



# IMPACT OF INTERNET ON LIBRARY USAGE IN UNIVERSITY LIBRARIES OF TELANGANA STATE

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## ABSTRACT:

The study aims to find out the impact of internet on library usage in university libraries of Telangana state. Internet facilities have transformed university libraries from traditional information centres into dynamic digital learning environments, supporting academic growth, research productivity, and efficient access to information resources. Respondents i.e. 209 (83.60%) expressed that internet services have a positive impact on library usage. The purpose of use of internet in university libraries shows that classroom assignment is the most preferred purpose, ranked first with 33 respondents, followed by gaining new knowledge with 27 respondents and accessing authentic information with 26 respondents, ranked second and third respectively. Research work was ranked fourth with 23 respondents, while enhancing academic skills secured the fifth rank with 21 respondents. The respondents, 16.8% of the total sample, reported that they face problems associated with internet access in libraries. Problems may be related to internet connectivity, lack of awareness, technical support, availability of digital resources, or ease of access to online library facilities.

Survey method adopted for the study the Structured Questionnaire were distributed to the identified ten university libraries in Telangana state. A total of 250 Questionnaires were distributed for the study out of which 210 were students and 40 were library staff members. The data was analysed through statistical methods, like, t-test, and Chi-Square test

**Key Words:** Impact of Internet, Internet Usage, University Libraries, Library usage, Telangana State

## Introduction:

Libraries are traditionally known as knowledge gateways for information transmission. It serves as a central hub for students, researchers, and teachers from all educational institutions and universities to readily access information sources. Right information to the right reader at the right time is possible with the internet. In good old days users spend more time searching for books which they need and mostly depended on the library professionals but now the information age has inhibited the traditional methods of the library into automated manner. The Internet plays a vital role in satisfying the needs of today's library users. In libraries, the Internet plays a significant role in the digital revolution. The Internet is regarded as a valuable information resource for academics and researchers, as well as a valuable information tool for libraries and information centres to enhance their information services to the users.

## Review of Related Literature:

**Boateng (2026)** the study entitled as "Internet connectivity and user satisfaction in academic libraries" study found that internet connectivity is an important aspect that determines the satisfaction of users in academic libraries. The study showed that the presence of a dependable and fast internet connection improves access to online materials and increases the satisfaction of users. The study recommends strengthening internet infrastructure, improving technical support, and providing user training to ensure effective utilization of digital library services. **Suresh Kumar et al. (2026)** in their study entitled as "Internet usage patterns and digital resource utilization in university libraries" study found that there is increasing preference among the university users towards digital and internet resources as compared to print materials because of ease and accessibility. Another finding from this study is the tendency to use hybrid resources, which means using both types of resources (print and digital). It recommends enhancing digital infrastructure, promoting awareness of available resources, and developing balanced library systems that support both digital and traditional usage. **Alhassan and Liu (2025)** study entitled as "Impact of internet access on digital library usage in higher education" found that improved internet access significantly increases the usage of digital libraries among students and researchers. The study highlighted that limited connectivity reduces engagement with e-resources. It recommends expanding internet access, especially in developing regions, and ensuring reliable connectivity within institutions. **Aharony (2025)** the study on "The role of internet skills in information-seeking behaviour among students" found that students with higher internet skills demonstrate more effective information-seeking behaviour and utilize digital library resources more efficiently. The study revealed that lack of digital competencies limits the ability to access and evaluate online information. It recommends integrating digital literacy training into academic programs and providing user education sessions to improve effective use of internet-based library services. **Shikali and Muneja (2024)** in their study entitled as "Internet use and access to digital library resources among university students" study found that accessibility of online resources and internet is very important for the online accessibility of academic libraries. Poor internet connectivity and ICT infrastructure and lack of digital literacy hinder its proper use. The study recommends improving technological facilities and providing user training. **YA Liman, H Yunusa and MB Ahmed (2023)** "Essentials of internet towards information service deliver in academic libraries in Nigeria: A literature review" study found that the internet has an important function in enhancing the quality of information services in academic libraries through provision of quick and widespread access to electronic materials. Nevertheless, its efficiency is restricted by poor connectivity, inadequate ICT infrastructure and lack of technical skills among library staff and users. Therefore, the study recommends improved internet facilities along with improved technological infrastructure in libraries. Furthermore, this research recommends training sessions aimed at increasing digital literacy among both users and library staff. There should be adequate funding for the sustainability of internet-based services. **Satish (2023)** study entitled as "A review of literature on the study of internet usage by university library users: Understanding trends and implications" study found that internet usage has become a primary tool for university library users, offering them to access digital materials such as e-books, e-journals, and databases easily and rapidly. Users faces challenges like information overload and

inability to assess information on the internet. According to the research findings, libraries need to enhance their digital infrastructure and ensure convenient remote access. It is also recommends to need for the implementation of information literacy and user awareness/user training programs to facilitate effective use of the internet. In addition, librarians need to take up the role of facilitators by directing the users to credible information sources.

### Objectives of the Study:

1. To study the impact of internet facilities on library usage in university libraries of Telangana State
2. To identify what purpose library users use internet-based resources and services in university libraries of Telangana State
3. To find out the problems faced by library users while using internet facilities and suggest measures for improvement.

### Hypothesis of the Study:

1. There is a significant impact of internet facilities on library usage in selected university libraries of Telangana State
2. Library users use internet-based resources and services for different academic, research, and information needs.
3. There are significant problems faced by library users while using internet facilities and internet-based resources in university libraries of Telangana State.

### Methodology:

Survey method adopted for the study the total sample size of 250 individuals was considered which comprises 210 library users and 40 library staff members. Library users such as students, research scholars, and faculty members. On the other hand, library staff like Librarians, Assistant Librarians, Professional Assistants, and Library Assistants. Data were collected by using a questionnaire containing questions related to the impact of internet services, purpose of use of internet, Problems associated with internet access in libraries.

### Limitations:

The current study confines to Ten University Libraries of Telangana State, and its conclusions have been made from a small sample size of 250 respondents out of which 210 were library users and 40 were library personnel. The study focuses on the impact of internet facility on library utilization, internet sources, user awareness, and other issues related to library services.

### Analysis of Data:

Considering the Gender-Wise distribution of the respondents, the total number of respondents was 250, out of which 197 respondents (78.80%) were males, whereas 53 respondents (21.20%) were females. Out of the 197 male respondents, 165 (66.00%) were library users and 32 (12.80%) were library staff members. Likewise, out of the 53 female respondents, 45 (18.00%) were library users and 8 (3.20%) were library staff members.

**Table No. 1 Gender Wise Distribution of Respondents**

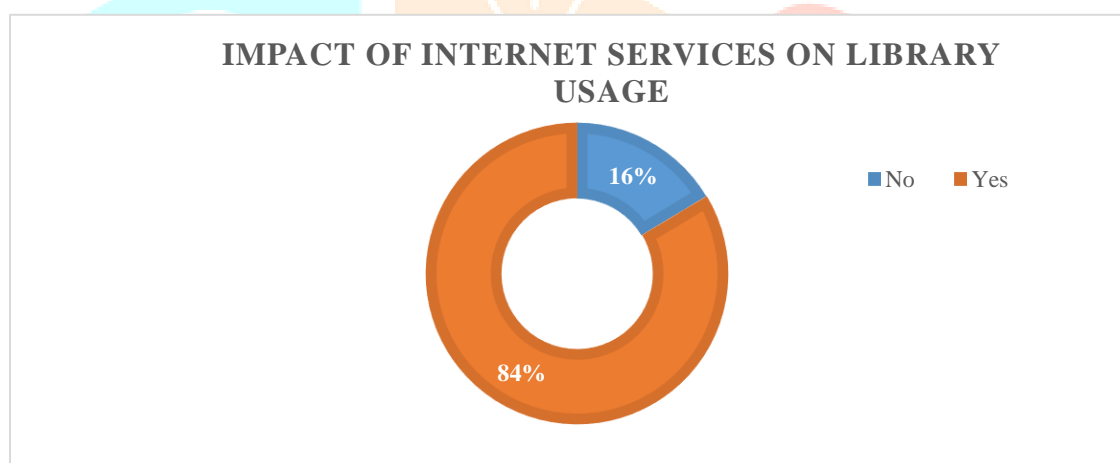
Respondents Type	Female	Male	Total
Students	45	165	210
Library Staff	8	32	40
Total	53	197	250

The average age of the respondents was about 26 years, implying that a significant percentage of respondents comprised of the younger generation of academics. Most of the library users involved in the research were studying postgraduate degrees. However, the majority of the library staff consisted of individuals with Masters Degrees in Library and Information Science, representing a good level of professional expertise.

Regarding internet usage habits, all 210-library user respondents (100%) stated that they use the internet to meet their information and knowledge needs. The findings indicate that the University Library and Computer Centre are the most commonly preferred locations for accessing internet facilities. On an average, library users spend approximately 4 hours per day using internet services. This reflects a positive trend, as it shows that library users are actively utilizing internet facilities for academic, research, and other information-related purposes.

Few respondents, 16.40% (41 out of 250), stated that internet services do not have any impact on the usage of library services. However, the majority of respondents i.e. 209 (83.60%) expressed that internet services have a positive impact on library usage. This indicates that internet facilities play an important role in enhancing access to library resources, improving service utilization, and supporting the information needs of library users.

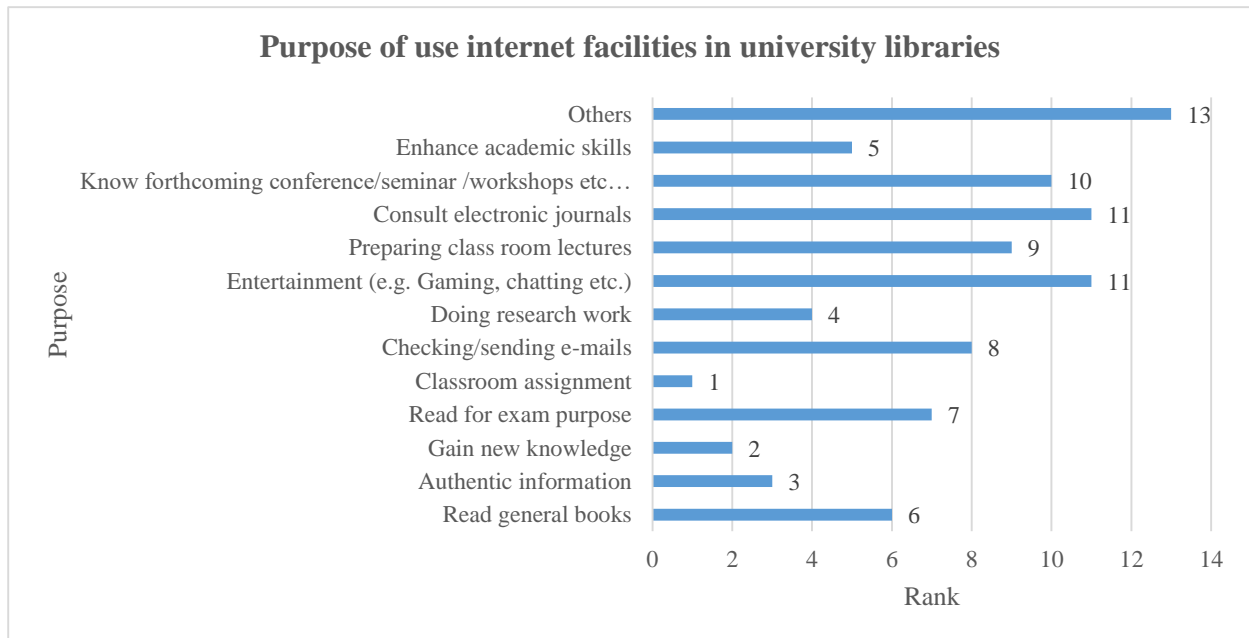
The Chi-square test was applied to examine the association between the type of respondents, namely library users and library staff, and their responses regarding the impact of internet services on library usage. The calculated Chi-square value was found to be 7.7841, which is greater than the table value of 5.991 at the 0.05 level of significance with 2 degrees of freedom. Therefore, the null hypothesis is rejected and the alternative hypothesis is accepted. This indicates that there is a significant impact of internet services on library usage in university libraries of Telangana.



#### **Purpose of use of Internet:**

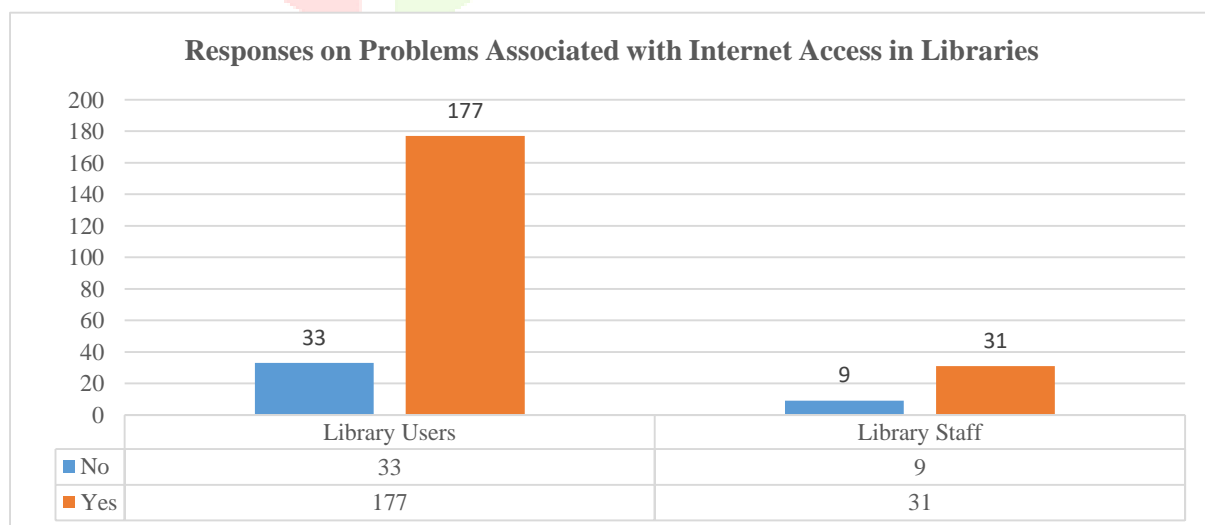
The purpose of use of internet in university libraries shows that classroom assignment is the most preferred purpose, ranked first with 33 respondents, followed by gaining new knowledge with 27 respondents and accessing authentic information with 26 respondents, ranked second and third respectively. Research work was ranked fourth with 23 respondents, while enhancing academic skills secured the fifth rank with 21 respondents. Other purposes such as reading general books, reading for examination purposes, checking or sending e-mails, preparing classroom lectures, and obtaining information about conferences, seminars, and workshops received comparatively lower responses. Activities such as entertainment, consulting electronic journals, and other purposes were ranked lower, indicating that the internet is mainly used for academic information and research-related activities. Overall, the data clearly reveals that internet facilities in university libraries play an important role in supporting assignment preparation, knowledge enhancement, and access to reliable information, research work, and academic skill development among library users.

Responses on Awareness Level on Internet Services offered by Libraries shows that calculated chi-square value of Read general books (7.0174), Authentic information (8.1004), Gain New knowledge (9.1232), Read for exam purpose (7.1321), Classroom Assignment (9.6547), Preparing Class Room Lectures (6.3247), Consult Electronic Journals (7.2478), Conferences, seminars, workshops etc... (8.1022 and Enhance Academic Skills (8.3112) is greater than the table value (5.991) at 0.05 level of significance at 2 degree of freedom so reject the null hypothesis and accept the alternate hypothesis. Hence there are different purposes of internet usage in university libraries in Telangana state.



**Problems Associated with Internet access in University Libraries:**

The respondents, 16.8% of the total sample, reported that they face problems associated with internet access in libraries. The respondents includes 31 library users out of 210 and 9 library staff members out of 40, indicating that only a limited section of both users and staff experience difficulties while accessing internet-based library services. These problems may be related to internet connectivity, lack of awareness, technical support, availability of digital resources, or ease of access to online library facilities. On the other hand, a substantial majority of respondents, representing 83.2% of the total sample, stated that they do not face any major problems while accessing internet services in their respective libraries.



The respondents responses on problems associated with internet access in libraries it includes 177 library users and 31 library staff members, reflecting a high level of satisfaction with the availability and accessibility of internet-based services in the selected university libraries in Telangana State. It suggests that most of the respondents are able to access and utilise internet facilities effectively. Overall, the

findings reveal that the majority of respondents are satisfied with internet access in libraries, attention should be given to the concerns of the smaller group who reported difficulties, so that library services can be made more efficient, inclusive, and user-friendly.

Responses on Problems Associated with Internet Access in Libraries shows calculated chi-square value 2.1954 is much less than the table value (5.991) at 0.05 level of significance at 2 degrees of freedom so accept the null hypothesis and reject the alternate hypothesis. Hence, the majority of users don't have encountered the problem in internet usage in university libraries of Telangana state.

### **Findings of the Study:**

Internet was widely using in university libraries to improve the delivery of information resources and services. The study revealed that 84% of users expressed that there is a significant impact of internet services in university libraries. Most preferred purpose of use of internet users opted first rank was classroom assignment, followed by gaining new knowledge to access authentic information, research works, enhancing academic skills. The problems associated with internet access in university libraries were internet connectivity, lack of awareness and lack of technical support.

### **Results & Discussion:**

The results of the study clearly indicate that internet services have a substantial and positive influence on library usage in selected university libraries of Telangana. The findings reveal that all library user respondents use the internet to fulfil their academic and information needs, demonstrating the growing dependence on internet-based resources in higher education. The University Library and Computer Centre emerged as the most preferred places for accessing internet facilities, while the average time spent by users on internet services was found to be approximately 4 hours per day. This shows that library users are actively engaging with digital resources for classroom assignments, research work, gaining new knowledge, accessing authentic information, and improving academic skills. The majority of respondents acknowledged that internet services enhance access to library resources and improve the overall effectiveness of library services. Although a small proportion of respondents reported problems related to internet access and service usage, the majority of the users did not face major difficulties, indicating satisfactory availability and usability of internet facilities. The Chi-square test further supports the presence of a significant relationship between internet services and library usage. Therefore, it can be stated that internet facilities have transformed university libraries from traditional information centres into dynamic digital learning environments, supporting academic growth, research productivity, and efficient access to information resources.

### **Conclusion:**

The study concludes that internet services have a significant and positive impact on library usage in selected university libraries of Telangana. The findings indicate that internet facilities have become an essential component of modern academic libraries, enabling users to access information quickly, support classroom assignments, conduct research, gain new knowledge, and enhance academic skills. The majority of respondents expressed satisfaction with the availability and use of internet-based library services, while only a small proportion reported difficulties in accessing such facilities. The results further suggest that university libraries are gradually transforming from traditional resource centres into digitally enabled knowledge hubs that support teaching, learning, and research activities. Therefore, strengthening internet infrastructure, improving user awareness, providing regular training, and enhancing staff support are essential for maximizing the effective use of internet services in university libraries.

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