

Satisfaction of Digital Resources Prevalled in Engineering College Libraries of Kadapa District, A.P.

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Abstract: The main aim the study is to examine the level of satisfaction of various digital resources and services prevailed in engineering college libraries of Kadapa District of Andhra Pradesh. The survey design method with help of a well-structured questionnaire is used in the study. And 819 users of engineering colleges were randomly selected as sample for this study. The study aimed at identifying the satisfaction of various digital resources such as e-books, e-journals, e-newsletters, e-theses/dissertations, e-indexing databases, e-abstracting databases, e-bibliographical databases, e-standards, institutional repositories, AICTE Consortium, DELNET resources and services, N-List resources NPTEL video lectures made by the users. The study revealed that the users are more satisfied with the CD/DVD databases, AICTE Consortium, NPTEL Video lectures, and DELNET resources and services compared to other digital resources. Institutional repositories and e-journals are the least ranked among digital resources for lowest satisfaction level.

Keywords: *Digital Resources, Libraries.*

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Introduction

In the present communication technological era academic library such as college libraries have been an enormous contribution and accountability to support in education and learning process. Being academic institutions, all colleges are applying and implementing Infrastructures of ICT in their libraries according to users information needs. Advancement of ICT has radically misrepresented worldwide library resources and services. The college library contributes primarily to the teaching and learning process for faculty members and students and it has an accountability to distribute and communicate users with a collection of resources and services.

Therefore, the colleges need to strengthen their library resources and services according to users' information needs and satisfaction levels. In today's rapidly changing information world, information needs of users are met through an overabundance of sources. The library is obviously the source of power of knowledge in higher education and research, the use of library resources and services is a matter of concerns to faculty

members and students. The successes of any modern library today have been based on users' satisfaction. The library should know the information needs of their users and make changes according to the user's information needs; otherwise the library will not achieve their mission. The mission of all academic libraries is to collect, to organize and to dissemination of information in order to users' information needs. The assessment and evaluation of library users satisfaction is an authentic tool for measuring library performance.

The present study attempts to investigate the various aspects on users' satisfaction towards digital library resources and services, conducting such a study will help to determine future plans for the engineering college libraries authority and users in reshaping their digital library resources and services for providing users in a more effective manner.

Objectives of the Study

- The main objectives of the study is to examine the level of satisfaction of various

digital resources such as e-books, e-journals, e-newsletters, e-theses/dissertations, e-indexing databases, e-abstracting databases, e-bibliographical databases, e-standards, institutional repositories, AICTE Consortium, DELNET resources and services, N-List resources NPTEL video lectures made by the users.

- Recommend concrete suggestions and recommendations to authorities for improving the satisfaction levels of digital resources basin on inputs collected from users.

Hypothesis

The Following Hypothesis were Formulated for Testing

- There would not be any significant differences in satisfaction levels of various digital resources between male and female students and undergraduate and postgraduate students.

Research Design

Methodology

The methodology of this research is based on the exploratory design.

Sources of the Data

The required data for the study was collected from the primary and secondary sources. The primary data was collected from the questionnaires. The secondary data was collected from various sources like books, journals, websites etc.

Data Collection Instrument

The primary data was collected through questionnaire tool which was carefully designed and tested to analyse the use of

digital resources by users of engineering colleges.

Sampling Instrument

The sampling technique used here is simple random sampling method.

Sample size

The sample size of this study comprises of 10 percent of the final year undergraduate students and fifty percent of the postgraduate students of 21 engineering colleges located in Kadapa district of Andhra Pradesh. All these engineering colleges affiliated to Jawaharlal Nehru Technological University, Ananthapuramu, and Andhra Pradesh.

Sampling Population

This study is conducted among 1180 users of the engineering colleges in Kadapa district. The response was received from 819 users which constitute 69.41% of response rate.

Satisfaction Level of Digital Resources

The level of satisfaction with different digital and services, namely e-books, e-journals, e-newsletters, e-theses/dissertations, e-indexing databases, e-abstracting databases, e-bibliographical databases, e-standards, institutional repositories, AICTE Consortium, DELNET resources and services, N-List resources NPTEL video lectures available in their library were discussed in the following paragraphs.

E-Books

The distribution of students according to the level of satisfaction with the e-books, in relation to gender and status is revealed in Table 1.

Table 1: Level of satisfaction with e-books

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	127 (27.86)	109 (30.02)	114 (25.68)	122 (32.54)	236 (28.82)
Fairly	154 (33.78)	122 (33.61)	159 (35.81)	117 (31.20)	276 (33.69)
Partially	129 (28.29)	114 (31.41)	137 (30.86)	106 (28.26)	243 (29.69)
Not much	19 (04.17)	08 (02.21)	09 (02.02)	18 (04.80)	27 (03.29)
Not	27 (05.90)	10 (02.75)	25 (05.63)	12 (03.20)	37 (04.51)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 1 shows that a majority of the users (33.69%) are fairly satisfied with the e-books, 29.69 percent of them are partially satisfied, 28.82 percent are fully satisfied, 4.51 percent are not at all satisfied, where as the remaining 3.29 percent are not much satisfied.

E-Journals

relation to gender and status is revealed in Table 2.

The distribution of students according to the level of satisfaction with the e-journals, in

Table 2: Level of satisfaction with e-journals

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	105 (23.03)	111 (30.57)	113 (25.46)	103 (27.47)	216 (26.38)
Fairly	126 (27.64)	114 (31.44)	121 (27.26)	119 (31.74)	240 (29.31)
Partially	159 (34.86)	124 (34.15)	176 (39.64)	107 (28.54)	283 (34.56)
Not much	28 (06.14)	05 (01.37)	15 (03.37)	18 (04.80)	33 (04.02)
Not	38 (08.33)	09 (02.47)	19 (04.27)	28 (07.45)	47 (05.73)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 2 shows that a majority of the users (34.56%) are partially satisfied with the e-journals, 29.31 percent of them are fairly satisfied, 26.38 percent are fully satisfied, 5.73 percent are not at all satisfied, where as the remaining 4.02 percent are not much satisfied.

E-Newsletters

The distribution of students according to the level of satisfaction with the e-newsletters, in relation to gender and status is revealed in Table 3.

Table 3: Level of satisfaction with e-newsletters

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	89 (19.52)	76 (20.94)	66 (14.87)	99 (26.40)	165 (20.14)
Fairly	106 (23.24)	112 (30.86)	110 (24.78)	108 (28.81)	218 (26.63)
Partially	129 (28.29)	83 (22.87)	116 (26.12)	96 (25.60)	212 (25.89)
Not much	56 (12.29)	49 (13.49)	86 (19.36)	19 (05.06)	105 (12.82)
Not	76 (16.66)	43 (11.84)	66 (14.87)	53 (14.13)	119 (14.52)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 3 shows that a majority of the users (26.63%) are fairly satisfied with the e-newsletters, 25.89 percent of them are partially satisfied, 20.14 percent are fully satisfied, 14.52 percent are not at all satisfied, where as the remaining 12.82 percent are not much satisfied.

E-Theses/Dissertations

The distribution of students according to the level of satisfaction with the e-theses/dissertations, in relation to gender and status is revealed in Table 4.

Table 4: Level of satisfaction with e-theses/dissertations

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	158 (34.64)	136 (37.47)	145 (32.65)	149 (39.73)	294 (35.89)
Fairly	146 (32.02)	109 (30.03)	129 (29.06)	126 (33.60)	255 (31.14)
Partially	121 (26.54)	88 (24.24)	117 (26.36)	92 (24.54)	209 (25.52)
Not much	18 (03.95)	16 (04.41)	28 (06.30)	06 (01.60)	34 (04.16)
Not	13 (02.85)	14 (03.85)	25 (05.63)	02 (00.53)	27 (03.29)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 4 shows that a majority of the users (35.89%) are fully satisfied with the e-theses/dissertations, 31.14 percent of them are fairly satisfied, 25.52 percent are partially satisfied, 4.16 percent are not much satisfied, where as the remaining 3.29 percent are not at all satisfied.

Indexing Databases

The distribution of students according to the level of satisfaction with the indexing

databases, in relation to gender and status is revealed in Table 5.

Table 5: Level of satisfaction with indexing databases

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	117 (25.66)	86 (23.69)	104 (23.43)	99 (26.40)	203 (24.79)
Fairly	149 (32.68)	121 (33.34)	158 (35.59)	112 (29.87)	270 (32.96)
Partially	109 (23.90)	99 (27.27)	112 (25.23)	96 (25.60)	208 (25.41)
Not much	39 (08.55)	26 (07.17)	26 (05.85)	39 (10.40)	65 (07.93)
Not	42 (09.21)	31 (08.53)	44 (09.90)	29 (07.73)	73 (08.91)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 5 shows that a majority of the users (32.96%) are fairly satisfied with the indexing databases, 25.41 percent of them are partially satisfied, 24.79 percent are fully satisfied, 8.91 percent are not at all satisfied, the remaining 7.93 percent are not much satisfied.

Abstracting Databases

The distribution of students according to the level of satisfaction with the abstracting

databases, in relation to gender and status is revealed in Table 6.

Table 6: Level of satisfaction with abstracting databases

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	104 (22.81)	98 (26.99)	96 (21.63)	106 (28.27)	202 (24.66)
Fairly	121 (26.55)	117 (32.24)	123 (27.71)	115 (30.67)	238 (29.08)
Partially	79 (17.32)	68 (18.74)	75 (16.89)	72 (19.20)	147 (17.94)
Not much	59 (12.93)	36 (09.91)	59 (13.28)	36 (09.60)	95 (11.59)
Not	93 (20.39)	44 (12.12)	91 (20.49)	46 (12.26)	137 (16.73)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 6 shows that a majority of the users (29.08%) are fairly satisfied with the abstracting databases, 24.66 percent of them are fully satisfied, 17.94 percent are partially satisfied, 16.73 percent are not at all satisfied, where as the remaining 11.59 percent are not much satisfied.

Bibliographic Databases

The distribution of students according to the level of satisfaction with the bibliographic databases, in relation to gender and status is revealed in Table 7. Table 7 shows that a

majority of the users (32.12%) are fully satisfied with the bibliographic databases, 27.85 percent of them are fairly satisfied, 24.42 percent are partially satisfied, 8.66 percent are not at all satisfied, where as the remaining 6.95 percent are not much satisfied.

Table 7: Level of satisfaction with bibliographic databases

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	142 (31.14)	121 (33.33)	134 (30.19)	129 (34.40)	263 (32.12)
Fairly	126 (27.64)	102 (28.09)	116 (26.13)	112 (29.87)	228 (27.85)
Partially	104 (22.81)	96 (26.45)	98 (22.08)	102 (27.20)	200 (24.42)
Not much	29 (06.35)	28 (07.72)	43 (09.68)	14 (03.73)	57 (06.95)
Not	55 (12.06)	16 (04.41)	53 (11.93)	18 (14.80)	71 (08.66)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

CD/DVD Databases

The distribution of students according to the level of satisfaction with the CD/DVD

databases, in relation to gender and status is revealed in Table 8.

Table 8: Level of satisfaction with CD/DVD databases

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	382 (83.77)	274 (75.48)	374 (84.24)	282 (75.20)	656 (80.10)
Fairly	15 (03.30)	33 (09.09)	14 (03.16)	34 (09.06)	48 (05.87)
Partially	33 (07.23)	39 (10.74)	23 (05.18)	49 (13.07)	72 (08.79)
Not much	19 (04.17)	13 (03.59)	24 (05.40)	08 (02.14)	32 (03.90)
Not	07 (01.53)	04 (01.10)	09 (02.02)	02 (00.53)	11 (01.34)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 8 shows that a majority of the users (80.10%) are fully satisfied with the CD/DVD databases, 8.79 percent of them are partially satisfied, 5.87 percent are fairly satisfied, 3.90 percent are not much satisfied, where as the remaining 1.34 percent are not at all satisfied.

E-Standards

The distribution of students according to the level of satisfaction with the e-standards, in relation to gender and status is revealed in Table 9. Table 9 shows that a majority of the

users (34.31%) are fully satisfied with the e-standards, 24.43 percent of them are fairly satisfied, 19.29 percent are partially satisfied, 14.65 percent are not at all satisfied, where as the remaining 7.32 percent are not much satisfied.

Table 9: Level of satisfaction with e-standards

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	148 (32.46)	133 (36.64)	130 (29.28)	151 (40.26)	281 (34.31)
Fairly	111 (24.35)	89 (24.52)	102 (22.98)	98 (26.14)	200 (24.43)
Partially	102 (22.37)	56 (15.43)	86 (19.37)	72 (19.20)	158 (19.29)
Not much	36 (07.89)	24 (06.61)	31 (06.98)	29 (07.74)	60 (07.32)
Not	59 (12.93)	61 (16.80)	95 (21.39)	25 (06.66)	120 (14.65)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Institutional Repositories

The distribution of students according to the level of satisfaction with the institutional

repositories, in relation to gender and status is revealed in Table 10.

Table 10: Level of satisfaction with institutional repositories

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	131 (29.72)	106 (29.20)	116 (26.13)	121 (32.27)	237 (28.95)
Fairly	98 (21.49)	89 (24.51)	85 (19.15)	102 (27.20)	187 (22.84)
Partially	128 (28.08)	119 (32.78)	134 (30.18)	113 (30.14)	247 (30.15)
Not much	38 (08.33)	19 (05.24)	34 (07.65)	23 (06.13)	57 (06.95)
Not	61 (13.38)	30 (08.27)	75 (16.89)	16 (04.26)	91 (11.11)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 10 shows that a majority of the users (30.15%) are partially satisfied with the institutional repositories, 28.95 percent of them are fully satisfied, 22.84 percent are fairly satisfied, 11.11 percent are not at all satisfied, where as the remaining 6.95 percent are not much satisfied.

AICTE Consortium

The distribution of students according to the level of satisfaction with the AICTE consortium, in relation to gender and status is revealed in Table 11. Table 11 shows that a

majority of the users (74.48%) are fully satisfied with the AICTE consortium, 10.13 percent of them are not at all satisfied, 6.59 percent are partially satisfied, 4.52 percent are fairly satisfied, where as the remaining 4.28 percent are not much satisfied.

Table 11: Level of satisfaction with AICTE consortium

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	338 (74.13)	272 (74.94)	361 (81.32)	249 (66.40)	610 (74.48)
Fairly	16 (03.52)	21 (07.16)	19 (04.28)	18 (04.81)	37 (04.52)
Partially	48 (10.52)	26 (07.16)	23 (05.18)	31 (08.26)	54 (06.59)
Not much	16 (03.50)	19 (05.23)	21 (04.72)	14 (03.73)	35 (04.28)
Not	38 (08.38)	25 (06.88)	20 (04.50)	63 (16.80)	83 (10.13)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

DELNET Resources and Services

The distribution of students according to the level of satisfaction with the DELNET

resources and services, in relation to gender and status is revealed in Table 12.

Table 12: Level of satisfaction with DELNET resources and services

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	276 (60.53)	224 (61.71)	264 (59.46)	236 (62.94)	500 (61.06)
Fairly	42 (09.22)	29 (07.99)	39 (08.78)	32 (08.54)	71 (08.67)
Partially	56 (12.28)	38 (10.48)	48 (10.82)	46 (12.26)	94 (11.48)
Not much	24 (05.26)	41 (11.29)	39 (08.78)	26 (06.93)	65 (07.93)
Not	58 (12.71)	31 (08.53)	54 (12.16)	35 (09.33)	89 (10.86)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 12 shows that a majority of the users (61.06%) are fully satisfied with the DELENT resources and services, 11.48 percent of them are partially satisfied, 10.86 percent are not at all satisfied, 8.67 percent are fairly satisfied, where as the remaining 7.93 percent are not much satisfied.

NLIST Resources

The distribution of students according to the level of satisfaction with the NLIST resources, in relation to gender and status is revealed in Table 13. Table 13 shows that a

majority of the users (53.73%) are fully satisfied with the NLIST resources, 16.61 percent of them are fairly satisfied, 14.52 percent are not at all satisfied, 7.69 percent are not much satisfied, where as the remaining 7.45 percent are partially satisfied

Table 13: Level of satisfaction with NLIST resources

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	239 (52.41)	201 (55.38)	221 (49.78)	219 (58.41)	440 (53.73)
Fairly	87 (19.08)	49 (13.49)	80 (18.02)	56 (14.94)	136 (16.61)
Partially	29 (06.35)	32 (08.82)	38 (08.55)	23 (06.13)	61 (07.45)
Not much	26 (05.72)	37 (10.19)	32 (07.20)	31 (08.26)	63 (07.69)
Not	75 (16.44)	44 (12.12)	73 (16.45)	46 (12.26)	119 (14.52)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

NPTEL Video Lectures

The distribution of students according to the level of satisfaction with the NPTEL video

lectures, in relation to gender and status is revealed in Table 14.

Table 14: Level of satisfaction with NPTEL video lectures

Level of Satisfaction	Gender		Status		Total
	Male	Female	UG	PG	
Fully	226 (49.57)	184 (50.69)	214 (48.19)	196 (52.27)	410 (50.06)
Fairly	99 (21.71)	96 (26.45)	93 (20.94)	102 (27.21)	195 (23.81)
Partially	84 (18.42)	69 (19.02)	101 (22.75)	52 (13.86)	153 (18.68)
Not much	19 (04.16)	09 (02.47)	27 (06.10)	06 (01.60)	28 (03.42)
Not	28 (06.14)	05 (01.37)	09 (02.02)	19 (05.06)	33 (04.03)
Total	n=456 (100.00)	n=363 (100.00)	n=444 (100.00)	n=375 (100.00)	N=819 (100.00)

Table 14 shows that a majority of the users (50.06%) are fully satisfied with the NPTEL video lectures, 23.81 percent of them are fairly satisfied, 18.68 percent are partially satisfied, 4.03 percent are not at all satisfied, where as the remaining 3.42 percent are not much satisfied.

Testing of Hypotheses

Table 15: χ^2 test between the Gender and status of users Vs Frequency of satisfaction level of digital resources

Digital Resources	Relationship	χ^2 Value	TV	DF	LF	NR	
E-Books	Status	UG – PG Students	12.46	9.488	4	0.05	Sig.
	Gender	Male – Female	7.8419	9.488	4	0.05	NS
E-Journals	Status	UG – PG Students	13.5823	9.488	4	0.05	Sig.
	Gender	Male – Female	28.8305	9.488	4	0.05	Sig.
E-Newsletters	Status	UG – PG Students	47.1995	9.488	4	0.05	Sig.
	Gender	Male – Female	10.3616	9.488	4	0.05	Sig.
E-Theses / Dissertations	Status	UG – PG Students	31.3171	9.488	4	0.05	Sig.
	Gender	Male – Female	1.8434	9.488	4	0.05	NS
E-Indexing Databases	Status	UG – PG Students	9.1247	9.488	4	0.05	NS
	Gender	Male – Female	1.8393	9.488	4	0.05	NS
E-Abstracting Databases	Status	UG – PG Students	15.4713	9.488	4	0.05	Sig.
	Gender	Male – Female	13.778	9.488	4	0.05	Sig.
e-Bibliographic Databases	Status	Students – Faculty	26.629	9.488	4	0.05	Sig.
	Gender	Male – Female	15.604	9.488	4	0.05	Sig.
CD/DVD Databases	Status	UG – PG Students	37.5324	9.488	4	0.05	Sig.
	Gender	Male – Female	16.6276	9.488	4	0.05	Sig.
E-Standards	Status	UG – PG Students	38.2482	9.488	4	0.05	Sig.
	Gender	Male – Female	8.5969	9.488	4	0.05	NS
Institutional Repositories	Status	UG – PG Students	38.2704	9.488	4	0.05	Sig.
	Gender	Male – Female	10.2207	9.488	4	0.05	Sig.
AICTE Consortium	Status	UG – PG Students	39.9234	9.488	4	0.05	Sig.
	Gender	Male – Female	6.8244	9.488	4	0.05	NS
DELNET Resources and Services	Status	UG – PG Students	3.1662	9.488	4	0.05	NS
	Gender	Male – Female	13.4857	9.488	4	0.05	Sig.
NLIST- Resources	Status	UG – PG Students	8.3207	9.488	4	0.05	NS
	Gender	Male – Female	13.659	9.488	4	0.05	Sig.
NPTEL- Video Lectures	Status	UG – PG Students	28.2206	9.488	4	0.05	Sig.
	Gender	Male – Female	15.0546	9.488	4	0.05	Sig.

TV: Table Value; DF: Degrees of Freedom; LF: Level of Significance; NR: Nature of Relationship; UG: Undergraduate; PG: Postgraduate; Sig. Significance

It is evident from Table 15 that there are significant differences in the frequency level of satisfaction of various digital resources such as e-journals, e-e-newsletters, e-abstracting databases, e-bibliographic databases, CD/DVD databases, institutional repositories, and NPTEL video lectures between the male and female students as well as undergraduate and postgraduate students. It is proved by the χ^2 values, which are significant at 0.05 level with four degrees of freedom. This means that more number of

female students and postgraduate students are satisfied with these resources compared to the male and undergraduate students respectively. However, there is no significant difference in the level of satisfaction of e-indexing databases between the male and female students as well as undergraduate and postgraduate students. Regarding to the e-books, e-theses/dissertations, and AICTE consortium, there are significant differences in the level of satisfaction between the undergraduate students and postgraduate

students. It is proved by the χ^2 values, which are significant at 0.05 levels with four degrees of freedom. This means that more number of postgraduate students is satisfied with these resources compared to the undergraduate students. However, there is no significant difference in this regard between the male and female students. Regarding to the DELNET resources and series and NLIST resources, there are significant differences in the level of satisfaction between the male and female students.

It is proved by the χ^2 values, which are significant at 0.05 levels with four degrees of freedom. This means that more number of female students is satisfied with these resources compared to the male students. However, there is no significant difference in this regard between the undergraduate and postgraduate students [1-4].

Conclusions and Suggestions

The following are the conclusions obtained from the analysis of data collected from users of engineering colleges in Kadapa district of Andhra Pradesh.

- The users are more satisfied with the CD/DVD databases as compared to other digital resources and services. It is followed by AICTE Consortium, NPTEL Video lectures, DELNET resources and services, e-theses/dissertations, which have got second, third, fourth and fifth ranks respectively for their satisfaction levels.
- Institutional repositories and e-journals are the least ranked among digital resources for lowest satisfaction level.
- There are significant differences in the frequency level of satisfaction of various digital resources such as e-journals, e-e-newsletters, e-abstracting databases, e-bibliographic databases, CD/DVD databases, institutional repositories, and NPTEL video lectures between the male

and female students as well as undergraduate and postgraduate students. More number of female students and postgraduate students are satisfied with these resources compared to the male and undergraduate students respectively.

- There is no significant difference in the level of satisfaction of e-indexing databases between the male and female students as well as undergraduate and postgraduate students.
- Regarding to the e-books, e-theses/dissertations, and AICTE consortium, more number of postgraduate students is satisfied compared to the undergraduate students as indicated by the chi-square value which is significant at 0.05 level with four degrees of freedom. There is no significant difference in this regard between the undergraduate and postgraduate students.
- Regarding to the DELNET resources and series and NLIST resources, more number of female students is satisfied compared to the male students. There is no significant difference in this regard between the undergraduate and postgraduate students.
- The budget for the purchase of digital resources should be enhanced in proportion to the rising cost of online resources and databases as well as to meet the increasing demands of the reading community.
- The existing financial resources for purchase of digital resources and online databases are to be utilized in a scientific way based on the needs of the reading community.
- In order to determine the effectiveness of digital resources and services in catering to the information requirement of users, libraries must organize regular evaluations and assessments.

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