



Aiming beyond Excellence

## Anekanant Education Society's Anekanant Institute of Management Studies (AIMS)

Accredited with B++(CGPA 2.93) by NAAC, ISO 9001:2015 by JAS Australia & New Zealand,

Approved by AICTE, Permanently Affiliated to SP Pune University,

Green Audit by Accreditation Council of India (ACI)

Baramati, Dist. Pune - 413 102, (MH) India, Phone: 02112-227299



### 8<sup>th</sup> National Conference

## “Higher Education Metamorphosis: Quest for Quality”

(In Association with Savitribai Phule Pune University)

Friday 4<sup>th</sup> and Saturday 5<sup>th</sup> October, 2019

### CERTIFICATE OF APPRECIATION

This is to certify that Mr. / Ms. / Prof. / Dr. M. A. Lahori  
from Director, AIMS, Baramati has

Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
Education and learning, Metamorphosis for Better Standard  
of living - An Applied Study

Convenor

Director





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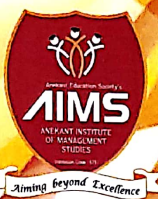
This is to certify that Mr. / Ms. / Prof. / Dr. M.A. Lahori  
from Director, AIMS, Baramati has

Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
Jugaad: An Experiential learning Quality Ignite Survival  
Strategy

Convenor

Director





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**Anekant Institute of Management Studies (AIMS)**

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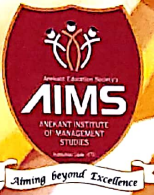
**CERTIFICATE OF APPRECIATION**

This is to certify that Mr. / Ms. / Prof. / Dr. Sayankar Vinod  
from Professor, AIMS, Baramati has  
Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
A Study on Business Process Reengineering in SME's & It Impact  
On Organizational Performance

  
Convener

  
Director





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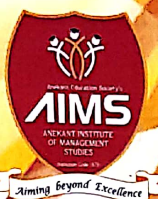
**CERTIFICATE OF APPRECIATION**

This is to certify that *Mr. / Ms. / Prof. / Dr. Vinod Sayankar*  
from *Professor, Anekant Institute of Management Studies, Baramati* has  
Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
*Corporate Governance and its Importance in Corporate Finance.*

Convener

Director





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Friday 4<sup>th</sup> and Saturday 5<sup>th</sup> October, 2019

**CERTIFICATE OF APPRECIATION**

This is to certify that Mr. / Ms. / Prof. / Dr. V.N. Sayankar

from AIMS, Baramati

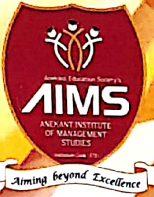
has

Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
Wireless Sensor Based Precision Agriculture Monitoring and  
Controlling Systems.

  
Convener

  
Director





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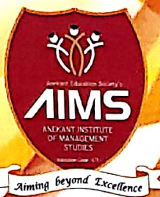
**CERTIFICATE OF APPRECIATION**

This is to certify that Mr. / Ms. / Prof. / Dr. Vinod N. Sayankar  
from Professor, AIMS Baramati has  
Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
A Study on Financial Benefits to Stakeholders of Sugar Industries  
in Baramati Area

  
Convener

  
Director





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**8<sup>th</sup> National Conference**

**"Higher Education Metamorphosis: Quest for Quality"**

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Friday 4<sup>th</sup> and Saturday 5<sup>th</sup> October, 2019

**CERTIFICATE OF APPRECIATION**

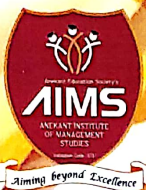
This is to certify that Mr. / Ms. / Prof. / Dr. Vinod N. Sayankar  
from Professor, AIMS Baramati has

Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
Impact of Recession in Automobile Industry On Residential Real Estate  
Industry

  
Convener

  
Director





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**“Higher Education Metamorphosis: Quest for Quality”**

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Friday 4<sup>th</sup> and Saturday 5<sup>th</sup> October, 2019

**CERTIFICATE OF APPRECIATION**

This is to certify that Mr. / Ms. / Prof. / Dr. Vinod N. Sayankar  
from Professor, AIMS, Baramati has

Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
A Comprehensive Study of Existing & Future CSR Strategies for  
Corporate Sustainability : An Interdisciplinary Perspective.

  
Convener

  
Director





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**Anekant Institute of Management Studies (AIMS)**

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Baramati, Dist. Pune - 413 102, (MH) India, Phone: 02112 227299



**8<sup>th</sup> National Conference**

**"Higher Education Metamorphosis: Quest for Quality"**

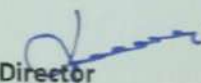
(In Association with Savitribai Phule Pune University)

Friday 4<sup>th</sup> and Saturday 5<sup>th</sup> October, 2019

**CERTIFICATE OF APPRECIATION**

This is to certify that Mr. / Ms. / Prof. / Dr. Umesh Kollimath  
from Associate Professor, AIMS, Baramati has  
Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
A Study on Feasibility of Cattle Feed Market

  
Convener

  
Director





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**CERTIFICATE OF APPRECIATION**

This is to certify that *Mr. / Ms. / Prof. / Dr.* Tanaji Vitthal Chavan  
from Associate Professor, AIMS, Baramati. has

Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
A Study of Development of Household Balance Sheet.

Convener

Director





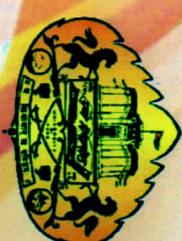
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**CERTIFICATE OF APPRECIATION**

This is to certify that *Mr. / Ms. / Prof. / Dr. Manisha Vhora* ..... has  
from *Research Student, SIOM, SPPU Pune* .....

Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled  
*Transformation of Quality Vision for Higher Educational Institute.* .....

Convenor

Director





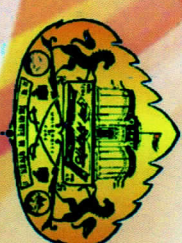
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### CERTIFICATE OF APPRECIATION

This is to certify that *Mr. / Ms. / Prof. / Dr. Manisha A. Vhora* ..... has  
from *Assitant Professor, AIMS, Baramati.* .....

*Graced as a Resource Person/ Chaired a session/ Participated / Presented a paper titled*

*A study of Investors Behaviour in stock Market.*

Convenor

Director





PIMPRI CHINCHWAD EDUCATION TRUST'S

**S.B. PATIL INSTITUTE OF MANAGEMENT**

Sector No. 26, Near Akurdi Railway Station, Pradhikaran, Nigdi, Pune-44

*In association with*

SAVITRIBAI PHULE PUNE UNIVERSITY, PUNE - 411007, (INDIA)

# Certificate

This certificate is proudly presented to

Dr./Mr./Ms. Abhishek Dikshit

of Anekan Institute of Management Studies (AIMS)

for participation in the One-Day Faculty Development Programme on  
Outcome Based Education (OBE) for Human Resource Management  
(HRM) and Organizational Behaviour (OB) on July 3rd, 2019.

Dr. Daniel Penkar  
(Director)



JSPM's  
JAYAWANTRAO SAWANT INSTITUTE OF MANAGEMENT & RESEARCH,  
HADAPSAR, PUNE



Approved by AICTE, Affiliated to SPPU, NAAC Accredited & ISO 9001:2015 Certified

in Association with  
Savitribai Phule Pune University, Pune



Date: 17<sup>th</sup> July, 2019

# Certificate

This is to certify that,

Dr/Mr./Mrs./ Ms. /Prof. Vinod N. Sayankar  
of Anekaant Institute of Management Studies, Baramati

Has participated in the Faculty Development Program titled:

**Outcome Based Education (OBE) & CO-PO Attainment**

on 17<sup>th</sup> July, 2019 at JSPM's Jayawantrao Sawant Institute of Management & Research, Hadapsar, Pune. S/He has actively participated in FDP and successfully completed the program.

Dr. Anita Khatke  
Director, JSIMR, Pune







**Institute of Industrial & Computer  
Management and Research (IICMR)**



**MBA@IICMR**

**In Association with**

Savitribai Phule Pune University, Pune - 411 007.

## **FDP ON OSCM - CERTIFICATE**

This to certify that, Dr. / Mr. / Ms. Vinod Sayankar  
of Anekant Institute of Management has participated in  
the One day faculty Development Programme on Outcome Based Education Pattern, MBA  
Syllabus 2019 on Operation & Supply Chain Management. (OSCM) on 13th July 2019 at IICMR.

**Dr. Shailesh Kasande**  
FDP Collaborator

**Dr. Abhay Kulkarni**  
Director, IICMR



JSPM's  
JAYAWANTRAO SAWANT INSTITUTE OF MANAGEMENT & RESEARCH,  
HADAPSAR, PUNE



Approved by AICTE, Affiliated to SPPU, NAAC Accredited & ISO 9001-2015 Certified

In Association with  
Savitribai Phule Pune University, Pune



Date: 17<sup>th</sup> July, 2019

# Certificate

This is to certify that,

✓ Dr/Mr./Mrs./ Ms. /Prof. Umesh S. Kollimath  
of AIMS, Baramati

Has participated in the Faculty Development Program titled:

**Outcome Based Education (OBE) & CO-PO Attainment**

on 17<sup>th</sup> July, 2019 at JSPM's Jayawantrao Sawant Institute of Management & Research, Hadapsar, Pune. S/He has actively participated in FDP and successfully completed the program.

Dr. Anita Khatke  
Director, JSIMR, Pune





**JSPM's  
JAYAWANTRAO SAWANT INSTITUTE OF MANAGEMENT & RESEARCH,  
HADAPSAR, PUNE**



Approved by AICTE, Affiliated to SPPU, NAAC Accredited & ISO 9001-2015 Certified

**in Association with  
Savitribai Phule Pune University, Pune**



Date: 17<sup>th</sup> July, 2019

# Certificate

This is to certify that,

Dr/Mr./Mrs./ Ms. /Prof. Pravin Vitthal Yadav

of AES's Anekant Institute of Management Studies

Has participated in the Faculty Development Program titled:

**Outcome Based Education (OBE) & CO-PO Attainment**

on 17<sup>th</sup> July, 2019 at JSPM's Jayawantrao Sawant Institute of Management & Research, Hadapsar, Pune. S/He has actively participated in FDP and successfully completed the program.

Dr. Anita Khatke  
Director, JSIMR, Pune





**JSPM's**  
**JAYAWANTRAO SAWANT INSTITUTE OF MANAGEMENT & RESEARCH,**  
**HADAPSAR, PUNE**



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**in Association with**  
**Savitribai Phule Pune University, Pune**



Date: 17<sup>th</sup> July, 2019

# Certificate

This is to certify that,

Dr/Mr./Mrs./ Ms. /Prof. Shriram Shripad Badave  
of Anekant Institute of Management Studies

Has participated in the Faculty Development Program titled:

**Outcome Based Education (OBE) & CO-PO Attainment**

on 17<sup>th</sup> July, 2019 at JSPM's Jayawantrao Sawant Institute of Management & Research, Hadapsar, Pune. S/He has actively participated in FDP and successfully completed the program.

Dr. Anita Khatke  
Director, JSIMR, Pune







**Dr D Y Patil Pratishthan's  
DYPIMS**

**Dr D Y Patil Institute of Management Studies**

In Association with **Savitribai Phule Pune University**, Pune, India



# *Certificate*

**This is to certify that**

**Prof/Dr/Mr/Ms/** MANISHA ANIL VHORA **of**

ANEKANT INSTITUTE OF MANAGEMENT STUDIES, BARAMATI

**has participated in a Full Day Faculty Development Program on  
Generic Elective - University Level OBE on July 06, 2019**

**Wg Cdr PVC Patil (Retd)  
Executive Director**

**Dr Ashutosh Misal  
Director**

**Dr Lalit Prasad  
FDP Coordinator**



# CERTIFICATE OF PARTICIPATION

Awarded to

Dr. M. A. Sahasr

for successfully attending the Seminar  
on

**“Excellence in Technical and Management Education : Issues and Challenges”**  
held on

**Saturday, August 24<sup>th</sup>, 2019 at**

**Lexicon Management Institute for Leadership and Excellence, Wagholi Campus, Pune**



Dr. Jitender. K. Sharma  
Dean - Academics



Dr. Susen Varghese  
Director



# CERTIFICATE OF PARTICIPATION

Awarded to


Dr. Vinod N. Sayankar

for successfully attending the Seminar  
on

“Excellence in Technical and Management Education : Issues and Challenges”  
held on

Saturday, August 24<sup>th</sup>, 2019 at

Lexicon Management Institute for Leadership and Excellence, Wagholi Campus, Pune

  
Dr. Jitender K. Sharma  
Dean - Academics

  
Dr. Susen Varghese  
Director





# ***CERTIFICATE OF PARTICIPATION***

Awarded to

*Dr. Dattatray Popat More*

for successfully attending the Seminar  
on

**"Excellence in Technical and Management Education : Issues and Challenges"**  
held on

**Saturday, August 24<sup>th</sup>, 2019 at**

**Lexicon Management Institute for Leadership and Excellence, Wagholi Campus, Pune**

Dr. Jitender. K. Sharma  
Dean - Academics

Dr. Susen Varghese  
Director





**Lexicon**  
Management Institute  
of Leadership and Excellence

# ***CERTIFICATE OF PARTICIPATION***

Awarded to

*Dr. Janaji Vitthal Chavan*

for successfully attending the Seminar

on

**“Excellence in Technical and Management Education : Issues and Challenges”**

held on

**Saturday, August 24<sup>th</sup>, 2019 at**

**Lexicon Management Institute for Leadership and Excellence, Wagholi Campus, Pune**

Dr. Jitender. K. Sharma  
Dean - Academics

Dr. Susen Varghese  
Director





Nurturing Business Leaders



**FDP-cum-Workshop on Summative Evaluation based  
on Outcome Based Education Philosophy for MBA**

Sponsored by

**Savitribai Phule Pune University**

**Faculty of Commerce & Management**

2019 Pattern

Organised by

**Sinhgad Business School, Erandwane, Pune**


24<sup>th</sup> August 2019

**CERTIFICATE**

This is to certify that Professor / Dr. / Mr. / Mrs. / Ms. SMITA KHATRI of  
AIMS \_\_\_\_\_ institute participated as Paper Setter in the Savitribai Phule Pune

University sponsored FDP-cum -Workshop on "Summative Evaluation based on Outcome Based Education  
Philosophy for MBA 2019 Pattern" and contributed towards online question paper generation initiative of  
Savitribai Phule Pune University.

  
Dr. Vijaya Paranjik  
Director, SBS

  
Dr. Parag Kalkar  
Member 48(3) Committee

  
Dr. Shailesh Kasande  
Chairman, BOS





Nurturing Business Leaders



**FDP-cum-Workshop on Summative Evaluation based  
on Outcome Based Education Philosophy for MBA**

Sponsored by

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**Faculty of Commerce & Management**

**2019 Pattern**

**Organised by**

**Sinhgad Business School, Erandwane, Pune**

**24<sup>th</sup> August 2019**

**CERTIFICATE**

This is to certify that Professor / Dr. / Mr. / M/s. / Ms. **SHRIRAM BADAVE** of

**ATMS** institute participated as Paper Setter in the Savitribai Phule Pune

University sponsored FDP-cum-Workshop on "Summative Evaluation based on Outcome Based Education  
Philosophy for MBA 2019 Pattern" and contributed towards online question paper generation initiative of  
Savitribai Phule Pune University.

Dr. Vijaya Padranik

Director, SBS

Dr. Parag Kalkar

Member 48(3) Committee

Dr. Shailesh Kasande

Chairman, BOS



**Audyogik Tantra Shikshan Sanstha's**

**Institute of Industrial & Computer Management & Research (IICMR)**

**HS2, Sector 27A, Pradhikaran, Nigdi, Pune-44.**

**MBA@IICMR**



## **Certificate of Participation**

### **National Level Workshop**

## **Application of Data Analytics in Business Functions**

**In Association with SPPU (Under QIP)**

**This Certificate of Participation is being Awarded to**

**Dr./Mr./Ms./ M.A. Labari**

**for participating in National Level Workshop- 14<sup>th</sup> & 15<sup>th</sup> December 2019 on  
"Application of Data Analytics in Business Functions"**

**Date :**

**Place : IICMR, Pune, India**

**Dr. Abhay Kulkarni**

**Director & Chief Convener,  
IICMR**

*Abhay Kulkarni*

**Data Analytics is the Future and the Future is You**



Audhyogik Tantra Shikshan Sanstha's

Institute of Industrial & Computer Management & Research (IICMR)

HS2, Sector 27A, Pradhikaran, Nigdi, Pune-44.



**MBA@IICMR**

**Certificate of Participation**

**National Level Workshop**

**Application of Data Analytics in Business Functions**

In Association with SPPU (Under QIP)

This Certificate of Participation is being Awarded to

Dr./Mr./Ms./ Dattatray P. Moxe

for participating in National Level Workshop- 14<sup>th</sup> & 15<sup>th</sup> December 2019 on  
"Application of Data Analytics in Business Functions"

Date :

Place : IICMR, Pune, India

**Dr. Abhay Kulkarni**

Director & Chief Convener,  
IICMR

**Data Analytics is the Future and the Future is You**



Audyogik Tantra Shikshan Sanstha's  
**Institute of Industrial & Computer Management & Research (IICMR)**  
HS2, Sector 27A, Pradhikaran, Nigdi, Pune-44.



**MBA@IICMR**

**Certificate of Participation**  
**National Level Workshop**  
**Application of Data Analytics in Business Functions**

In Association with SPPU (Under QIP)

This Certificate of Participation is being Awarded to

Dr./Mr./Ms./ Tanaji V. Chavan

for participating in National Level Workshop- 14<sup>th</sup> & 15<sup>th</sup> December 2019 on  
"Application of Data Analytics in Business Functions"

Date :

Place : IICMR, Pune, India

  
**Dr. Abhay Kulkarni**  
Director & Chief Convener,  
IICMR

**Data Analytics is the Future and the Future is You**





**Audyogik Tantra Shikshan Sanstha's**  
**Institute of Industrial & Computer Management & Research (IICMR)**  
HS2, Sector 27A, Pradhikaran, Nigdi, Pune-44.



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**National Level Workshop**  
**Application of Data Analytics in Business Functions**

**In Association with SPPU (Under QIP)**

**This Certificate of Participation is being Awarded to**

**Dr./Mr./Ms./** Prof. Pravin V. Yadav

**for participating in National Level Workshop- 14<sup>th</sup> & 15<sup>th</sup> December 2019 on**  
**"Application of Data Analytics in Business Functions"**

Date :

Place : IICMR, Pune, India

**Dr. Abhay Kulkarni**  
Director & Chief Convener,  
IICMR

**Data Analytics is the Future and the Future is You**

# Users' perception towards of ICT based library facilities and services in AICTE approved institutes affiliated to SPPU.

**Mrs. Priti D. Hanchate**

Research Scholar

SHPT School of Library Science, SNDT Women's  
University, Churchgate, Mumbai

**Dr. Sarika Sawant**

Assistant Professor

SHPT School of Library Science, SNDT  
Women's University, Churchgate, Mumbai

## **Abstract -**

*The study investigated users' perception of ICT based library facilities and services in AICTE approved institutes affiliated to SPPU. The survey research design was used for the study. The study was performed through a questionnaire survey of the library users. The paper determines the use of social media and web tools for providing library services by the libraries. It also determines the use of ICT based library facilities and services by the users and satisfaction of the users.*

**Keywords -** AICTE approved institutes, SPPU, ICT based library facilities and services

## **Introduction -**

Information explosion and the emerging ICT revolution has changed scenario of the academic libraries to the greater extent. Development and the application of the automation software and implementing the information and communication technologies (ICT) in library operation has changed the traditional activities of the libraries. Libraries are now automated i.e. all the housekeeping operations are performed by using computers. Great transformations in all aspects library services has witnessed due to advancement in information and communication technologies (ICTs.). Libraries are trying to satisfy users increasing demand of information with minimum time, through ICT based services and facilities. These services and facilities include access to e resources, web OPAC, new arrival intimation, individual alert service, wifi facility, digital library, library portal etc. Librarians are reaching to their users through social media as well as web tools.

## **Literature review -**

In brief this article reviews a few studies conducted in India on use and awareness of The ICT based library and Information services

**Sivakumaren, K. S.; Geetha, V.; and Jeyaprakash, B. (2011)** studied ICT Facilities in government university libraries and deemed university libraries University Libraries. They analyzed ICT based software facilities, ICT based technologies and type of electronic Resources in the Universities under study. They found that application of ICTs are increasing in academic libraries, especially in the university environment and users' expectations have increased due to developments in technologies. They recommended that the University Libraries must increase the numbers of computer available to enable the users to maximize the usage of ICT-based resources and services. The "Digital Library Service" is one of the most useful services in the university library. Users can access digital resources using a number of different open source digital library software packages. The libraries should implement digital library software. They also found that no library was implemented digitization software. It is very useful to digitize rare collections such as older and out of print editions.

**Hussain, Akhtar Khan, Mohd, Asif and Zaidi (2013)** in their study investigated the ICT based library and Information services in B-schools in Delhi and NCR region. They demonstrated the primary way to learn about ICTs, the purpose of using ICT enabled library services, to assess to what extent users are utilized ICT based library services and facilities, various aspects of Internet usage, favorite search engines, and problems faced by the users in using the ICT in libraries. They also assessed the satisfaction level of users regarding research work, online database services and infrastructure facilities.

**Singh, A., Krishna, K. M., & Jaiswal, S. (2014)** investigated the use of Information and Communication Technology (ICT) based resources and services and its impact on users. The study was carried out through questionnaire distributed to the library users. They also determined the satisfaction level of users regarding online services, favorite search engine and problems faced by the users in using the ICT in libraries.

**Chikkamanju, Ambika and Ali, Hyder (2016)** studied the ICT based library and Information services in Constituent First Grade Colleges affiliated to University of Mysore. They demonstrated and elaborated the primary way to learn about ICTs, the purpose of using ICT enabled library services, assessed the extent of users utilized ICT based library services and facilities, various aspects of Internet usage, favourite search engines, NLIST resources and services.



**Lokachari, L., & Ponnudurai, R. (2017)** analyzed use of ICT based resources and services by the faculty members and PG students of Arts and Science colleges. From the study they investigated that most of the faculty members and PG students prepare E-Journals as the first source of information for keeping up to date information and study purpose. They revealed that the majority of the faculty members and PG students are using ICT based resources more than 1 hour.

**Patel, R. P. (2018)** discussed library resources in ICT era, advantages of ICT in library, best practices of library, traditional best practices, general best practices and ICT based best practices in library. Library automation with library software, Library websites/web page, Online public access catalog (OPAC), Electronic document delivery services, CAS and SDI services, . E-mail, Electronic resources, . Institutional repository, Full-text online service, E-Library/Virtual library, Social media networks, . Online reader consulting services, Competitive exam tutorial and library portal.

#### **Objectives -**

1. To study social media and web tools used by the libraries to avail services.
2. To assess use of ICT based facilities and services by the users.
3. To know users 'satisfaction regarding ICT based library services.

#### **Methodology -**

The survey method has been used for the collection of data. The total population was 80 faculties from AICTE approved institutes affiliated to SPPU viz engineering, pharmacy, management and architecture. The questionnaire was designed and distributed online to the users. Out of 80 questionnaires were distributed, 56(80%) were filled and duly returned. Data was analyzed and presented in tables and graphs.

#### **Data Analysis -**

The paper deals with the analysis and interpretation of data which was collected through questionnaire. The collected data has been organized and tabulated by using tables, pie chart, column chart etc. The purpose of this analysis is to shape data to intelligible and inter-pretable forms. The data analysis and interpretation are based on the 56 returned questionnaires, 75% of those who responded were men and 25% were women.

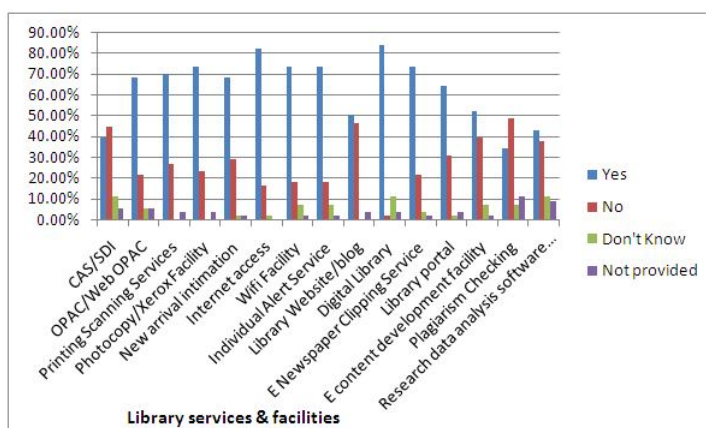
**Table 1: Use of social media and web tools for providing library services -**

Social Media/web tools	%
Whatsapp	40.07
Online groups/Forums	17.85
Facebook(Library webpage);Whatsapp;Online groups/Forums	14.28
Not using any social media and web tools	12.50
YouTube;Research Gate	10.71
Linkedin;Online groups/Forums	3.57
Total	100%

In this era of ICT, libraries are communicating with the users through social media and web tools. They provides information updates updates to the users through these tools. The result showed that majority of libraries (40.07%) are using Whatsapp, 17.85% are using Online groups/Forums, 14.28% are using Facebook (Library webpage);Whatsapp, Online groups/Forums, 12.50% are not using any social media/web tools and 3.57% using Linkedin; Online groups/Forums.

Library Services& facilities	Yes	%	No	%	don't know	%	Not Provided	%
CAS/SDI	22	39.29%	23	44.64%	8	10.71%	3	5.36%
OPAC/Web OPAC	38	67.86%	12	21.43%	3	5.36%	3	5.36%
Printing Scanning Services	39	69.64%	13	26.79%	0	0.00%	2	3.57%
Photocopy/Xerox Facility	41	73.21%	12	21.21%	0	0.00%	2	3.57%
New arrival intimation	38	67.86%	18	28.57%	1	1.79%	1	1.79%
Internet access	48	82.14%	9	16.07%	1	1.79%	0	0.00%
Wifi Facility	41	73.21%	10	17.86%	4	7.14%	1	1.79%
Individual Alert Service	41	73.21%	10	17.86%	4	7.14%	1	1.79%
Library Website/blog	28	50.00%	28	46.43%	0	0.00%	2	3.57%
Digital Library	47	83.93%	1	1.79%	8	10.71%	2	3.57%
E Newspaper Clipping Service	41	73.21%	12	21.43%	2	3.57%	1	1.79%
Library portal	36	64.29%	17	30.36%	1	1.79%	2	3.57%
E content development facility	39	67.86%	22	39.29%	4	7.14%	1	1.79%
Plagiarism Checking	19	33.93%	27	48.21%	4	7.14%	8	10.71%
Research data analysis software	24	42.86%	21	37.50%	8	10.71%	3	5.36%

ilities by the users -

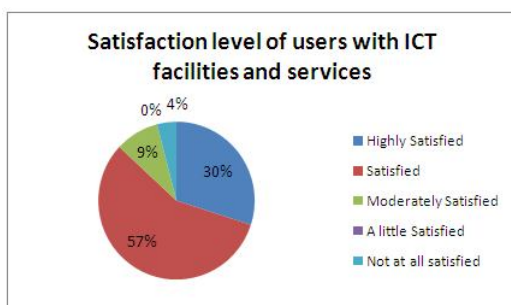


The result showed that majority of the users are using digital library, internet access, e newspaper service, Wifi facility, photocopy/Xerox facility with percentage 83.93%,82.14%,73.21%,73.21%and73.21% respectively. Some are using printing scanning Services, OPAC/Web OPAC, and new arrival intimation, library portal with percentage of 69.64%, 67.86%, 67.86%, and 64.29% respectively. Very less are using plagiarism checking CAS/SDI, research data analysis software facility with percentage 33.93%, 39.29%, and 42.86% respectively.

**Table 3: Satisfaction level of users with ICT facilities and services -**

Satisfaction with ICT facilities and Services	%
Highly Satisfied	30%
Satisfied	57%
Moderately Satisfied	9%
A little Satisfied	0%
Not at all satisfied	4%
Total	100%





The study on satisfaction level of users with ICT facilities and service revealed that 57% library users are satisfied with ICT facilities and services. This is followed by 30% users who are highly satisfied, 9% users were moderately satisfied and 4% users were little satisfied. Therefore majority of users are satisfied and highly satisfied with ICT facilities and services. The users who were not at all satisfied were 0%.

#### **Conclusion -**

The purpose of present study was to study user's perception of ICT based library facilities and services in AICTE approved institutes affiliated to SPPU. The study showed that majority of libraries are using Whatsapp as a communication tool for recent updates. It is also seen that majority of users are using services like digital library, internet access, e newspaper service, Wifi facility, photocopy/Xerox facility some are using printing scanning services, OPAC/Web OPAC, new arrival intimation, Library portal and very less are using plagiarism checking CAS/SDI, research data analysis software facility. For the increase the use of ICT based services and facilities it is quite inevitable on the part of the college authority and the librarian to market the services among the users through web tools and social media so that they can explore potential resources quickly, easily and comfortably. Further majority of users are satisfied with the ICT based services provided by their library.

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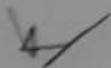
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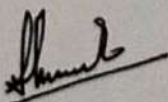
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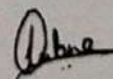
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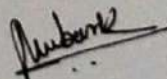
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ICT Infrastructure Facilities Available In Academic Libraries: Indian Scenario  
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