompass businesses and individuals, ultimately evolving into the global network we know today.

2. Definitions

The Internet is a vast network connecting computers and devices worldwide through the Internet Protocol (IP). It serves as a gateway to an extensive range of information resources, including websites, databases, and online services. University libraries, on the other hand, are institutions dedicated to providing information resources and services to their academic communities. These libraries play a crucial role in supporting teaching, learning, and research endeavours of students, faculty, and staff members. In the context of university libraries, the use of the Internet by library users has transformed the landscape of information access and utilization. Students, faculty, and researchers now have access to a wealth of digital resources

that were once limited to physical collections. The Internet has become an integral part of the library experience, enabling users to explore a diverse range of information sources, conduct research, access e-books and online journals, and collaborate with peers. Furthermore, the Internet has facilitated seamless interlibrary loan services and enhanced the efficiency of library operations.

This paper aims to shed light on the multifaceted uses of the Internet facility by university library users. It will explore the positive impacts of Internet usage, such as increased accessibility to information, improved research capabilities, and enhanced collaboration opportunities. However, it will also address potential challenges, including information overload, credibility issues, and concerns related to data privacy and security. By examining the uses, benefits, and limitations of the Internet in university libraries, this research seeks to provide valuable insights for both library professionals and users, ultimately fostering an effective and sustainable utilization of this technology for academic purposes.

Need of the study

In the digital era, the Internet has become an essential tool for accessing and utilizing information resources. However, within the specific setting of university libraries, there is a need to further explore the uses of the Internet facility by library users. This study aims to address the following needs:

1. Assessing user behaviour

Understanding how library users utilize the Internet is crucial for designing user-centered library services. By examining user behaviour patterns, such as the frequency and duration of Internet usage, preferred online resources, and search strategies, this study will provide insights into user needs and preferences.

2. Identifying information needs

The vast amount of information available on the Internet necessitates a thorough understanding of the specific information needs of university library users. This study aims to identify the types of information sought by users, enabling libraries to curate relevant and valuable digital collections that align with user requirements.

3. Evaluating resource accessibility

The Internet has expanded the accessibility of information resources, but it is important to assess how effectively users can access these resources in university library settings. This study will evaluate factors such as ease of access, availability of online databases, and user experiences with remote access tools, helping libraries improve resource accessibility for their users.

Purpose of literature review

The purpose of the literature review is to critically analyse and synthesize existing scholarly works related to the uses of the Internet facility by library users in university libraries. By reviewing and examining relevant literature, this study aims to achieve the following

Objectives

Identify key themes and trends: The literature review will identify common themes and trends in the uses of the Internet by library users, providing an overview of the current state of knowledge in this field. It will explore the various ways in which library users leverage the Internet facility for information access, research, collaboration, and learning.

1. Analyse benefits and challenges

The review will delve into the positive impacts of the Internet on library users, such as increased access to diverse resources, enhanced research capabilities, and expanded learning opportunities. It will also address challenges faced by users, including information overload, credibility issues, and data privacy concerns.

Literature review

The following article categories were cited in the research literature review

1. Internet Access and Usage in Academic Libraries:
2. Internet Use and User Behaviour Studies:

1. Internet access and usage in academic libraries

Abdoulaye, K., & Majid, S., (2000) ^[1]. This research focuses on examining the impact of the Internet on reference services in academic libraries in Malaysia. The main objective of the study was to investigate how the integration of the Internet has affected reference professionals and their services. Additionally, the study aimed to explore the respondents' perceptions regarding the significance of the Internet in reference work. The participants in the study consisted of 40 library professionals working in the reference departments of nine academic libraries in Malaysia. The findings indicate that the Internet has had a positive influence on reference work, enhancing the effectiveness and efficiency of reference professionals. However, a majority of the respondents disagreed with the notion that the Internet should completely replace traditional reference tools. The participants also emphasized the

importance of reference librarians possessing strong computing and Internet skills in order to provide effective reference services.

Al-Harbi, A., (2002) ^[2]. This research study focused on exploring the use of the Internet and FSU academic libraries by graduate students in the Communication Department at Florida State University, as well as examining the impact of Internet use on overall library usage. The theoretical framework combined the use and gratification theory with the least effort principle. The targeted population was all graduate students in the Communication Department. The findings revealed that while graduate students considered the Internet and academic libraries equally important, the majority relied more on Internet resources and services (52%) than on the academic libraries. Additionally, a significant percentage (26%) of respondents did not use the academic libraries for their information needs. The study indicated a slight effect of the Internet on overall library usage (54%) according to the viewpoint of graduate students. Statistical tests showed a strong relationship between choosing the Internet as the primary information resource and reduced use of the academic libraries. Furthermore, the level of Internet usage correlated with lower frequency of using the academic libraries. The study also highlighted the purposes for which FSU academic libraries and the Internet were predominantly used. Academic work purposes were the main reason for using the libraries, while the Internet was primarily utilized for communication gratification. Convenience, cost, usefulness, reliability, satisfaction, ease of use, and the least effort required were identified as criteria influencing the selection and use of information sources. Lastly, the study depicted a basic information-seeking pattern among graduate students, with the Internet being the preferred choice, followed by FSU academic libraries, and teachers/professors ranking third.

Ani, O. E., Edem, M. B., & Ottong, E. J., (2010) ^[3]. This study aims to examine the utilization of the internet as a teaching and research tool by academic staff at the University of Calabar, Nigeria. The research employed a structured questionnaire to gather data from the university's academic staff. The findings reveal that while the respondents extensively use the internet, their access to it is relatively low (26.92%). Most of the respondents rely on commercial internet cybercafés off-campus for internet access, with only a small percentage accessing it in their offices or the university library. The primary reasons for internet use among the respondents are communication via email, teaching, and research-related activities. The study also highlights the need for regular formal user training provided by the university library or management to enhance internet skills among academic staff in the University of Calabar and other Nigerian universities. The paper recommends equitable internet access across Nigerian universities and proposes a national policy to ensure internet access in the offices of academic staff, along with the development of electronic resources in university libraries to complement traditional print materials and enhance electronic access and use among academic staff.

Asogwa, B. E., Ugwu, C. I., & Idoko, A. N., (2016) ^[5]. The purpose of this study is to examine the influence of internet services on the usage of printed resources in academic libraries in Nigeria, considering the emerging practice of sourcing information through the internet and World Wide

Web. The research design employed was ex post facto, and the study population comprised 131,670 students registered in the library from 2005 to 2014 academic sessions. Data collection involved documentary records, oral interviews, and observations, with past physical transaction statistics from Nnamdi Azikiwe Libraries at the University of Nigeria, Nsukka, serving as a reference. Analysis and discussion of the data were guided by tables, graphs, and a benchmark for assessment. The findings revealed an increase in physical services such as readers' registrations, average daily readership, and consultation of theses/dissertations, which put pressure on existing library facilities. However, the usage of books and periodicals showed a consistent decline since the introduction of internet services. Adequate funding for academic libraries in Nigeria is recommended to sustain information and communication technology (ICT) infrastructure for internet usage and enhance marketing and stabilization of library services to retain users. It is worth noting that the availability of full-text online resources may lead to the cancellation of online subscriptions by academic libraries in developing countries, emphasizing the need for active efforts to bring users back to the library. This article provides the first investigation of the impact of internet usage on printed resources in academic libraries in Nigeria, offering original insights into the use of internet resources in developing regions' academic libraries.

Atanda, L. A., (2017) ^[6]. This study examines the impact of Internet usage on user satisfaction with library services at Federal University Otuoke in Bayelsa State, Nigeria. Three research questions and hypotheses were formulated to guide the study. The research design employed was ex-post facto survey design. A sample of fifty 100 level students was randomly selected from the population of seventy-three library-registered students using random sampling techniques. Data collection was done through a questionnaire titled "Internet Usage on User Satisfaction with Library Services Questionnaire (IUUSLSQ)." Mean and standard deviation scores were used to analyse the data and answer the research questions, while t-test was employed to test the hypotheses. The findings indicate that the usage of e-mail, databases, and websites significantly influence students' satisfaction with library services. Based on the results, the study recommends that the library should develop attractive and user-friendly websites that are easily accessible for students and other users. Additionally, the library authorities should establish easy access points and educate users on how to utilize them to encourage frequent visits, longer stays, and easy access to library materials, ultimately enhancing user satisfaction with the library's services.

Babu, K. S., Sarada, B., & Ramaiah, C. K., (2010) ^[7]. The advent of digital information resources on the Internet has brought about a significant transformation in the academic sphere. The Internet has opened up new possibilities for higher education and research, ushering in a new era. This paper aims to investigate the utilization of Internet resources by the academic community of Sri Venkateswara University (SVU) in Tirupati. To achieve this objective, a survey was conducted using a questionnaire as the data collection tool. The findings reveal that users from science disciplines demonstrate a higher level of utilization of Internet resources compared to those from social sciences and humanities. The study suggests that providing training to

users at the beginning of each semester can enhance their use of Internet resources and mitigate challenges faced by library users. Furthermore, the paper addresses various issues and problems associated with managing digital libraries and offers recommendations to enhance library services in order to meet the evolving needs of users.

Chakrabarty, S. (2009) ^[8]. In universities, the reliance on the Internet for educational purposes has significantly increased among students, research scholars, and teachers. University libraries, which offer Internet facilities to the academic community, expect them to utilize it for educational activities. Therefore, it is crucial to conduct a study to examine the usage of the Internet for academic purposes and its impact on the academic efficiency of the target users. This research focuses on the universities in Assam, namely Gauhati University, Dibrugarh University, Assam Agricultural University, Tezpur University, and Assam University. The study investigates the extent to which these universities provide Internet services through their libraries and how users are benefiting from them. Additionally, the study examines the satisfaction level of users with the Internet facilities provided by the university libraries. The research methodology employs survey methods, personal experiences, and experimentation. Data collection tools include questionnaires, interviews, and observations. The thesis comprises seven main chapters, along with preliminary pages, annexures, and a bibliography. The final chapter presents recommendations. Information professionals should adapt to this transition, actively explore and experiment with the available information on the web, and strive to provide enhanced services to their users.

Chinwe M.T. Nwezeh., (2010) ^[9]. The objective of this paper is to evaluate the impact of internet resources and their perceived usefulness in teaching, learning, and research at Nigerian universities, focusing specifically on Obafemi Awolowo University (OAU) in Ile-Ife, Osun State, Nigeria. The study employed a descriptive survey methodology, utilizing questionnaires as the data collection instrument. The respondents consisted of 750 students and 115 academic staff members from OAU. The collected data was analyzed using descriptive statistics, specifically frequency counts and percentages. The findings indicate that the majority of academic staff and students found the internet to be highly valuable. The most commonly utilized internet resources by both groups were email and the World Wide Web (WWW), with search interfaces being used for research purposes. However, it was discovered that the users lacked sufficient user education to fully utilize the available internet resources. The study emphasizes the importance of implementing user education and information literacy programs, as well as providing staff training on information and communication technology resources in the library. The paper contributes to the recognition of the need for these efforts in order to enhance the effective use of internet resources in Nigerian universities.

D'Elia, G., Jorgensen, C., Woelfel, J., & Rodger, E. J., (2002) ^[11]. This article presents research findings on the changing relationship between public library usage and Internet usage among the American adult population. A consumer model was developed to analyse the information service market, considering the use of the public library and access to and usage of the Internet as key factors. A national telephone survey using random digit dialling was conducted to gather data and estimate the size of six market segments

while examining the choices individuals make between the public library and the Internet. The analysis of the data provides insights into the demographics and sizes of each market segment. The results indicate that differentiation between the library and the Internet is occurring, potentially influencing consumer choices between the two. Long-term research is needed to track trends in these usage choices, which have significant implications for library planning and policy development across all types of libraries.

John, H. C., Fagbe, A. O., & Egbeyemi, T. A., (2018) ^[13]. The Internet has become an essential tool for teaching, research, and learning in higher institutions in Nigeria and globally. Studies have shown that users often begin their information searches using search engines like Google and Wikipedia, rather than relying on library resources such as WebPAC or card catalogues. This trend poses a significant challenge for academic libraries, as users perceive visiting the library as unnecessary and time-consuming. This research investigates the availability and use of internet-based library services among lecturers in selected polytechnics in Ogun State, Nigeria. The study employs a descriptive research design and utilizes structured questionnaires for data collection. The target population includes lecturers from Federal Polytechnic, Ilaro, Moshood Abiola Polytechnic, and Gateway Polytechnic in Ogun State, with a sample size of 155 selected through stratified random sampling. Data interpretation involves the use of tables, frequency distribution (bar and percentages), and simple percentages. The findings indicate that internet-based library services are available in the polytechnics, and lecturers primarily utilize resources such as OPAC/WEBPAC, e-journals, emails, and online current awareness services. However, the study reveals that lecturers in Ogun State's polytechnics do not extensively use the internet-based resources provided by the library for instructional purposes or online lectures with students.

Kim, Y., (2003) ^[14]. This dissertation aims to explore Internet service quality in public libraries and develop a framework to measure and assess it. The study employs a modified SERVQUAL instrument combined with LibQUAL+ items to identify key dimensions of Internet service quality and examine their relationship with user satisfaction and intention to recommend the service. A survey consisting of 29 items, known as SERVPERF, was administered to Internet service users at four public libraries, resulting in 386 usable responses. Through exploratory factor analysis, four key dimensions—Service Affect, Tangibles, Personal Control, and Printing/Downloading—were identified. Regression and ANOVA analyses were conducted to assess the relationship between these dimensions, user satisfaction, service referral intention, and demographic variables. Among the four dimensions, Personal Control and Service Affect demonstrated significant positive relationships with both user satisfaction and service referral intention. When considering weighted dimensions based on users' importance rating scores, only Personal Control remained significantly related to user satisfaction, while both Personal Control and Service Affect significantly influenced service referral intention. Demographic variables did not exhibit significant relationships with user satisfaction or service referral intention, except for users' expertise level, years of use, and experience with instructional classes for Internet use, which were associated solely with user satisfaction.

Additionally, users' satisfaction positively correlated with their intention to refer others to the service.

Kumar, P., (2013) ^[15]. This study aims to examine the use of the internet and its impact on students at Maharishi Markandeshwar University (MMU), Mullana. Internet usage is on the rise due to its time-saving nature, wealth of information, and cost-effectiveness. In developing countries, limited access to up-to-date materials in university libraries poses a significant challenge for research and teaching. However, the internet provides users with access to vast amounts of information regardless of their location. This study explores various aspects of internet usage among students, including how they obtain information about internet websites, their preferred search engines, challenges they face while surfing the internet, their satisfaction with using the internet for research purposes, and the available facilities and infrastructure in libraries. By examining these factors, the study sheds light on the impact and potential of internet use for academic purposes at MMU.

Kumar, S., (2012) ^[16]. The purpose of this paper is to examine the influence of internet search engine usage, specifically regarding OPAC (Online Public Access Catalogue) searches, in the Punjabi University Library in Patiala, Punjab, India. The research methodology involved collecting primary data from 352 users, including faculty, research scholars, and postgraduate students of the university. A questionnaire was utilized as the data collection tool to gather information on the impact of the web on OPAC usage. The collected data were analysed using the SPSS statistical package (version 14.0) to present the findings in percentage and ranking formats. The study discovered significant changes in the information-searching behaviour of academicians in the web environment. A substantial number of users relied on the web to obtain relevant information for academic purposes. The majority of users were influenced by search engines and also used OPAC for their searches. The study demonstrates that internet search engines not only affect OPAC users in developed countries but also have an impact on users in less developed countries like India. Consequently, there is a competition for survival and sustainability between OPAC and web search engines. This research is pioneering in India as it examines the impact of web searching on OPAC users. In light of the preferences of twenty-first-century users, the study provides recommendations for designing a user-friendly OPAC that incorporates simplified search strategies for university libraries in India and other developing countries.

Manjunatha, J. J., R. A., & M. B., (2014) ^[17]. The aim of this study is to investigate how faculty members in technical institutions utilize internet resources and services for their academic activities. The study explores various aspects, including the extent of internet usage, awareness of available services, challenges encountered during internet browsing, and the influence of the internet on their academic pursuits. A survey research method was employed, and data was collected using questionnaires. The questionnaires were distributed to faculty members from five engineering streams across five engineering colleges in Mysore. A total of 196 completed questionnaires were received, resulting in an overall response rate of 85.21%. The study findings indicate that more than 85% of the respondents use the internet daily and have over four years of experience in internet usage. Approximately 95.92% of

the respondents utilize the internet for academic assistance, with e-journals and e-books being the most preferred internet resources. Among various internet services, email and the World Wide Web are highly preferred. Time-saving and ease of use are identified as the main advantages of internet resources compared to conventional resources. While 73.47% of the respondents believe that the internet cannot replace library services, it is considered a supplementary tool.

Ranjan, P., & Singh, S., (2019) ^[20]. This paper focuses on the status of libraries as information sources, the decline in library visits, and the factors contributing to this situation. The researchers conducted a literature search to gather information and draw common conclusions and variations. The study reveals that libraries continue to play a crucial role as primary information sources. However, there has been a significant decrease in library visits, except in the case of academic libraries. Users tend to rely more on their homes and workplaces for accessing information rather than libraries. Furthermore, the widespread use of search engines has limited the utilization of libraries. The study solely relies on a literature search and aims to provide generalized findings from various studies, offering valuable insights into the overall trends in library usage.

Spacey, R. E., (2003) ^[22]. This study aimed to assess the attitudes of public library staff towards the Internet and investigate the relationship between attitudes and training received. The research was conducted in light of a significant training initiative for Information and Communications Technology (ICT) and the implementation of Internet access in all public libraries. A combination of quantitative and qualitative methods, including questionnaires, interviews, focus groups, and an online bulletin board, was utilized. The study involved over 900 public library staff members. Overall, most staff members had positive attitudes towards using the Internet at work, although some expressed discomfort with the cultural changes associated with ICT implementation in libraries. Attitudes played a crucial role in staff members' willingness to use the Internet, particularly in terms of perceived usefulness. Assisting library users with Internet access was seen as positive, but time constraints were a challenge. Training and support for Internet use were generally rated well, although a minority of respondents had not received any training. The perceived usefulness of Internet training correlated with attitudes, ease of use, and intention to use the Internet at work. The study also highlighted the potential of self-directed online learning and the importance of informal training methods. Negative attitudes expressed by staff members may have deeper implications for change and technology adoption within libraries, which should be considered by managers, policymakers, and funders.

Spacey, R., Cooke, L., Muir, A., & Creaser, C., (2014) ^[23]. This paper examines the challenges faced by public libraries in providing internet access while ensuring legal compliance and upholding freedom of access to information. The study reviews recently published sources (1997-2013) on the technical and organizational measures used to manage public internet access, primarily in UK libraries. The findings reveal that simplistic technical solutions have been inadequate in addressing concerns of misuse, and legislation has heightened the need for effective solutions. Balancing legal compliance, user-friendly environments, and preservation of freedoms requires adopting a range of

measures globally. However, research on internet access management in public libraries, particularly in the UK, is limited and outdated. This review offers a comprehensive analysis of available literature, making it valuable for practitioners and academics in public librarianship.

Xue-Ming, B., (2002) ^[25]. The article undertakes a comparative analysis of the data obtained from library surveys conducted at Seton Hall University in 1998 and 2001. The primary objective of this comparison is to provide valuable insights into the evolving behaviour of library users when it comes to their utilization of the Internet. By examining the data collected over this time span, the study aims to shed light on any significant changes that may have occurred in terms of how library patrons interact with and make use of online resources. Furthermore, the research delves into exploring the satisfaction levels of library users during the two survey periods, seeking to determine if there were any notable shifts in their contentment or dissatisfaction with the Internet services provided by the library. Additionally, the study also focuses on identifying any challenges or difficulties encountered by users when accessing and utilizing the Internet via library resources.

Internet use and user behaviour studies

Ani, O. E., (2010) ^[3]. This paper examines internet access and usage among undergraduate students in three Nigerian universities. The study finds that while the internet is widely used, access is primarily through private cybercafés rather than university facilities. Internet infrastructure and connectivity in university libraries and departments are poor. Additionally, there is a low level of utilization of electronic resources such as online databases and journals. The findings highlight the need for better internet access, infrastructure, and user education in Nigerian university libraries to optimize the use of electronic information sources. Decision-makers should focus on improving internet facilities to support students' academic needs effectively.

Dare, S. A., & Kenneth Ivo, N. N., (2017) ^[10]. This study aimed to assess the availability, awareness, and use of electronic resources among postgraduate students, with the goal of enhancing research and teaching in the digital age. A descriptive survey design was employed, and a random sample of 300 postgraduate students from seven out of 13 faculties was selected. Data were collected through a questionnaire to gather respondents' perspectives, and descriptive statistical methods such as percentages, means, and standard deviations were used for data analysis. The results revealed that the internet was the most readily available and utilized resource at the university. However, the usage of electronic resources, particularly full-text databases, was found to be low due to various constraints. The highest-ranked constraint was interrupted power supply, followed by issues such as computer speed and capacity, retrieving relevant records, lack of knowledge of effective search techniques, inadequate IT skills, and difficulties in accessing the internet. Based on these findings, the study recommends that the use of electronic resources be made compulsory, awareness campaigns be intensified to promote their availability, training programs be conducted to enhance skills in utilizing electronic resources, and efforts be made to address the problem of power outages.

Islam, M. A., & Hossain, M. J., (2012) ^[12]. This study aimed

to examine the usage of the Internet among undergraduate students in the Faculty of Arts at the University of Dhaka, Bangladesh. A stratified sampling method was employed to distribute 240 questionnaires, and all 190 received questionnaires were considered valid for analysis. The primary access point for Internet usage among the participants was the computer centre at Dhaka University. The findings indicated a high percentage of Internet usage among the undergraduate students. However, they encountered several challenges, including slow connection speeds, limited availability of computers, and other related issues. The study recommends that the university and the Faculty of Arts should increase the number of access points for students by establishing departmental computer labs and providing Internet facilities. Additionally, incorporating ICT (Information and Communication Technology) courses into the academic syllabi of departments that require it can help address these challenges. It is also suggested to adopt modern internet connection technologies and initiate training programs for the undergraduate students.

Naik, L., & Kumar, K. S. (2019) ^[18]. This study aims to investigate the reasons why users in college libraries need the Internet. The researcher conducted a study on the use of the Internet by students and faculty members in the libraries of colleges in Karnataka, India. The main objectives were to determine the extent of Internet use, analyse its usage compared to other information sources, and understand the perceived advantages and challenges of accessing the Internet. The results of the study indicate that the academic community surveyed is aware of the Internet. The majority of respondents use the Internet for general information, email, finding relevant information, writing research articles, and job searching. Additionally, most respondents stated that their college has an independent website, and a high number of users visit their college website. These findings provide insights into the utilization and importance of the Internet in college libraries, highlighting the various purposes for which it is used and the significance of college websites for users.

Nyamboga, C. M., Ongondo, M. A., & Ongus, R. W., (2004) ^[19]. This paper addresses the desire of university libraries to provide a one-stop shopping experience for their users in the electronic age. It highlights the increasing demand from users to access information from a single point regardless of their physical location. The study, conducted in late 2003 at Egerton University, aimed to assess the extent to which the use of the internet has enhanced teaching, research, and scholarly communication at the institution. The participants included students, faculty members, and library staff. The findings indicate that while the internet services were reasonably maintained, there were gender differences in terms of use, interest, and confidence in using the internet, with female respondents showing lower levels compared to males. Email and search engines emerged as the most frequently utilized internet resources and tools. The study also revealed that a significant number of library staff and users had not received any instructions on internet usage. Additionally, the charges for internet access within the university libraries and other service points were identified as excessive and somewhat prohibitive. In conclusion, the study highlights the need for improved internet usage training, addressing gender disparities, and revisiting the pricing structure to make internet access more affordable and accessible within university libraries.

Sajjad, u. R., & Ramzy, V., (2004) ^[21]. This study aimed to assess the use of the Internet among health care professionals at the Health Sciences Centre of Kuwait University. A questionnaire was distributed to all 180 faculty members, with a response rate of 76.6%. The study analyzed the extent and patterns of Internet use for various applications, examined the current skill levels, explored perceptions for improvement, and investigated the impact on professional and personal development. Access and usage-related problems were also explored. The findings indicated that the Internet plays a crucial role in research, information access, and communication for these professionals. The respondents expressed a desire for further training and the resolution of issues that hindered their Internet usage, seeking empowerment in their online activities.

Tillotson, J., Cherry, J., & Clinton, M., (1995) ^[24]. This study utilized an online survey, focus groups, and telnet connection logs to investigate user access to the Internet through the University of Toronto Library's online catalogue and information system. The study revealed several key findings: 75% of the users were male, 46% reported not finding what they were searching for, and 13% of the available Internet sites accounted for 80% of the telnet connections. The research aimed to understand how users interacted with the library's online resources and their overall satisfaction with the information they accessed. These findings provide insights into user behaviour and preferences, highlighting areas for improvement and potential areas of focus in enhancing the library's online catalogue and information system.

Findings from study

The study will present key findings derived from the literature review, shedding light on the use of the Internet facility by library users in university libraries. These findings will provide valuable insights into the current practises, trends, and challenges associated with Internet usage in this context. The findings will inform library professionals, researchers, and policymakers, enabling them to enhance library services, develop effective information literacy programmes, and improve the overall user experience within university library settings. By conducting a comprehensive literature review, this study aims to contribute to the existing body of knowledge, identify gaps, and pave the way for further research in understanding and optimising the use of the Internet facility by library users in university libraries.

Conclusion

the Internet has transformed the landscape of university libraries, providing users with extensive access to information resources and enhancing their research and learning experiences. Through this literature review, we have explored the various ways in which university library users utilize the Internet facility, uncovering its positive impacts and potential challenges. The findings of this study highlight that university library users in various contexts heavily rely on the Internet for information access, research activities, collaboration, and learning. The Internet has expanded their access to diverse resources, improved their research capabilities, and facilitated seamless interlibrary loan services. It has become an integral part of the library experience, enabling users to explore digital collections,

access e-books and online journals, and collaborate with peers. However, alongside the benefits, users face challenges such as information overload, credibility issues, and concerns related to data privacy and security. These challenges necessitate continuous efforts to develop information literacy programs and address user education needs to ensure effective and responsible Internet usage. To optimize the use of the Internet in university libraries, it is crucial to assess user behaviour patterns, identify specific information needs, and evaluate resource accessibility. By understanding user preferences and needs, libraries can curate relevant digital collections, enhance resource accessibility, and provide user-centered services.

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