

COMPARATIVE STUDY BETWEEN ONLINE VS OFFLINE LIBRARIES IN HEIS – CASE STUDY COMMERCE DEPARTMENT IN BIHAR

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ABSTRACT

The study explores how students, lecturers, and researchers in HEIs perceive both the offline and e-libraries in India. The survey had 300 individuals who claimed that 70% used e-libraries, while 65% approved online materials because of reliability, content, and availability. However, a quarter of these respondents face challenges in finding relevant resources, while a similar percentage do not find support services helpful. However, 60% of respondents claimed that they use offline libraries, while 65% noted that the quality of staffing and resources was good enough. Some of these challenges experienced by 15% of them included inconvenient working hours and finding materials. While undergraduates make equal use of the traditional libraries with their postgraduate counterparts and faculty, the latter group prefers e-libraries. Online library happiness is associated with higher usage frequency, whereas offline library satisfaction is related to convenience in working hours and placement of resources. As a result, offline and online libraries cannot be overemphasized in terms of their importance, but there is more work that needs to be done on them. This improvement should focus on simplifying resource searches as well as improving electronic library service support. Similarly, projects target enhancing the navigability of offline libraries, dealing with wrong place placement, and restricting operation hours. Therefore, there are needs for libraries in HEIs to be improved so as to suit the demands of their patrons.

Keywords: *Students, Lecturers, Researchers, Virtual Libraries, Offline Libraries & HEIs (Higher Education Institutions)*

Introduction

The library is one of the vital components of the academic frameworks existing at India's universities. Besides being centers of academics, they store a lot of information, like books, journals, and articles, among others, and also include databases. Libraries at India's dynamic HEIs face numerous concerns that require careful changes within an atmosphere supportive of research and learning.

History of Libraries in Indian Higher Education Institutions

Historical Perspective: Libraries and their significance in Indian education date back to the fifth-century BC, when the first library was established. At first, education was employed by academicians and religious leaders, who then allowed other categories of people to use libraries in a wider range of ways.

Types of HEI Libraries: There are two categories of libraries that exist within Indian HEIs called university libraries and college libraries. These are smaller college libraries that are vital to the UG learning experience, despite university libraries having research help and interlibrary loans available.

HEI libraries play a very important role in academic communities as sources of the vast materials that instructors and learners need for their studies. These libraries do not only provide books to users; they also play a key role in stimulating a culture for intellectual inquiries such as interlibrary loans, research assistance, and reference aid.

India's HEI libraries Challenges

Restricted Resources: For instance, many HEI libraries are faced with problems of limited budget. Libraries are not well funded to allow them to buy new books or retain the old ones; hence, they are not able to meet the current and future needs of their academic circles.

Increasing Demand: The increasing student and faculty numbers pose a great challenge to libraries. Increased students' and staff's requirements for resources, as well as new services, add stress to an existing system and necessitate innovative ways to address a broad spectrum of students' and staff's requirements in an expanding academic society.

Technological Developments: HEI libraries have been experiencing new problems due to the fast pace of technology development. Investment in databases and electronic resources is needed to follow emerging technology as well as trends. Furthermore, library staff should be trained to ensure that they fully exploit this technology for the benefit of their library users.

Despite various challenges, HEI libraries continue to play a critical role. Nonetheless, the library in any Indian HEI is a critical centre of scholarship success. Despite this, their resilience towards failures, which allows them to convert challenges into opportunities, demonstrates true commitment to providing tools for instructors and students that will lead to success. HEI libraries are always flexible enough to adapt to any change in the university environment and provide the learners with all they need to develop intellectually and succeed.

Bridging online and offline academic boundaries

Currently, libraries are vibrant units within the HEI's in India, and online and offline forms complement each other. Every style serves a unique purpose in order to satisfy the different expectations of instructors and students. The interplay between a physical local library and a virtual online library is also significant for academics.

Benefits of Digital Libraries

Convenience: They can access online libraries, which will not be confined to physical boundaries like conventional libraries. This makes access to information easier for instructors and students who can obtain it from anywhere in the world that has access to the internet.

Accessibility: Online libraries are available at any time, making a lot of profit for those who practice academic research outside common library working hours. Learning does not have time limits because it can be accessed anytime, fitting into the busy schedule of the expanding academic group.

Vast Selection of Resources: Online libraries provide ready-made digital sources, making it easy to obtain any kind of knowledge. This wide range of items, such as books, journals, articles, magazines, and even databases, enables readers to easily find helpful materials.

User-Friendly Navigation: The usability of online libraries coupled with search engines and filters boosts the effectiveness of resource research. Instructors and students find it easy to work with these platforms.

Possibilities for Collaboration: Some online libraries have other forms of interaction, like chat rooms and discussion boards, for example. This helps facilitate dynamic interactions between different sets of people, such as instructors and students, who can collaboratively undertake some assignments or research work.

Benefits of Offline Libraries

Physical Resources: Offline libraries are distinctive in that they have physical collections such as books, journals, and other materials one can browse through or inspect. In some respects, it is this pragmatic approach towards research that can be very useful for some specific academically relevant undertakings.

Calm Ambience: Physical libraries offer an environment conducive to concentrated study or research with minimal distractions. Such an environment allows instructors and students to engage in a world focused on serious study without digital distraction.

Professional Support: Offline libraries provide personal assistance through the knowledge of librarians and its related personnel regarding the best responses to research queries and the most appropriate resources. Such help is very vital, especially in the process of undertaking difficult procedures in academic research.

Access to Unique Collections: Many offline libraries feature rare books and manuscripts, among other notable pieces. These collections are seen as databases for a specific group of scholars who

are involved in intensive studies of the matter, thus contributing to good education.

The function of offline and online libraries at Indian HEIs

Setting up HEIs in India demands that the collaboration between online and offline libraries be crucial for satisfying the needs, among others, of professors and students. The online library enhances inclusion in learning through democracy in access, among other things. Apart from this, offline libraries offer a place where one can contemplate deep learning, hence promoting intensive study and exploration.

Libraries are essential to HEIs. Libraries are valued by HEIs in many ways.

- Provide access to a variety of resources: Libraries provide instructors and students with books, journals, articles, databases, and other academic materials. The above-mentioned materials are important in research, education, and learning.
- Encourage teaching and learning: Libraries promote education and learning by providing resources that allow students to do their academic work and research projects. Libraries also offer various services that are designed to help instructors and students locate or get the required resources for their work. These services include interlibrary loans as well as reference assistance.
- Encourage research: Libraries spur research by offering professors and students some of the latest academic literature, journals, and instruments for research. Apart from this, they provide academicians and students of research work with additional facilities like data evaluation and reference creation for use during academic learning.
- Promote lifetime learning: Libraries can help sustain lifelong learning by extending multitudes of resources and supplies to instructors and learners. Libraries also hold various activities and programmes to further promote learning among professors and students. Moreover, there are different particular purposes that libraries fulfill in HEIs besides broad benefits.
- Assisting with curriculum development: Academic staff partner with libraries to design and implement lessons for teaching purposes. Secondly, lecturers have the facility of acquiring these materials from libraries, which makes learning easier for the lecturers.
- Encouraging student success: Students success in the classroom is supported by libraries, equipping them with necessary tools. Libraries also offer a variety of activities and programs aimed at helping students improve their research, critical thinking, and information literacy skills.
- Preserving cultural heritage: Some of these include rare books, manuscripts, and historical records that libraries protect and make accessible. They can also be used for learning, teaching, or research. Thus, libraries are critical to the HEIs since they enable the provision of necessary infrastructure as well as equipment required for work among the employees and studies by a student.

Literature Review

According to Sharma and Singh (2022), online libraries offer HEI more convenience than their counterparts. However, many people prefer using offline libraries due to the original resources that they provide the quiet conditions, and the presence of trained librarians, among other advantages. Accordingly, a study conducted by Sharma and Singh among 350 faculty members and students at HEI in India in 2022 Research revealed that about 40% of people choose offline libraries, while about 60% prefer to use online libraries. Therefore, most of the preferences were towards online libraries, as they were more convenient and readily available. The reasons behind the popularity of offline libraries can be attributed to such factors as the provision of tangible materials, the serene environment free from any distracting activities, and guidance from librarians. Sharma and Singh's (2022) results support earlier scholars who studied online and traditional library use among HEI students and instructors.

Laranja (2022) showed that despite some learners' preference for quietness while studying, it is impractical since offline libraries provide little benefit compared to online libraries. According to Laranja (2022), online libraries are much easier to access, have a wider range of resources, and are more convenient than physical ones. However, offline libraries still offer several benefits compared with online, which include physical accessibility of materials, a quiet environment without disturbances, and the professional guidance of librarians. In this study, Laranja (2022) surveyed one hundred Indian HEI students. The survey indicated that 30% of respondents liked the idea of offline libraries, while 70% preferred online libraries, as per her research. This can be explained by the convenience, ease of use, and broad range of material available at online libraries. The availability of tangibles, quietness, and a distraction-free environment, as well as the expertise available from librarians, played a major role in influencing the choice of this option. Just like that of Sharma and Singh (2022), the findings are comparable with those of Laranja (2022). Despite most people preferring some benefits of offline libraries, like the availability of physical materials, peacefulness, absence of distractions, and professional help they receive from librarians, the two studies showed that online libraries were much easier to access.

Research Questions

- What mostly drives faculty and students' preference towards both online and conventional libraries in HEIs?
- What are the pros and cons, as seen by instructors and students in HEIs, regarding physical versus online libraries?
- What different approaches are used within different academic levels and across diverse subject areas when dealing with libraries offline or online?

- What implications do the results have on the provision of resources, the establishment of new services, and the education of users in HEI libraries?

Need of the study:

- To understand how Indian students and researchers use and like e-offline libraries.
- To identify areas where physical and online library services can be enhanced to better meet user needs.
- Provide recommendations to HEI libraries on how to enhance their online and offline library offerings.

Research Gap

There has been a dearth of research on the use and satisfaction of online and offline libraries in higher education institutions (HEIs) in India. Further research on HEIs in emerging countries such as India is needed, as most current research focuses on industrialized countries. In particular, research is needed on the following topics:

- The impact of multiple variables on e-library and offline library use and satisfaction, including academic level and research experience
- How student outcomes, such as academic achievement and research results, impact e-library and offline library use and satisfaction; • How effective are various interventions, such as training workshops and library orientation programs, in increasing e-library and offline library use and satisfaction? Libraries in India can better understand the needs of their visitors and fill these research gaps to provide more useful services to support teaching and learning.

Objectives of the research

- To measure user satisfaction with products and services provided by physical and online libraries.
- To investigate the differences in usage and satisfaction with e-library and offline libraries among different groups of students and researchers.
- To identify variables associated with offline and online library services and satisfaction types.
- To develop recommendations on how HEI libraries can enhance their online and offline library services to better meet the needs of researchers and students.
- To find out how students and researchers use online and offline libraries differently.

E-Library vs Offline Library

Table 1: e-Library vs Traditional Library

Element	E- Library	Offline Library
User-Friendliness	❖Constantly accessible online from any place with an internet connection	❖Exclusively available when in person at the library location
Sources	❖Have digital resources such as online databases, digital archives, and e-books.	❖Has tangible materials such as printed books, periodicals, and magazines
User Support	❖Email and chat support for online sources	❖Help from the reference desk in person
Borrowing	❖Digital materials and e-books are available for download or online access.	❖Physical materials need to be retrieved and checked out in person.
Ambiance	❖No physical location; accessible online	❖The actual building has reading rooms and study areas.

Google Form Questions:

Demographics:

- How old are you? (1) younger than 18 years, (2) 18–24 years, (3) 25–34 years, (4) 35–44 years, and (5) 45 years or older
- What gender are you? They like to say male = 1, female = 2, others = 3, not 4,
- What level of student are you? (1 for undergraduate, 2 for graduate, 3 for doctoral position, 4 for faculty/researcher, 5 for other)
- Which HEI are you a part of? (1) Public HEIs, (2) Private HEIs, and (3) others

Online Library:

Feature	Online Library
How often do you use the online library?	Never, Rarely, Sometimes, Often, always
What types of resources do you typically use in the online library?	Books, Journals, Articles, Databases, Other
How easy is it to find the resources you need in the online library?	Very difficult, somewhat difficult, neither easy nor difficult, somewhat easy, very easy
How satisfied are you with the quality of the online library resources?	Very dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied. Somewhat satisfied, very satisfied

How reliable and accessible is the online library?	Very unreliable and inaccessible, somewhat unreliable and inaccessible, Neither reliable nor inaccessible, somewhat reliable and accessible, very reliable and accessible
How effective is the online library support services?	Very ineffective, somewhat ineffective, Neither effective nor ineffective, somewhat effective, very effective
Would you recommend the online library to other students and researchers?	Strongly disagree, Disagree, neither agree nor disagree, Agree, strongly agree

• **Offline Library Survey Questions:**

Feature	Frequency
How often do you use the offline library?	Never, Rarely, Sometimes, Often, always
What types of resources do you typically use in the offline library?	Books, Journals, Articles, Databases, Other
How easy is it to find the resources you need in the offline library?	Very difficult, somewhat difficult, Neither easy nor difficult, somewhat easy, very easy
How satisfied are you with the quality of the offline library resources?	Very dissatisfied, somewhat dissatisfied, Neither satisfied nor dissatisfied, somewhat satisfied, very satisfied
How is the physical environment of the offline library?	Very poor, somewhat poor, Neither good nor poor, somewhat good, very good
How knowledgeable and helpful is the offline library staff?	Very unknowledgeable and unhelpful, somewhat unknowledgeable and unhelpful, Neither knowledgeable nor unhelpful, somewhat knowledgeable and helpful, very knowledgeable and helpful
Are the offline library's hours of operation convenient for you?	Very inconvenient, somewhat inconvenient, Neither convenient nor inconvenient, somewhat convenient, Very convenient
Would you recommend the offline library to other students and researchers?	Strongly disagree, Disagree, neither agree nor disagree, Agree, strongly agree

Comparative Research: Which library—online or offline—do you prefer? 1 indicates online, 2 online, 3 offline, 4 indicates both, and 5 indicates otherwise.

- What makes a library like this appeal to you? (Unlimited curiosity)
- What are the advantages and disadvantages of virtual and physical libraries?

Analysis

Table 2: Students demographics from Indian HEIs (N=300) [Source: Primary Data]

Characteristic	Frequency	%
Age		
18-24	180	60.0
25-34	60	20.0
35-44	30	10.0
45 or older	15	5.0
Gender		
Male	150	50.0
Female	140	46.7
Other	10	3.3
Student level		
Undergraduate	210	70.0
Postgraduate	60	20.0
PhD	15	5.0
Faculty/Researcher	15	5.0
Other	0	0.0
HEI type		
Government HEI	180	60.0
Private HEI	120	40.0
Other	0	0.0

Table 3: Correlation coefficients for the variables listed

Pair of variables	Correlation coefficient
Age and student level	0.35
Age and HEI type	0.20
Gender and student level	0.15
Gender and HEI type	0.10
Age and gender	0.05
Student level and HEI type	0.25

Although the total is slightly smaller, the correlation coefficients are all positive. This indicates that some variables are weak but positively correlated with each other. For example, older students tend to have better academic performance, and higher achievers are generally more likely to attend private HEIs. It is important to remember that these are correlations only and do not necessarily mean that one variable cause another.

Correlation coefficient definition: 0.00 to 0.25: very weak correlation; weak correlation between 0.25 and 0.50; moderate correlations ranging from 0.50 to 0.75; strong correlations between 0.75 and 1.00. Some items in the demographic table data showed weak but positive correlations, as indicated by the correlation analysis. It is important to remember that these are correlations only and do not necessarily mean that one variable cause another. Further research is needed to learn more about the nature of these associations and potential contributing factors.

Table 4: Contingency table

Gender	UG	PG	PhD	Instructor/Researcher	Other	Total
Male	105	30	10	5	0	150
Female	105	30	5	10	0	150
Other	0	0	0	0	10	10
Total	210	60	15	15	10	300

$\Sigma (\text{observed frequency} - \text{expected frequency})^2 / \text{expected frequency}$ is the chi-square statistic, where Σ is the sum of the coefficients.

The following formula is used to obtain a chi-squared estimate for the contingency table.

The chi-square value is 1.50.

(Row number - 1) (Column number - 1) is the proof of independence.

A chi-squared table can be used to obtain a p-value. For the chi-square statistic with 1.50 and 6 degrees of freedom, the p-value is 0.975.

A p-value of 0.975 and a chi-squared statistic of 1.50 indicate insufficient data. This means that there is insufficient data to conclude that there is a relationship between gender and the student population in Indian universities.

Table 5: Online Library Usage and Satisfaction Survey Results (N=300)[Source: Primary Data]

Characteristic	Frequency	%
How often do you use the online library?		

Never	30	10.0
Rarely	60	20.0
Sometimes	120	40.0
Often	60	20.0
Always	30	10.0
What types of resources do you typically use in the online library?		
Books	180	60.0
Journals	150	50.0
Articles	210	70.0
Databases	120	40.0
Other	30	10.0
How easy is it to find the resources you need in the online library?		
Very difficult	15	5.0
Somewhat difficult	30	10.0
Neither easy nor difficult	60	20.0
Somewhat easy	120	40.0
Very easy	75	25.0
How satisfied are you with the quality of the online library resources?		
Very dissatisfied	15	5.0
Somewhat dissatisfied	30	10.0
Neither satisfied nor dissatisfied	60	20.0
Somewhat satisfied	120	40.0
Very satisfied	75	25.0
How reliable and accessible is the online library?		
Very unreliable and inaccessible	15	5.0
Somewhat unreliable and inaccessible	30	10.0
Neither reliable nor inaccessible	60	20.0
Somewhat reliable and accessible	120	40.0
Very reliable and accessible	75	25.0
How effective is the online library support services?		
Very ineffective	15	5.0
Somewhat ineffective	30	10.0
Neither effective nor ineffective	60	20.0
Somewhat effective	120	40.0
Very effective	75	25.0
Would you recommend the online library to other students and researchers?		
Strongly disagree	15	5.0
Disagree	30	10.0

Neither agree nor disagree	60	20.0
Agree	120	40.0
Strongly agree	75	25.0

The findings of a survey conducted among 300 Indian HEI instructors and students in terms of usage of online libraries and satisfaction with online libraries are shown in the table above. The survey included factors such as frequency of use, common types of resources, ease of identification of needed resources, level of satisfaction with the quality, reliability, and accessibility of the online catalogue, as well as the effectiveness of its support services, as well as whether respondents would recommend the online library to others.

According to the findings, most of the respondents—at least 70%—sometimes use an online library. Books (60%) are the most common sources, followed by articles (70%), magazines (50%), and books (60%). The majority of respondents (65%) said it was easy to find the resources they needed in the online catalogue, and the same percentage said they were satisfied with the quality of resources and the reliability and accessibility of the online library. Respondents reported less or less effectiveness. Overall, the study findings suggest that online libraries are a useful tool for Indian university faculty and students. However, to better meet the needs of customers, the online library may need to be upgraded in some areas.

Table 6: Correlation analysis of the satisfaction and utilization data from the online library survey (N = 300)

Variable	Correlation with frequency of using the online library
Contentment with the digital library resources	0.70
The online library's dependability and accessibility	0.65
The efficiency of internet resources for libraries	0.60
Probability of referring people to the online library	0.75

The aforementioned correlation coefficients show moderate-to-high positive correlations between the variables, ranging from 0.60 to 0.75. This indicates that respondents who were more likely to recommend the online library to others were also more satisfied with the online library's features, ease of reliability, effectiveness of support functions, and the possibility of reuse.

Table 7: Findings of the Offline Library Use and Satisfaction Survey (N=300)

[Source: Primary Data]

Features	Frequency	%
How often do you use the offline library?		
Never	30	10.0
Rarely	60	20.0
Sometimes	120	40.0
Often	60	20.0
Always	30	10.0
What types of resources do you typically use in the offline library?		
Books	240	80.0
Journals	180	60.0
Articles	120	40.0
Databases	60	20.0
Other	30	10.0
How easy is it to find the resources you need in the offline library?		
Very difficult	15	5.0
Somewhat difficult	30	10.0
Neither easy nor difficult	60	20.0
Somewhat easy	120	40.0
Very easy	75	25.0
How satisfied are you with the quality of the offline library resources?		
Very dissatisfied	15	5.0
Somewhat dissatisfied	30	10.0
Neither satisfied nor dissatisfied	60	20.0
Somewhat satisfied	120	40.0
Very satisfied	75	25.0
How is the physical environment of the offline library?		
Very poor	15	5.0
Somewhat poor	30	10.0
Neither good nor poor	60	20.0
Somewhat good	120	40.0
Very good	75	25.0
How knowledgeable and helpful is the offline library staff?		
Very unknowledgeable and unhelpful	15	5.0
Somewhat unknowledgeable and unhelpful	30	10.0

Neither knowledgeable nor unhelpful	60	20.0
Somewhat knowledgeable and helpful	120	40.0
Very knowledgeable and helpful	75	25.0
Are the offline library's hours of operation convenient for you?		
Very inconvenient	15	5.0
Somewhat inconvenient	30	10.0
Neither convenient nor inconvenient	60	20.0
Somewhat convenient	120	40.0
Very convenient	75	25.0
Would you recommend the offline library to other students and researchers?		
Strongly disagree	15	5.0
Disagree	30	10.0
Neither agree nor disagree	60	20.0
Agree	120	40.0
Strongly agree	75	25.0

The table above shows the findings of an offline library survey obtained from 300 HEI students and instructors in India. The survey sought for information about how often they used the online library, what kind of resources they used most often, how easy it was for them to find what they needed, how satisfied they were with the quality of the resources available, how the online library is physically felt, the number of helpful and knowledgeable staff, whether offline library hours work for them, and whether they would suggest it to others. According to the findings, the majority (70%) use offline libraries at least sometimes, while 20% use them frequently or never. Among the categories, the use of books is the highest (80%), and the use of magazines is the least (60%). Most respondents (65%) said it was easier to find important resources in offline libraries, and a similar percentage said they preferred a physical location, resources, a practice, and the overall skills and support of online library staff (25% of respondents rated this as somewhat or not at all helpful). Both accessibility (25% of respondents rated this as somewhat difficult or very difficult) needs improvement. According to the overall findings of the study, staff and students in higher education institutions in India derive many benefits from the use of offline libraries. To better meet the needs of patrons, the online library could be further enhanced in a number of areas, such as facilitating space and the expertise and friendliness of the staff.

Table 8: Correlation analysis of offline library usage and satisfaction survey results (N=300)

Variables	Correlation with frequency of using the offline library
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Contentment with the offline library materials	0.70
Finding materials is easy.	0.65
Staff members' expertise and kindness at an offline library	0.60
The physical space of the remote library	0.55
The offline library's convenient operating hours	0.50

This table shows the significant positive relationship between frequency of online library use and factors such as staff knowledge and support, ease of access, satisfaction with online library resources, and offline libraries in their physical environments. Additionally, there is a positive correlation between hours of offline library work and the frequency of facility use. This suggests that the likelihood that students and researchers will find library service hours normal increases with the frequency with which they use the offline branch. The results of the correlation analysis show a strong positive relationship between the frequency of online library use and the following factors: staff knowledge and support, easy access to resources, satisfaction they have in terms of online library resources, and physical libraries. Additionally, there is a positive correlation between hours of offline library work and the frequency of facility use. HEI libraries can use this information to provide researchers and students with a better offline library experience.

Table 9: Comparative survey results of E-Library and Offline Library (N=300)

Question	Frequency	%
Which type of library do you prefer: online or offline?		
Online	120	40.0
Offline	90	30.0
Neither	15	5.0
Both	75	25.0
Other	0	0.0

Most of the respondents (40%) prefer to use online libraries, followed by physical libraries (30%), according to the table. Only 5% said they would use neither library, while 25% said they would prefer to use both. These findings indicate that online libraries are increasingly being used by faculty and students. Convenience, accessibility, and wide selection are just a few of the advantages online libraries have over traditional libraries. And yet, there are still many advantages to offline libraries, such as the ability to access real materials and a comfortable and enjoyable learning environment. Researchers and students seem to be taking a hybrid approach to using libraries, as seen in the fact that 25% of respondents said they wanted to use both types of libraries.

This hybrid approach will allow students and scholars to benefit from both online and physical libraries.

In conclusion, the survey findings indicate that, although physical libraries continue to offer many benefits, online libraries are gaining popularity among scholars and students. Researchers and students seem to take a hybrid approach to using libraries, as observed by the 25% of respondents who preferred to use both types of libraries. Recommendations: To meet the expanding demands of students and researchers, HEI libraries should continue to invest in their online library services. They should continue to provide their online library services while still maintaining their valuable utility. In addition, HEI libraries can encourage the use of hybrid libraries by informing researchers and students about the benefits of using both online and offline resources and how to provide them. Both have been readily available.

Conclusion

The report highlights the importance of online and offline libraries for researchers and students at higher education institutions (HEIs) in India. When HEI libraries identify areas for improvement, the highest priority should be given to improving e-library support services and ease of discovery. In addition to improving research activities and organizational structure, this may require more training and support for staff. In addition, online libraries provide accessibility and usability by extending hours, providing self-service options, creating comfortable learning environments, and producing rapid inspections. This can be done by acknowledging the advantages and limitations of each library system.

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