E-Book Usage, User Satisfaction and Usability Issues in an Academic Library: A Case Study of Jawaharlal Nehru University, New Delhi

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Abstract

The curiosity to explore and inclusion of e-books based library service in an academic library has been an integral objective of this paper. Initiating with literature review, a survey has been conducted to understand the library users related with aspects of e-books. The study takes consideration of few facets of users' personality to find the relation between their status and preferences. The paper discerns the means and method to find out users' inclination towards e-resources with an effort establishing the correlation among the E-books purchase, policies and relating popularity among users at Jawaharlal Nehru University (JNU), New Delhi.

Keywords: E-books; Accessibility; Collection Management.

Introduction

There have been fury over the Google Book settlement in 2009 as a legal arrangement; also this "Google book settlement" has been a point of discussion among academic librarians (Nicholas Joint, 2009). The libraries and publishers have to embrace the technologies and policies keeping in view the voices from authors and rights holders. Though the e-books accessing may be easier than print versions for the users, the librarians face a number of issues to make that access possible. The purchasing of e-books is not that much easy as their print versions. The pricing method is dissimilar in contrast with the print books. The pricing may be sky high at the initial level which may or may not come down after rigorous negotiations. Sometimes the libraries have to face the challenge of publishers' pricing models and conditions. Kelly Lynch (2012) presented her observations on the issues related with the emergence of e-books. Her personal observations regarding the "e-book pricing and purchasing models" led to the findings that there is need to develop an appropriate business model. The publishers and libraries are supposed to have some exercise for pricing. The libraries are worried for the limited use of high priced e-books, publishers vary in distributing methods. To develop a sustainable business model libraries and publishers required to be in close communication. Without concentrating on present problems in pricing, purchasing and dissemination of e-books with few lessons from past, the current situation does not seem to alter.

E-books Collection and Availability

The presence of e books demands to understand if the e-books serve the purpose among various kinds of users. There is also need to find out if the growth of e-books has accommodated in the collection management policies. There is constant need of finding an evaluation procedure to understand the potential of e-books serving at best to users. The access to e-books facilitated is constantly under the watch of concerned staff. The misinformed user or the broken link hampers the access to right resource. Forrest E. Link (2012) identified whether highly circulated print titles and searched for e-book versions to estimate the impact in collection building. In this context, the student and staff attitudes towards e-books are always significant to be known to library authorities. The patron driven purchasing model (Merinda McLure, Amy Hoseth, 2012) should also be evaluated. Since the advent of various digital gadgets, the e-books are no longer a new phenomenon.

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E book Marketplace and Libraries' Plans

The e-books publishers and aggregators present different platforms and conditions which require a careful approach from the academic libraries. The e-books as influential source in library also attract the continuous modifications and amendments in strategies and policies. The literature on the international e-book scenario provides glimpses into e-book purchase models before the libraries. The main features of e-books are (Magdalini Vasileiou, Richard Hartley, Jennifer Rowley, 2009) comprised of user oriented attributes and library policy related aspects.

What the literature reflects, the e-book market is not staging fixed and their nature is constantly varying. How to measure the variation is not easy task, challenging at each level. Continuously e aggregators are coming forward for the distribution of e-books titles which is sometime chaotic also. The way the users are recommending e-books is not under the control of any library. At the same time the rules framed by aggregators also pose problems before the acquisition department in any library. The complexity in pricing models, business methods and licensing puts a library in a pressurized situation throughout the year. The experiences disclosed in literature show the rapid growth of e-book market around the globe. Hardly the congregation of users, libraries, and publishers is left untouched by the proliferation of e-books. The need of a definite expression to understand an e-book is relevant even today. The marketplace scenario in the perspectives of libraries planning must be studied in context with:

- ☞ e-books proliferation
- ☞ use of technologies
- ☞ challenges
- ☞ growing fascination towards e-books

The puzzles faced by librarians and publishers demand attention to agree to bring out the systematic framework to find the solution.

Usage

The results reflect a curious approach towards e-books collection and points for purchasing from a quantitative analysis comparing usage between collections of individually purchased e-books and collections of e-books purchased as part of large consortia based negotiated bundles (Alain R. Lamothe, 2013). There may be apprehensions about the choice of purchase model for the e-books, what if individually purchased e-books have recorded a greater level of usage than e-books purchased in large packages and, consequently, which of the two

acquisition models is best suited for the library. Lynn Silipigni Connaway (2001) expresses about increase in e-book purchase and proliferation and few factors significant while studying e-book usage. Some of them are:

- ☞ access to content and archiving,
- ☞ standards and protocols,
- ☞ privacy and rights management.

E-book Collection Building

To have a modern face, libraries are inputting large proportions of budgets in building e-books collection. Derrick Fernandes (2007) states about "the e-books collection is part of a broader range of e information services." The reasons stated include the usability for beginners, and popularity among the veteran users which may be the case of a number of libraries. It does not surprise that the collection of e-books supports the library staff in providing fast reference services. David Ball, (2003) identified main concerns in consortia based e-book purchase, are:

- ☞ National dimension and strategy
- ☞ Expertise in negotiation and licences
- ☞ Price advantage
- ☞ Policy for hardcopy and e resource procurement

While in a study, David Nicholas et al (2008) found out that "e book penetration is very strong" which reflected a strong relation with scholarly work. A closer look into other user/usage studies is needed to identify the kinds of users such as faculty members, students or some unidentified surprises.

E-books Selection and Purchasing

During last decade, academic libraries have witnessed the growth and popularity of e-books. The university libraries have an additional perspective to choose the e-books related to research aspect. So the method these libraries apply or the policies the librarians design are mirrors of future outcomes in terms of e-books collection. For university libraries it is more difficult to find out a simple solution which can be followed for a number of years. It is also difficult to predict the way the publishers or aggregators will present a new purchase model. These factors often affect the criteria and processes of libraries while purchasing e books. These may range from business models to license.

The factors constantly demanding attention and affecting the purchase of e-books are frequently faced by the libraries (Magdalini Vasileiou, Richard

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Hartley, Jennifer Rowley, 2012). Usually libraries go through the variation of business models for acquiring e-books, such as 'pick and choose' or a burden of entire package of e-books. Moreover, complexities of access rights create dilemma on the part of acquisition section. Definitely the number of conditions in licencses offer few vents but at the cost of some other rights. No library finds itself in a position to avoid any facet of "digital rights management (DRM)" terms and conditions. Whereas the libraries move with purchasing and managing access, the prices in comparison with print books often deter the same flexibilities.

There has been constant need of practical solutions for library e-book lending. Few tools for creating awareness as well as lending e-book (Jessica E. Moyer, Jennifer Thiele, 2012) are needed. These aspects inform about the need of continuous efforts to be taken by libraries in order to create maximum utilization of high priced e-books. Merely purchasing followed by one time information about the availability or accessing e-books will not create wonders that libraries whim about. Due to popularity, e-books though document delivery or lending is also present in western countries. Though e-books are becoming popular at a fast pace (Rajendra Kumbhar, 2012), discerning the library web portals proves to understand and visualize the complexities involved in e-books marketing and distribution (Luisa Alvite Díez, Blanca Rodríguez Bravo, (2009). The impact of e-books on interlibrary loan and document delivery practices is visible. Anne Xu, Margarita Moreno, (2014) has shared the experience of the National Library use of e-resources and the analysis of different e-book lending models. No doubt the e-books are becoming significant for libraries and users but it is difficult to follow a business model. There is constant need to create a middle path that leads to library users, the libraries and publishers need to make some room for dialog.

E-book inter library loan and licenses

E-book ILL is often considered difficult or nearly impossible because restrictions for ILL are embedded in license agreements (or terms of use) and reinforced by technological measures. The need of a licence registry (Mark Bide, Rajveen Dhiensa, Hugh Look, Charles Oppenheim, Steve Probets, 2009) as well as evaluation of licensing agreements (Joanne Percy, 2013) invites few concerns related with electronic resources (Mark Bide et al., 2009). Looking in West, E book lending in US academic libraries has been a trend. For example, the Kindle pilot has been done for interlibrary loan (ILL) at Eastern Washington University. Libraries face limitations in e-book interlibrary loan, and are forced to frame the ILL policies beneath the restrictions laid in licencses and agreements. Once again libraries are found caught up in restrictions in licenses reinforced by technological measures. While comparing the state of e-books ILL with e-journals ILL (Xiaohua Zhu , Lan Shen, 2014), the factors come out as:

- ☞ Licensing restrictions,
- ☞ Lack of technical means,
- ☞ A barrier of perception.

The electronic licensing initiatives in the past with few modifications have emerged to cater the challenges of methods to deal with licencses. The study of various organizational policies would give a chance to understand the approaches towards license management. This may lead to formation of previously expressed, registry of electronic licenses. There are many complexities such as license specificity, definitions of authorized users when dealing with electronic licencses. License terms and pricing models demand understanding to cope with the consecutive events. The conceit of library in context with e-books is often downsized by conditions in licences and technological restrictions.

The objectives, scope and methodology of the study

The intrinsic nature of e-books and their relation with the users' preference has been the core objective of this study. Library is facing continuous challenges to cope with the purchasing parameters has also been a considered factor. The insight which will be reflected by the study will pave way to find and frame efficient policies towards collection development, especially the e-books. The user community of central library, JNU has been surveyed to find out the patterns and current practices by the readers of the library. There has been an effort to find out the extent of use of e-books, their role in acquiring procedures, promotion policies and awareness. There has been various studies on e-books usage and perception (Edward W. Walton; Rojeski, Mara; Silas Marques; Graham Martindale, Peter Willett, Roger Jones; Mara Rojeski; Elaine Mulholland, Jessica Bates; Carlock, D. M.) which have been considered constructive for developing the questionnaire to be used in this study. The study is based on primary research gathered from both users as stated earlier. A survey of undergraduate and graduate students, Research Scholars (M. Phil.), Research Scholars (Ph. D.), Research Associates and Faculty Members was undertaken. No discrimination was made to find out

the users' perception and the usage patterns. The respondents were chosen randomly and served a questionnaire to complete the survey. Questionnaire for users were designed keeping the objectives in mind. The total number of questionnaires served was 300. The total responses received were 190 so the overall response rate of 63.3% was found. There have been 15.79% U. G. Students, 33.68% P. G. Students, 22.11% Research Scholars (M. Phil.), 26.32 Research Scholars (Ph. D.), 0.53% Research Associates, 1.57% any other kinds of respondents. In the survey, it was found that no faculty member was present as respondent. The random sampling was chosen to provide an equal opportunity to all to respondents. The random sample does not give any direct control over the sample profile. The sample gave opportunity to all kinds of users of library so the results provide a general view of the findings.

Data Analysis and Discussion

Users' Status

There are various kinds of users, majority of which are undergraduates and post graduate students. Another significant type of respondent is research scholar. In an academic environment, the masters and research students are the prominent kind of users that affect and influence the presence of resources in library. In JNU Central Library, students envisage the demand and supply of information sources.

Awareness and Usage of e-books

Regarding awareness and use of e-books, the data reflect an interesting fact that majority (76.84%) of the users is aware of e-books yet only 36.32% of them have used. This information creates a curiosity to enquire further about the less use in practice though a majority of users is aware of e-books. The awareness aspect depicts the picture of proper knowledge of library's resources yet the use aspect compels to rethink about the practice in general.

Frequency of using e-books

The frequency of using e-books may present a different yet related glimpse of awareness and use of e-books. Almost equal numbers of users (26.84% and 31.05%) have reflected a picture that seems quite contrary in itself. There are a good number of users who use e-books daily and almost similar number of users has indicated a rare use of e-books. While discerning the other frequencies of use, it is found

that few of them (15.26% users) use e-books on weekly basis. 14.74 % of them visit e-books monthly. This kind of usage frequencies informs about the users that some of them are ardent readers and for few are casual demands of e-books. Though majority of them are aware yet a significant number of users does not use the e-books.

Factors against use of e-books

The awareness and use of e-books are very important to be known. While asking the reasons for not using e-books, the interesting yet technically related factors sound very convincing. Very few of them (10% users) have said that they were not aware of the e-books. A good number of respondents have told about the convenience facet concerned with e-book reading. 30.53% users stated that they did not like reading on the screen. Another significant side is informed as 24.21% of users told that the book they needed was unavailable as e-book. This aspect of findings states about the demand of e-books. The reflected choice is electronic type of book but the unavailability of the same deters the use. There is need to create avenues for having more number of preferred choice i.e., e-books if library readers demands.

Barriers to E-book Consumption

The barriers to e-book consumption express the various causes which may or may not be directly related with the unavailability of e-books. The factors associated with the less consumption of e-books have been carefully asked during this study. Studying the barriers towards e-books usage and consumption again provide those factors which are prevalent in other kinds of libraries. Somehow, the combination of reasons can be held responsible as the data suggest. It is found that 17.37% users were unaware of e-book availability. Though library has a vast number of computer systems and availability of space to use own laptops yet the factor of limited access to equipments and devices has been stated by 15.26% respondents. The demand and choice of e-books are again reflected. Another reason is here to state, the scarcity of availability of titles in electronic format by 15.79%. The choice is not always dominated by electronic kind, 31.58% respondents prefer print books. So the barriers inform about the demand, choice and preferences of users in the current times.

Access

The accessing of e-books might be little tricky for the respondents. The aspect such as availability of

MARC records has been stated (19.47%). This may not be in the knowledge of a big number of users. But the accessibility is provided by the library catalogue, as 38.95% respondents have stated. Thus the efforts of library are seen here in the form of proper incorporating and linkage to e-books in the public access catalogue. The information about the access points among the library readers enhances the visibility of e-books. Availability of records of e-books in the library software, particularly finding through library OPAC supports the e-books usage.

Announcement of E-books by Library

The declaration of availability of e-books by library plays a crucial role in creating awareness. It also depends on the curiosity of respondents if they pay attention to such activities. There are three regular platforms used to announce about the e-books; library website, blog and the regularly held information literacy and training sessions. Most of the users (44.74%) find the information on e-book web page of library website. If concentrated on the number of users visiting blogs (15.26%), the approximately equal number of respondents has been informed through information literary sessions (15.79%).

Purpose of using e-book

The purposes of using e-books are concerned with the academic purposes as found in academic libraries. The prominent purpose has been stated as study (46.84%), followed by for research (35.26%) by the respondents. For the preparation of teaching purposes, 14.21% of the respondents use e-books. The learning and the teaching purposes are touched by e-books. It is also significant to bring out that for training purposes, 4.21% users are using e-books. There is a significant number (24.74%) of library readers that use e-books for studying and research. The use of e-books for training is significantly low. The usage and intentions towards the e-books in routine of the library readers indicate more use among students and researchers rather than faculty members.

Types of e-books

There are various format and kinds of e-books in the market which the libraries are acquiring. The use of these kinds of e-books is studied by asking the preferences of users. Majority (61.05%) uses e-books, meant as textbooks and related with their coursework. This reason is obvious as majority of the respondents are U.G. and P. G. students. A good number of

respondents have reflected the use of reference books (37.37%) followed by the research monographs (by 20% respondents) and conference proceedings by 10.53% library readers.

Experience at using e-books in comparison with Print Books

The data reflect the experiences of e-book users for association with the e-books if compared to print books. The access and availability of vast amount of information easily is one of the reasons (40.53%). Bigger number of respondents (50%) have stated about the ease of use regarding the e-books. The kinds of features present in e-books facilitate the access to and within the e-book. This experience shows the continuous development in the presentation of e-books to ease the reading and accessibility of the content of e-books.

Publication Types of Chapter Downloads

To understand the downloading of the chapters or portions from the various kinds of e-books, the preference and choice of textbook type of material is found highlighted if compared to other kinds of e-books. Majority of users (56.84%) have stated about the downloading of chapters from textbooks. Other significant type of source is reference e-books (20%). Various kinds of e-book formats are also available such as proceedings, monographs, handbooks, contributed volumes, reviews etc. The downloading of chapters from the e-books other than the type of textbook exist but not as popular as the textbook kind of e-books. The reference books (20%), handbooks (17.89%) and contributed volumes (10%) are also important. The popularity of textbooks is leading among all these types of e-books. Textbooks serve the objectives of syllabi based information presented in the manner that is suitable for undergraduate as well as post graduate students.

Technical Causes of use

To find out the main reason for a particular e-book, the respondents pointed out various causes. Discerning the data, as far as the technological aspects concerned, the library readers consider more than one factor responsible. Data reflect that keyword searching (30%) is very significant while locating an e-book. Various other factors have received attention among the e-books readers in a considerable manner. This kind of response reflects that various reasons are important to identify and locate an e-book. No single factor is responsible for prominent use of an

e-book. A combination of factors functions in favor of increased use of e-book, in subject-wise approach with the technological bent.

Starting of searching for e-books

As reflected earlier too that library catalogue helps the respondents to search the e-books, again 50% of the respondents have stated the use of library catalogue and OPAC to find and locate the e-books. A significant number of e-book users (45.79%) reflected the use of search engine. Library is using 'discovery service' platform yet only a small number of respondents (2.11%) have stated its use. Few number of respondents (6.32%) have stated about the publisher/aggregator/vendor provided web site as starting point for e-books. There is need to create awareness about the search box to discover the e-books.

Method of reading/using the e-books

It is found that majority of e-book users (47.89%) download the desired e-books and like to read later on. A good number of the users (26.84%) have stated that they read online/ on screen and do not bookmark the e-books. 13.16% read e-books online/ on screen and bookmark for future reference. 15.26% respondents read e-books on screen but print some pages/chapters. The method of copying and pasting is also reflected by respondents which are very few (5.26%) while comparing to other method of reading the e-books. The use of other personal electronic gadgets is also found as 18.95% download on personal reading device for reading later. The suitability and level of comfort play a significant while using e-books. The ambience for reading e-books or use in near future is also important.

Problems while using e-book

There are problems faced by the respondents which are stated by 51.05% of respondents. Few of the respondents were not sure about it.

Problems Faced

The kinds of problems faced by respondents may provide a look where the library should pay attention to enhance the use and popularity of e-books. E-book users (34.74%) have faced problem in downloading the e-books. Here the problems in downloading may be lack of awareness of techniques as well as the rights, terms and conditions at the end of user. Other few significant aspects are viewing the e-books (15.26%), followed by logging-in (14.74%).

The trivial aspects such as printing are also reflected by a very few number of respondents (5.26%). These problems are related with the network infrastructure and facilities. None of the problem is associated with the lack of knowledge at the end of user regarding the e-books.

Devices for the use of e-books

The majority of the respondents (77.89%) use laptop, PC or Notebook for reading the e-books. Perhaps the size of screen and comfort also matter using a device to read an e-book. This is distantly followed by Smartphone or mobile device (17.37%) and tablet (14.74%). Library and classroom computers are also used by few of the respondents (7.89%). The presence of other portable devices such as dedicated e-book reader and interactive white boards exists, though very little. Again, the reading or visual comfort is significantly placed if the choice of equipment or device is considered. The size of screen, illumination, physical capacity and habit of reading onscreen also become deciding factors to use a type of e-book reading medium.

Quantity of information use/reading from an e-book

The quantity of material downloaded from e-books matters in terms of usability of an e-book. About 32.63% respondents read 3-4 chapters from an e-book. It is significant to state that entire e-book is also read by e-book users (30.53%). A significant number of users also read one to two chapters from e-books (23.68% and 10.53% respectively).

The reasons for preference of e-books

There are various reasons reflected by the respondents for preference of e-books. The multiple answers by respondents again state that no single factor is responsible for preferring an e-book. A combination of factors compels the respondents to prefer the e-books. The data supports that attributes of e-books as well as accessibility (34.21%) options make the inclination towards e-books. The usefulness for reference (36.32%) and simultaneous use with search facility (27.89%) are the reasons which are useful for e-books creators also.

Knowledge of rights and permissions

The knowledge of downloading e-books, their terms and conditions require attention to educate them. The thinking of sharing e-books available through Central Library with someone else affiliated

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with JNU (15.79%) and posting (4.74%) e-books on websites/ or email outside JNU do not seem right and needs proper education about the use practices such as copyright, fair use etc. The printing e-books for the personal use (27.37%) as well as downloading e-books available through Central Library and save it on the computer/device for personal use (38.95%) are the respondents who are well informed. There is fair need of spreading knowledge about the copyrights of e-books among all library users. A major number of users do not know explicitly about the permissible using process.

Role of Users in Purchasing

The data states about the users' demand and their role in collection building aspect of e-books. A significant number of users (33.16%) have informed about the request before the library for e-books. This kind of approach of library users reflects the flexible and direct approach of users in placing their demands regarding e-books. Other aspects also exist such as acquiring an e-book on the basis of presence of print books. The knowledge of aspects such as perpetual access (10.53%), subscription (15.73%) and the prioritizing of e-books (13.16%) is intelligent attitude towards e-books acquisition.

Table 1:

Sl. No.	Respondent	Response	%
A.	U. G. Student	30	15.79
B.	P. G. Student	64	33.68
C.	Research Scholar (M. Phil.)	42	22.11
D.	Research Scholar (Ph. D.)	50	26.32
E.	Research Associate	01	0.53
F.	Faculty Member	00	00
G.	Any other	03	1.57
	Total	190	100

Fig. 1:
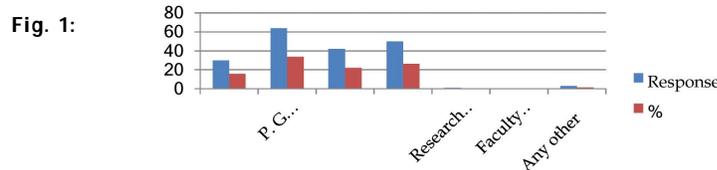
Table 2:

Sl. No.	Awareness and Use Aspect	Response	%
A.	Are you aware of E-books	1 46	76.84
B.	Have you ever used e-books at JNU or Elsewhere	69	36.32

Fig. 2
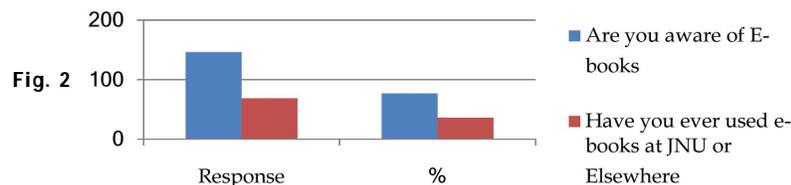
Table 3

Sl. No.	How often do you use e-books?	Response	%
A.	Daily	51	26.84
B.	Weekly	29	15.26
C.	Monthly	28	14.74
D.	Rare	59	31.05

Fig. 3
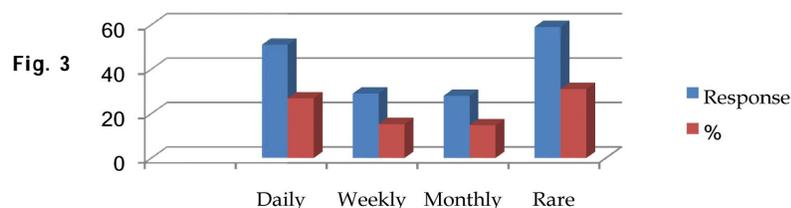
Table 4

| Sl. No.	Factors against use of e-books	Response	%
A.	Was unaware of them	19	10.00
B.	Do not like reading on screen	58	30.53
C.	The book needed was not available as an e-book	46	24.21
D.	Other (please specify in the comment box below)	11	5.79

Fig. 4
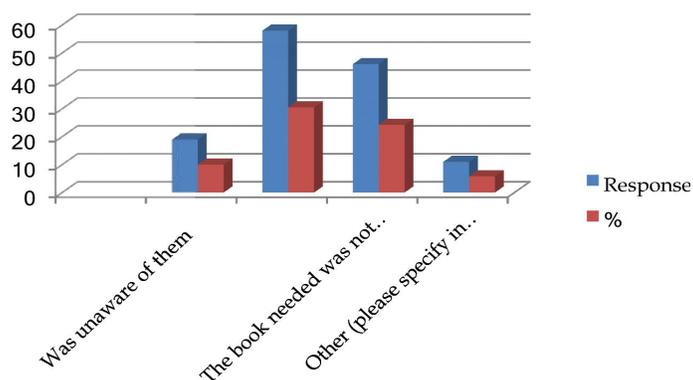
Table 5

Sl. No.	Barriers to e-book Consumption	Response	%
A.	I am unaware of e-book availability	33	17.37
B.	Limited access to e-reading equipments/devices	29	15.26
C.	There are too few titles available	36	18.95
D.	Unavailability of titles	30	15.79
E.	I prefer print books	60	31.58

Fig. 5
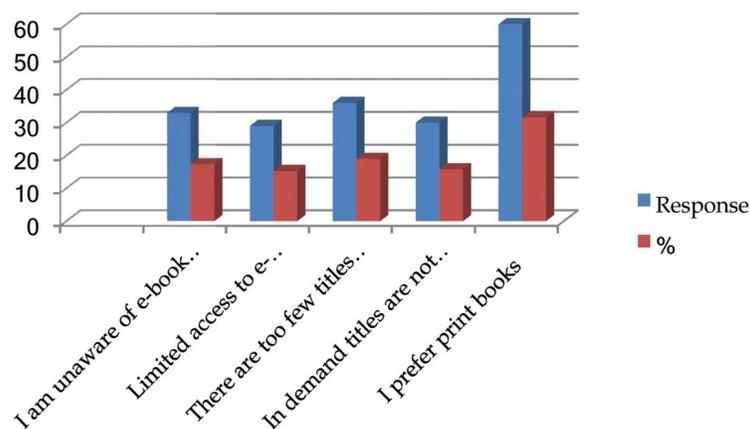
Table 6

Sl. No.	Accessing e-books	Response	%
A.	Do you find MARC records available for each e-book alongside the records for all print books?	37	19.47
B.	Can you access e-content as you search the library catalogue?	74	38.95

Table 7

Sl. No.	Does the library announce new e-book bundles and specific titles?	Response	%
A.	On the Library's e-book home page	85	44.74
B.	In library blogs	29	15.26
C.	In information literacy and training sessions	30	15.79

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Fig. 6
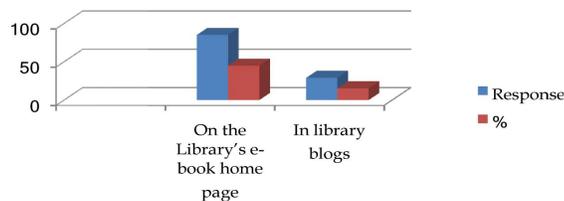
Table 8

Sl. No.	Purpose of using e-book	Response	%
A.	For study and for research	47	24.74
B.	For study	89	46.84
C.	For research	67	35.26
D.	For training purposes	08	4.21
E.	For the preparation of course and teaching materials	27	14.21

Fig. 7
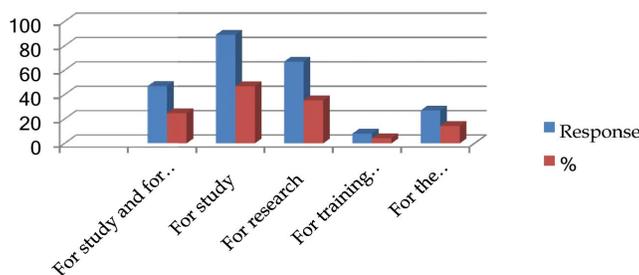
Table 9

Sl. No.	Types of e-books	Response	%
A.	Textbooks/Coursework books	116	61.05
B.	Reference books/Encyclopedia/Dictionaries	71	37.37
C.	Research Monographs	38	20.00
D.	Conference Proceedings	20	10.53

Fig. 8
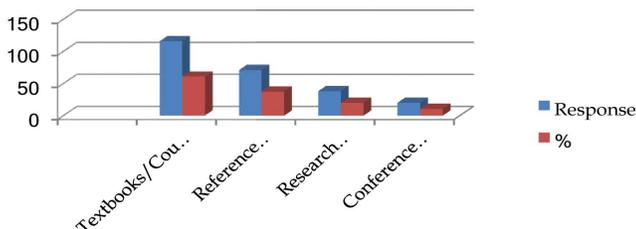
Table 10

Sl. No.	Experience at using e-books in comparison with Print Books	Response	%
A.	e-books offer greater access to the information within and across volumes	77	40.53
B.	Allowing users to dig in and out of e-books easily	95	50.00

Table 11

Sl. No.	Publication Types of Chapter Downloads	Response	%
A.	Textbooks	108	56.84
B.	Proceedings	14	7.37
C.	Monographs	22	11.58
D.	Handbook	34	17.89
E.	Contributed Volume	19	10.00
F.	Protocols	11	5.79
G.	Reviews	29	15.26
H.	Reference Work/book	38	20.00
I.	Other (Please specify)	04	2.11

Fig. 9
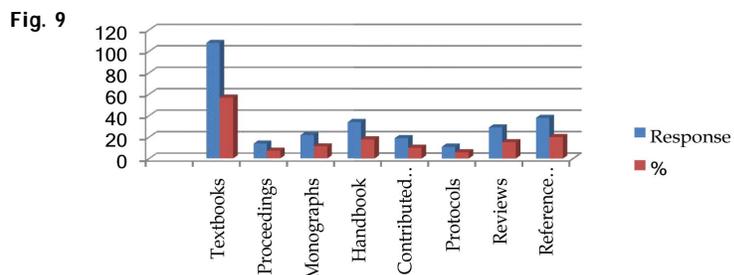
Table 12

Sl. No.	Technical Causes of use	Response	%
A.	Perform keyword searches on selected topics to locate an e-book	57	30.00
B.	Search for specific titles presented with/on a reading list	35	18.42
C.	Search e -books that had particular relevance or reputation in their given field	36	18.9
D.	Browse titles within a certain discipline	41	21.58
E.	Search for a specific topic with keyword search	49	25.79
F.	Search for e -books which I heard and found interesting	28	14.74
G.	Search e -books when print book is not available	57	30.00

Fig. 10
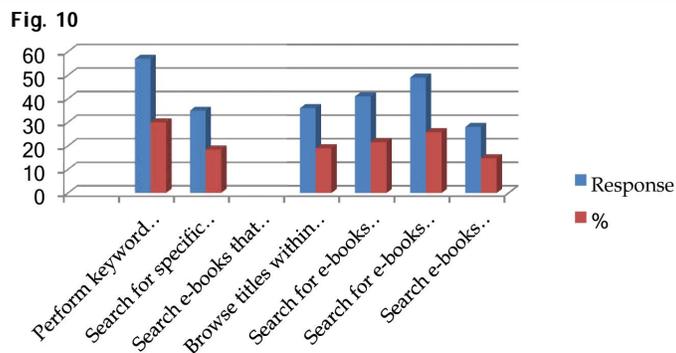
Table 13

Sl. No.	Where did you start searching for e-books?	Response	%
A.	Library catalogue/OPAC	95	50.00
B.	Search engine	87	45.79
C.	Discovery Service	04	2.11
D.	Publisher/Aggregator/Vendor provided site	12	6.32

Fig. 11
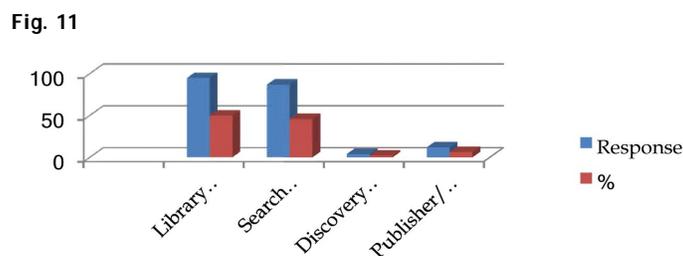
Table 14

| Sl. No.	Method of reading/using the e-books	Response	%
A.	I read it online/On screen and do not bookmark	51	26.84
B.	I read it online/On screen and bookmark for future reference	25	13.16
C.	I download to read later	91	47.89
D.	I read on n screen but print some pages/chapters	29	15.26
E.	I copy/paste to read later	10	5.26
F.	I download on personal reading device for reading later	36	18.95

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Fig. 12
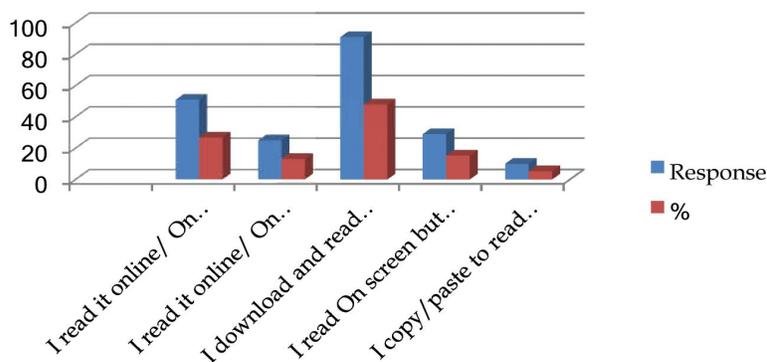
Table 15

Sl. No.	Do you experience any problem while using/read ing e-book?	Response	%
A.	Yes	97	51.05
B.	No	77	40.53

Fig. 13
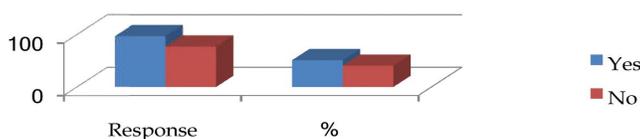
Table 16

Sl. No.	Problem is faced in	Response	%
A.	Logging in	28	14.74
B.	Viewing the e-book	29	15.26
C.	Downloading	66	34.74
D.	Printing	16	8.42
E.	Any other (Please specify)	10	5.26

Fig. 14
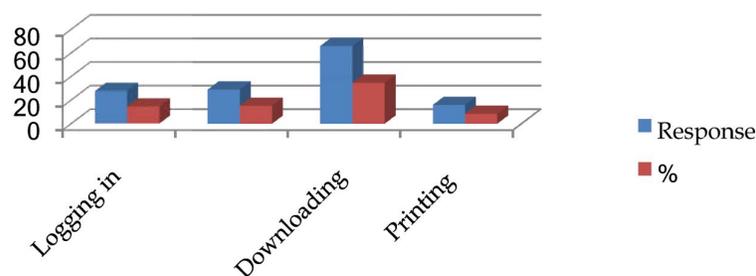
Table 17

Sl. No.	Device(s) on which you most often read e-books	Response	%
A.	Laptop, PC or Net e-book	148	77.89
B.	Interactive whiteboards	01	0.52
C.	Tablet	28	14.74
D.	Dedicated e-book reader	07	3.68
E.	iPod Touch or similar	10	5.26
F.	Smartphone or other mobile device	33	17.37
G.	Other portable device	02	1.05
H.	Library/classroom computer	15	7.89

Fig. 15
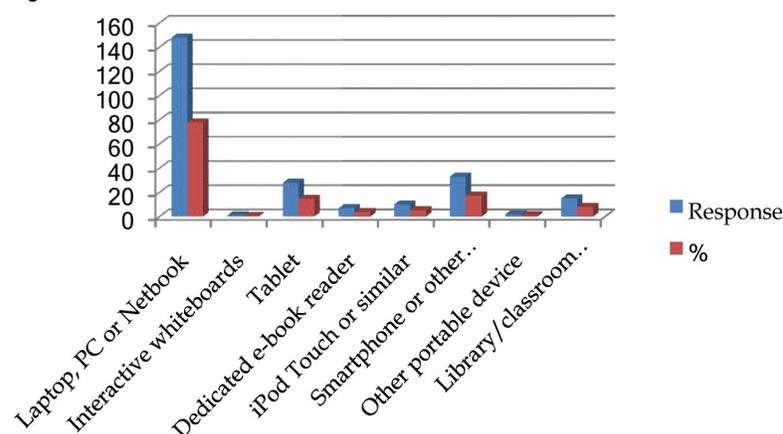
Table 18

Sl. No.	How much do you use/read from an e-book	Response	%
A.	1 chapter	45	23.68
B.	2 chapters	20	10.53
C.	3-4 chapters	62	32.63
D.	Entire book	58	30.53

Fig. 16
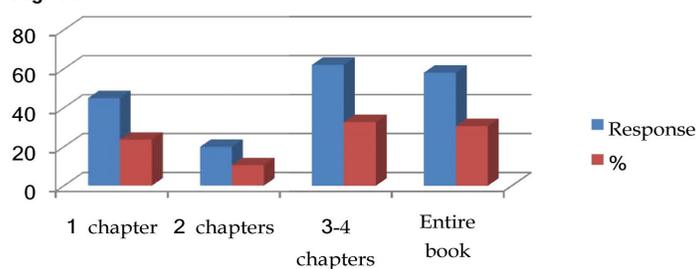
Table 19

Sl. No.	Reasons for e-book preference	Response	%
A.	Accessibility	65	34.21
B.	Simultaneous use and search facility	53	27.89
C.	Space saving and Portability	47	24.74
D.	Useful for easy reference	69	36.32
E.	Facility of identifying relevancy	23	12.11
F.	No restriction on keeping e-book for a long period	32	16.84

Table 20

Sl. No.	Knowledge of rights and permissions	Response	%
A.	All the e-books available in Central library are under copyright.	57	30.00
B.	I can share e-books available through Central Library with someone else affiliated with JNU	30	15.79
C.	I can print e-books for my personal use.	52	27.37
D.	I can download e-books available through Central library and save it on my computer/device for personal use.	74	38.95
E.	I can share an e-book with someone not affiliated with JNU.	21	11.05
F.	I can post e-books on websites/ or email outside JNU.	09	4.74

Table 21

Sl. No.	Role of Users in Purchasing	Response	%
A.	I request the library for e-books to purchase.	63	33.16
B.	I request the e-book on the basis of existing print copy.	27	14.21

C.	I request the e-books with no print copy available.	26	13.68
D.	Library should buy e-books instead of print rather than to accompany it.	20	10.53
E.	Library should buy e-books with perpetual access.	20	10.53
F.	Library should buy e-books on subscription basis.	30	15.79
G.	I prioritize the e-books due to budget constraints and inform which titles should be bought earlier.	25	13.16
H.	E-books are available on Inter Library Loan.	04	2.1
I.	I have received e-books on Inter Library Loan.	05	2.63

Discussion

The e-books are popular medium to gain knowledge in a way that is easy and portable itself. The students and researchers are the main types of readers in an academic library so in the JNU too these readers are making e-books highly accessed information source. In the times of high speed internet and vast number of computer systems, the library users are aware of e-books availability yet few users displayed reluctance regarding e-books. Even after the high awareness, few of the library users mentioned of not using the e-books. Certainly the reasons need to be explored. Though most of the e-book users tend to use-books daily yet a group exist that rarely uses e-books. These areas might have concerned the library authorities and the e-book providers to find out the factors behind less awareness. It is found that most of the users prefer e-books yet the print-books admirers are also present. Is it the question of choice or the existence of few barriers, definitely the attention embarks? The accessibility through keyword searching in library OPAC and visibility through library website support the efforts of library yet the purposes and objectives of the readers play an important role. The academic libraries reflect the study and research as main goals of users so the e-textbooks and e-reference materials are the major types of resources in trend. The access features, indexes and ease of jump to anywhere in the e-book are the added values. The variety of reasons and attributes make path of reaching to e-books. Though a good number of users like to read the e-books online or onscreen on laptops etc. but downloading and reading later is also very popular though they ecperienced few problems as stated by few respondents. Reading books on mobile or smart phone device is not as popular as laptops. Though sufficient number of users read entire book or major portions yet there are people who find few chapters useful in an e-book. With the increasing usage, the knowledge of copyrights among the e-book users is very much in need.

Conclusion

The e-books have created a niche yet the real exposure is to take place. The respondents' demands disclose the need of better marketing strategies so that the awareness among the students and other users can lead them to use of e-books. The licensing issues as well as knowledge about inter library loan seek attention. The current scenario reflects involvement of library users in e-books acquisition which also indicates the need of planned participation to enrich the e-books collection. *E-books* have replaced the *print versions, sometimes going together*. There is continuous effort in the area of increasing the collection in electronic format but the active awareness as well as participation will play major role in e-books usage and proliferation.

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