

**INTERNET USERS: A STUDY AT CHAUDHARY CHARAN SINGH  
HARYANA AGRICULTURAL UNIVERSITY, HISAR, INDIA**

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**ABSTRACT**

*In this age of Information and Communication Technology, every field of study or life have mostly effected. The emergence of the Internet has revolutionized information generation and communication dramatically. ICT has impacted the every service and working of the libraries and reduces the size of the same. Libraries are undergoing changes in their ways of searching, processing and providing information. Information storage and retrieval has become highly transparent and easy to use. Internet is now having a significant role on library services and operations and on professional activities of librarians. Since Internet has emerged as the most powerful medium for storage and retrieval of information, now information is available on desktops, just a click away from users. The present study is an attempt to examine use of Internet by the users of Chaudhary Charan Singh Haryana Agricultural University (CCSHAU), Hisar. Questionnaire method was used to make a survey on awareness and use of Internet and its facilities. It was try to elaborate the different factors such as Internet usage, awareness about Internet services, favourite search engines, time spent, purpose of Internet using, different problems faced by the users while surfing the Internet and satisfaction towards Internet services provided to use the Internet by the Nehru Library of CCSHAU, Hisar. Study concludes with some suggestions to improve the Internet facility and overcome the problems faced by the users so that better utilization and benefit would be taken by the users of CCSHAU, Hisar.*

**Keywords:** User study; ICT awareness; Internet; E-resources; Search engines; CCSHAU; Hisar.

**INTRODUCTION**

Today's the era of Information and Communication Technology Era. Due to technological advancement every field in this world has been effected and rapidly changing the way of thinking. Education sector specially the field of library and information science has been affected by this age of ICT. The inception of Internet now becomes the essential part of every walk of life. Every contents or information may easily available on Internet. ICT or computers and Internet have changed the whole process of information handling, processing or distribution. ICT or Internet is one of the important part of today's world. It has changed the society into information society.

In this history of human civilization, no scientific discoveries has as comprehensive impact as ICT has made as it is attributed to be a convergence of computers and communication technology enabling processing, storage, and retrieval of information faster instant and effective (Sinha, 2012, p. 263). The Internet is the greatest accomplishment of technological advancements which has eliminated typical barriers of space and time and virtually brought

the world closer, where information can be accessed from any place at any point of time, round the clock. The Internet has led to multifold increase in information generation. The impact of the Internet on academic spheres is paramount and this has received universal support from the stakeholders as a widely used source of information. The Internet not only facilitates access to information resources but also establishes online communication between users at local or regional level and worldwide. (Singh and Kumar, 2013, p. 21).

Today, the advent of information technology has resulted in reducing the size of libraries. In the fast emerging and ever-growing information explosion it is very difficult to retrieve the required information without wasting time. Recent advances in the field of ICT contribute significantly to improve the services of libraries. Nowadays libraries are not only seen with printed document and non-print documents but also with computers. The impact of technologies such as CD-ROMs, multimedia, computer networks, Internet, cloud technology, mobile technology, etc. are leading to a paperless society. The Internet is the most economical, easy, instant and vast resource of current information. (Thanuskodi, 2012, p. 281).

Internet serves as an essential part to any type of library and connects the information sources irrespective of their locations. Now Internet has taken all the responsibilities of controlling the problems like collection development, organizing, storing, retrieval and dissemination of information. Today information is the most vital resource for any type of activity. Internet has an access to valuable resources scattered in various forms in different parts of the world.

### **Internet**

The Internet is a global system of interconnected computer networks that use the standard Internet protocol suite (TCP/IP) to link several billion devices worldwide. It is a network of networks that consists of millions of private, public, academic, business, and government networks, of local to global scope, that are linked by a broad array of electronic, wireless, and optical networking technologies. The Internet carries an extensive range of information resources and services, such as the inter-linked hypertext documents and applications of the World Wide Web (WWW), the infrastructure to support email, and peer-to-peer networks for file sharing and telephony.

The origins of the Internet date back to research commissioned by the United States government in the 1960s to build robust, fault-tolerant communication via computer networks. While this work, together with work in the United Kingdom and France, led to important precursor networks, they were not the Internet. There is no consensus on the exact date when the modern Internet came into being, but sometime in the early to mid-1980s is considered reasonable. From that point, the network experienced decades of sustained exponential growth as generations of institutional, personal, and mobile computers were connected to it. India has third highest number of the Internet users in the world after China and United States of America. (Wikipedia)

### **CCSHAU, Hisar: A profile**

Chaudhary Charan Singh Haryana Agricultural University popularly known as HAU, is one of Asia's biggest agricultural universities, located at Hisar in the Indian state of Haryana. It is named after India's seventh Prime Minister, Choudhary Charan Singh. It is a leader in agricultural research in India and contributed significantly to Green Revolution and White Revolution in India in the 1960s and 70s. It has a very large campus and has several research

centres throughout the state. It won the Indian Council of Agricultural Research's Award for the Best Institute in 1997.

CCSHAU was initially a campus of Punjab Agricultural University, Ludhiana. After the formation of Haryana in 1966, it became an autonomous institution on February 2, 1970 through a Presidential Ordinance, later ratified as Haryana and Punjab Agricultural Universities Act, 1970, passed by the Lok Sabha on March 29, 1970. A. L. Fletcher, the first Vice-Chancellor of the university, was instrumental in its initial growth.

The university has 8645 Acres land (around 7219 Acres. at main campus, 1426 Acres. at outstations). Since 1970 there has been significant advances in research, teaching and extension by creation of a strong infrastructure at its main campus and at outreach stations. Spread over an area of 298 hectares, the university has scientifically well planned spacious buildings to accommodate five constituent colleges viz. College of Agriculture, College of Agricultural Engineering & Technology, College of Basic Sciences & Humanities and College of Home Science. Each college building is a complete institution in itself having large number of well-planned lecture rooms, laboratories, auditorium, seminar rooms, audio-visual Laboratories, computer facilities etc. College of Veterinary Sciences and College of Animal Sciences also was the part of HAU but now it has been its separate identity as a part of newly established Lala Lajpat Rai University of Veterinary and Animal Sciences, Hisar.

### **NEHRU LIBRARY, CCSHAU, HISAR AT A GLANCE**

Nehru Library is a central facility, which caters to the informational requirements of the students, teachers, research scholars, extension specialists and other staff of the University located at Hisar and other parts of the State of Haryana. Library collections at the College of Home Science at Hisar and College of Agriculture at Kaul, 17 Krishi Vigyan Kendras, 6 Regional Research Stations and about 90 other Departmental and Administrative Units of the University are maintained separately. (Annual Report of Nehru Library, 2012-2013).

**Haryana Agricultural University** was established as an autonomous body on February 2, 1970 by an Act of Parliament. Though the establishment of this Library coincides with the establishment of College of Veterinary Sciences in 1948, the year 1975 is a land-mark in its history, as the present library building - named after Jawaharlal Nehru, the first Prime Minister of India - was officially dedicated to the university community in this year. The University Library, endeavouring over the last 37 years to leap forward in presenting new models in order to incorporate and emphasize the cardinal aspects of knowledge for scholarly pursuits, has carved a niche for itself in the arena of university setup. The magnificent library building - a blend of functional structure, elegance and exquisiteness - is centrally located within an easy access from all the constituent colleges of the university, hostels and residential areas. The building - with a floor area of 97,700 sq. ft. - has the capacity to accommodate more than 3.5 lakh volumes of books and bound journals. (hau.ernet.in).

### **Nehru Library at a Glance**

<b>Collection</b>	<b>Figure</b>
Books	229370
Periodicals	100142
Theses	11453
CD-ROM (Databases)	149

CDs (Books)	2337
CDs (Theses)	1074
<b>Total Collection</b>	<b>344525</b>
<b>Membership</b>	<b>Figure</b>
Faculty	848
Other Staff	1982
Students	2731
Special Members	234
<b>Total Membership</b>	<b>5795</b>

Source: Annual Report of Nehru Library 2012-2013

## REVIEW OF LITERATURE

The present study reviewed the primary as well as the secondary sources of literature in this context. Some of the studies discussed as follow:

Nirmal and Dhiraj (2013) carried out a survey on utilization of the Internet by students of Guru Angad Dev veterinary and animal sciences university, Ludhiana (GADVASU). It is noticed that 56% of respondents were fully satisfied with the Internet services while 28% respondents stated that Internet services provided by GADVASU library was excellent for meeting their needs. About 13% respondents suggested for providing wi-fi facility to extend the Internet services to hostels. You Tube was the useful source of accessing videos on surgical procedures and other veterinary practices for most of the respondents but under surveillance. More than 4/5<sup>th</sup> respondents were aware of online maps and 66% use these for geographical information. 34% respondents found slow speed of the Internet as problematic in having access to information. Overall it was revealed that more than 60% respondents use the Internet because it enables them together information from various information resources using a single access point.

Prakash conducted a survey on use of Internet by the researchers in Indian Veterinary Research Institute, Izzatnagar, Bareilly in 2013 and it was found that 93.3% researchers using Internet services from their department. 100% researchers were using Internet services for their research purpose whereas 85% researchers were using Internet services for their career development. Google was the most popular search engine among all the researchers. Among the respondents 90% were facing problem of slow Internet access speed and slow download problem. 54.16% researchers were facing problem of overload of information on the Internet. There are 87.5% researchers said that the information access through Internet is most helpful for their education programme while 85% researchers were satisfied with the information retrieved from the Internet.

Sinha (2012) conducted a study on ICT and Internet awareness and access to e-resources under UGC-Infonet digital library consortium at Assam University library. It was found after the data analysis that 45% respondents do not visit library regularly. 34.6% respondents adopt the Internet as their main source of information searching. 24.7% respondents faced problem in searching information as they are not getting sufficient time from class work to visit library. Majority of the respondents (74.1%) said that they are ICT and Internet literate and afternoon session is preferred time for most of the respondents. More than 70% respondents have said that Internet is considered as a tool of quick access to information while almost respondents (97.5%) were aware of the UGC-INFONET digital library consortium.

A study conducted by Thanuskodi on the use of Internet and electronic resources among medical professionals in Tamilnadu in 2012. It is revealed from the study that 40% respondents have below 2 hours of access to Internet. Majority of the respondents, i.e. 26.38% in the age group 41-45 years have 3-4 hours of access to Internet. 31.25% respondents were visits the library daily 23.07% respondents in the age group 36-40 years make library visit once in a week. Respondents gives first order preference towards utilization of CD-ROM database of Highwire Press (Mean score of 4.15 on a 5 point rating scale) followed by database of Ingenta (Mean score of 4.06 on a 5 point rating scale).

Maraddi and Konnur (2012) conducted survey in Karnataka to know about the use and awareness of Internet at education colleges of Gadag city. It is highlighted from the results that 99.89% of the total respondents use Internet only for e-mail facility, 94.44% respondents were using Google as the favourite search engine for accessing information, and 52.22% respondents were not satisfied with the printing facilities available in their respective colleges. Less speed of the modem is the major problem for 35.56% of respondents for accessing information.

Mani Kumar and Karapudi (2012) examined Internet use by ICFAI Business School, Bangalore. It was found that majority of the respondents (78.8%) used Internet daily and 46.2% prefer to use Internet in the library. The main purpose of accessing Internet for 52% respondents was current news and entertainment. Project work was the main motivating factor to get most updated information as indicated by almost respondents. Google was the preferred search engine by 96% respondents. It can be noted that cent percent respondents were more familiar with Internet-based services.

A study was conducted by Ravi and Isthari in 2011 on use of Internet services at IGM library, University of Hyderabad. It is highlighted in the study that 66% of the respondents possesses average knowledge in using computers while 52% possess average knowledge in using the Internet. 36% respondents browse Internet everyday and 32% were occasionally. It is revealed that 90% of respondents look for information on specific subject on the Internet while 58% of respondents were looking for readily available documents. 52% PG and 20% Ph. D respondents were using Internet for downloading softwares. 52% of the respondents use e-journals in the library and 48% of them do not use the e-journals in the library.

Kumbar and Raju N. (2007) studied to investigate the use of Internet in engineering colleges of three districts of Karnataka State. The findings show that STPI (42.55%) was the major Internet service provider for engineering colleges' surroundings of Hassan, Mandya and Mysore Districts. It was also found from the study that 57.78% of respondents has formal computer training and 74.07% visits Internet centre 2-3 times a week. 86.66% respondents were preferred Google as their best search engine for finding required information. 91.11% of respondents were using Internet only for e-mail. Retrieval of unwanted pages was the major problem of the 26.59% respondents while accessing the information.

Mulla and Chandrashakara carried out a study in 2007 on Internet users at Mysore University and revealed that maximum Internet users browse Internet for their day-to-day information at surfing centres rather than any other places. 75% respondents were satisfied because the obtained information from the Internet was useful for them. 45% respondents use the Internet because of the provision to download and to get a print out. 57% respondents learnt using Internet by taking the assistance from their friends and 46.50% have used Internet weekly. 47% respondents were satisfied with the information resources on the Internet compared with

printed sources, whereas 42.50% were moderately satisfied. 54.50% respondents expressed their need for training for the efficient use of Internet. 61% were satisfied with the use of Internet while 37.93% were not satisfied with the use of Internet because of too much of information.

### OBJECTIVES OF THE STUDY

The following objectives are evolved for the purpose of the present study:

- To find out the use of the Internet.
- To know the awareness among the users about the Internet resources and services.
- To investigate the Internet literacy among the users.
- To find out the problems faced by the Internet users for accessing the Internet and e-resources.
- To find out the level of satisfaction with the Internet facility provided by CCSHAU, Hisar.
- To know the excessive use of Internet browsers and search engines.

### SCOPE AND LIMITATION

The scope of the present study is restricted to the users of the Nehru Library, CCS Haryana Agricultural University, Hisar. The present survey was carried out on the Nehru Library during March – April 2014.

### METHODOLOGY

Questionnaire method was using to conduct the study. Total 200 questionnaires were distributed among the respondents (includes PG students and Research Scholars only) from which 167 were received back.

### DATA ANALYSIS AND INTERPRETATION

Analysis of data is the ultimate step in research process. An analysis and interpretation of data collected through the questionnaires is attempted. The process of analysis has to be result oriented. For data analysis statistical analysis technique percentage analysis has been adopted.

**Table 1: Distribution of Respondents**

Colleges Covered	Male	Female	Total	%
College of Agriculture	30 (17.96%)	25 (14.97%)	55	32.93
College of Basic Sciences and Humanities	23 (13.77%)	20 (11.97%)	43	25.74
College of Agricultural Engg. & Technology	25 (14.97%)	15 (8.98%)	40	23.95
I.C. College of Home Science	5 (2.99%)	24 (14.37%)	29	17.36
<b>Total</b>	<b>83 (49.70%)</b>	<b>84 (50.29%)</b>	<b>167</b>	<b>100%</b>

*Out of 200 respondents 167 given their response positively. The response rate is 83.50%*

The above table 1 highlights the distribution of respondents. Out of the total 200 respondents, 167 responded and returned the duly completed questionnaires form the response rate of 83.50%. In the survey male and female respondents were equally given their response, i.e. nearly 50% of each gender. Nearly 33% of the respondents belong to College of Agriculture, 25.74% were from College of Basic Sciences and Humanities, nearly 24% from College of Agricultural Engineering and Technology and 17.36% respondents from I.C. College of Home Science were responded.

**Table 2: Computer Training Specially Internet Usage Practice**

Computer Training	Response	Percentage
Yes, Some Formal Training	12	07.18
No Training at All	63	37.72
Self Training	72	43.11
No Response	20	11.97
<b>Total</b>	<b>167</b>	<b>100</b>

It is revealed in table 2 that majority of the respondents were using the Internet with self training. More than 37% of respondents were using the Internet without training and 7.18% respondents have taken some formal training on Internet use.

**Table 3: Experience of Using the Internet and Related Applications**

Time Duration (Number of Years)	Response	Percentage
Up to 1 Year	09	05.38
1 to 2 Year	12	07.18
2 to 3 Year	19	11.37
3 to 4 Year	22	13.17
4 to 5 Year	34	20.35
>5 Year	71	42.51
<b>Total</b>	<b>167</b>	<b>100</b>

Table 3 depicts the experience of using the Internet. It is clear from the above table that more than 40% respondents have experience of using the Internet for more than 5 years. About 20% of respondents have been using the Internet for last four to five years while 13.17% respondents were using it for three to four years and 7.18% respondents were using the Internet for less than two years. 11.37% respondents have experience of using the Internet of 2 to 3 years and 5.38% respondents were using the Internet for last one year.

**Table 4: Frequency of Internet Usage**

Frequency	Response	Percentage
Everyday	39	23.35
Two to Three Times in a Week	40	23.95
Once in Week	35	20.95
Once in Fifteen Days	26	15.56
Monthly	12	07.18
When Needed/Occasionally	15	08.98
<b>Total</b>	<b>167</b>	<b>100</b>

Above table 4 makes it clear that equal number of respondents, i.e. 23-24% were using the Internet daily or two to three times in a week. Nearly 21% respondents use Internet once in week while 15.56% respondents use Internet once in fifteen days. However, there were few respondents who said that they are using the Internet and its applications for their academic or research purpose once in a month or occasionally when they needed.

**Table 5: Time Spent on Browsing the Internet**

Duration	Response	Percentage
Up to 1 Hour a Week	10	05.98
1 to 2 Hours a Week	19	11.37
2 to 5 Hours a Week	32	19.16
5 to 8 Hours a Week	30	17.96

8 to 12 Hours a Week	49	29.34
12 to 20 Hours a Week	15	08.98
>20 Hours a Week	12	07.18
<b>Total</b>	<b>167</b>	<b>100</b>

Table 5 highlights the time spent while using the Internet. It is found from the results that majority of the respondents, i.e. 29.34% spent eight to twelve hours a week. More than 19% users were using Internet for two to five hours a week while nearly 18% respondents use the Internet for five to eight hours, 11.37% spent one to two hours, and 6% were spent less than one hour on browsing the Internet respectively. Another side there are also some respondents (7-9%) who were involved in browsing the Internet for 20 or more hours per week

**Table 6: Place of Browsing the Internet**

Place	Response	Percentage
University Library	83	49.70
Department	11	06.58
At Home	16	09.58
Internet Cafe	26	15.56
On Mobile Phone	26	15.56
Any Other Place	05	02.99
<b>Total</b>	<b>167</b>	<b>100</b>

Table 6 reveals that majority of the respondents (nearly 50%) were using the Internet in the University Library. This was the most preferred choice of place for using the Internet. Equal no. of respondents, i.e. 15.56% were Using the Internet either in Internet Cafe or on their personal mobile phones. About 10% respondents access the Internet at their home while 7% were using the Internet from there department and 3% were using the Internet from any other place (not specified) except above specified options. Results shows that Nehru Library of CCSHAU, Hisar is the most preferred place for browsing the Internet because computer section or CD-ROM Databases Lab of Nehru Library providing the best Internet services to the respondents.

**Table 7: Purpose of Using the Internet**

Purpose	Response (n=167)	Percentage
For Academic Purpose	105	62.87
For Research Work	67	40.11
To Prepare Class Assignments	45	26.94
For Project Work	08	04.79
For Career Opportunities	70	41.91
For Entertainment	39	23.35
For Communication	33	19.76
For Social Networking	56	33.53
For Online Shopping	28	16.76
For Online Journals	76	45.50
For e-Books	25	14.97
For Pass Time	29	17.36
For Up-To-Date Information	49	29.34
For Sports Information	19	11.37
For Health Information	20	11.97
For Financial/Stock Market Information	24	14.37
Others	09	05.38



Table 7 shows that majority of respondents (62.87%) for their academic purpose while 45.50% were using the Internet for online journals. About 42% respondents use the Internet because it provides the maximum information on career opportunities followed by more than 40% respondents were using the Internet for their research work particularly PhD. research scholars and PG students were involving in research project or any other similar type of research study or assignment. Nearly 34% were using the social networking on Internet while 29.34% respondents use the Internet for getting up-to-date information of their interest. To prepare class assignments, for entertainment and for communication features attract 26.94%, 23.35% and 19.76% respondents, respectively. Online shopping (16.76%), pass time (17.36%), e-books (14.97%), financial or stock market related information (14.37%), sports information (11.37%), health information (11.97%), project work (4.19%) were some of another purposes for using the Internet.

**Table 8: Use of Search Engines**

Search Engines	Response	Percentage
Google	109	65.26
Yahoo	17	10.17
MSN	03	01.79
Rediff	11	06.58
Ask-Jeeves	14	08.38
My Search	09	05.38
Any others	04	02.39
<b>Total</b>	<b>167</b>	<b>100</b>

It is evident from table 8 that more than 65% respondents use Google as their preferred search engine/browser followed by use of Yahoo (10.17%) to access the Internet services whereas Ask-Jeeves (8.38%), Rediff (6.58%), My Search (5.38%) and MSN (1.79%) were least preferred by the respondents.

**Table 9: Frequently Used Internet Services**

Internet Services	Response (n= 167)	Percentage
E-Mail	100	100
RSS Feeds	12	07.18
Video Conferencing	02	01.19
Remote Login (Ammyy, Team Viewer, etc.)	19	11.37
Games	11	06.58
Movies	08	04.79
Blogs (Tweeter, Facebook, etc.)	40	23.95
News	20	11.97
Maps	03	01.79
Videos (Educational, Research)	21	12.57
Research Articles Search	35	20.95
Online Resources	46	27.54
Accessing Wikipedia	57	34.13
Others	18	10.77

Table 9 depicts the Internet services which are mostly use by the respondents. Email service was used by the cent percent respondents as it is very important and useful tool of communication. More than 34% respondents access Wikipedia on Internet while 24.54% were access online resources available on Internet. About 21% respondents search research articles on Internet whereas nearly 24% respondents using blogs, about 13% educational or research videos, 12% news and 11.37% respondents using remote login facility of Internet.

RSS feeds, games, movies, maps, and video conferencing services used by 7.18%, 6.58%, 4.79%, 1.79% and 1.19% respondents respectively.

**Table 10: Problem Faced While Internet Browsing**

Problems	Response	Percentage
Huge Information	80	47.90
Retrieval of Unwanted Information or Pages	92	55.08
System Hang-Up	41	24.55
Authenticity of Information	55	32.93
Web Address Problem	18	10.77
Virus Problem	29	17.36
Paid Information	35	20.95
Scattering of Information	49	29.34
Lack of Skills to Access the Internet	15	08.98
Downloading Problem	30	17.96
No Computer Free	39	23.35

Table 10 highlights the various problems faced by the respondents while browsing the Internet. More than half of the respondents (55.08%) face the problem of retrieval of unwanted information or web pages during Internet access. Nearly 48% respondents' complaint that when they are searching information on Internet they were getting the huge information on a topic which is irrelevant in mostly cases. About 33% respondents not sure about the authenticity of information getting from the Internet while 29.34% said that information is scattered in so many places and in different information sources. 24.55% respondents were not using the proper benefits to access the Internet because of computer systems hang-up which is a technical problem. About 21% respondents were feeling the paid information available through the Internet as a big hurdle in accessing scholarly contents. Downloading problem (17.96%), virus problem (17.36%), web address problem (10.77%), and lack of skills (8.98%) to access the Internet were the problems expressed by the respondents. 23.35% respondents' complaint that whenever they visit the library and coming to the computer lab no computer systems have been found free.

**Table 11: Satisfaction with the Internet Services of CCSHAU, Hisar**

Factors	Response	Percentage
Fully Satisfied	77	46.10
Partially Satisfied	50	29.94
Not-Satisfied	22	13.17
No Comments	18	10.77
Total	<b>167</b>	<b>100</b>

It is clear from the table 11 that Majority of the respondents (46.10%) were satisfied with the Internet services provided by the Nehru Library, CCSHAU, Hisar. It is also to be noticed that nearly 30% respondents were partially satisfied with the Internet services provided while 13.17% were responded that they were not satisfied with the same, whereas 10.77% were not given their answer to this question. Findings shows that maximum respondents were satisfied with the Internet services or Internet based information services and sources.

**Table 12: Satisfaction towards Assistance from the Library Staff While Using Internet**

Option	Response	Percentage
Yes	132	79.04
No	11	06.58
No Comments	24	14.37
Total	<b>167</b>	<b>100</b>

Table 12 revealed that maximum respondents, i.e. 79.04% said that they got fully assistance from the library staff while using the Internet for their academic work of research work. Small number of respondents (11 scientists, 6.58%) shows their dissatisfaction towards asking the question on assistance from the library staff while browsing the Internet. But there are also some respondents who do not answer this question. Findings shows that performance of library staff members particularly professionals was very good and the library users will always satisfied with the assistance from their helpful attitude in different activities related to the academic and research work.

### **SUMMARY OF FINDINGS**

After the data analysis and interpretation, the following major findings may be drawn:

- Among the respondents of CCS HAU, Hisar, nearly 50% each males and females use the Internet facility.
- 40% respondents have experience of using the Internet for more than 5 years.
- About 47% respondents are using the Internet services either on daily basis or two to three times a week among which nearly 30% respondents spent 8-12 hours in a week for browsing the Internet.
- Almost 50% respondents are using the Internet facility from the University Library.
- 62.87% respondents using the Internet for their academic work while 49.50% for searching the e-journals either through CeRA database or open search.
- Among the respondents 65.26% are prefer to search desired information through the popular search engine Google.
- All the respondents (100%) are using the e-mail service.
- Accessing Wikipedia (34.13%), other online resources (27.54%), online research articles (20.95%) and blogs (23.95%) are commonly used by the respondents.
- 32.93% respondents are not sure about the authenticity of the information or resources searched on Internet.
- More than 46% respondents are satisfied with the Internet services provided by the Nehru Library, CCSHAU, Hisar.
- About 79% respondents are fully satisfied towards assistance from the library staff while using Internet.

### **CONCLUSION AND SUGGESTIONS**

Based on the findings, it is to be stated that Internet plays a vital role in the teaching, research and learning process. Advancement in Information and Communication Technology and Internet, it becomes possible to have the access to various information sources and databases available in different parts of the globe. Advanced and improved technology has facilitated to share the information at local, regional and global level. Today's every walk of life affected by the Internet and related technologies. Researchers, scientists, academicians, students, innovative farmers, etc. are the main users of the Internet who utilizing to fulfil their information needs such as peoples related to commerce, education, information, entertainment, health, sports, politics, and many other similar fields and purposes.

Nowadays most of the functions carried out, sources and services provided by the libraries with the help of Internet and ICT. It is to be said that the right information available to the right person at the right time should be the aim of any modern library. ICT particularly Internet brings major changes in the modes and methods of information storage, retrieval and dissemination.

As per the findings of study, it is clear that Internet is mostly used for communication purposes because the speed of communication is very fast as compare to the traditional methods. 100% respondents used e-mail service for fast and easy communication purpose. It is also found that maximum numbers of respondents were satisfied with the Internet facility available in the library and similarly majority of the respondents were satisfied with the staff performance in various activities, e.g. assistance in information searching and related activities. Google is the most using search engine on Internet.

But, there are some problems also faced by the users. Here some of the suggestions are given to overcome the problems so that better user services would be given. It is suggested that there should be given short training to the users on how to use Internet effectively. More number of computer systems should be installed for Internet use in the computer lab of the library. Old computer systems should be replaced by the new computers. Proper short training or orientation should be mandatory to the users so that they will be able to properly use the resources and services based on the Internet provided by the Nehru Library. Technical staff should be appointed for solving the problem of technical errors properly. Powerful antivirus software should be installed on the server.

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