



A Study Of Awareness Of Infilbnet Services Among Research Scholars

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Introduction:

The growth of research in higher education has created a strong need for efficient access to scholarly information, digital resources, and academic communication tools. With the advent of Information and Communication Technology (ICT), libraries and information centres are no longer confined to print-based collections; instead, they have transformed into hybrid and digital knowledge hubs. In India, one of the most important initiatives in this direction is the **Information and Library Network Centre (INFLIBNET)**, an autonomous Inter-University Centre of the University Grants Commission (UGC). INFLIBNET was established with the aim of modernizing libraries and supporting research and higher education by providing access to a variety of digital services and resources such as *UGC-Infonet Digital Library Consortium, Shodhganga, Shodhgangotri, e-ShodhSindhu, Vidwan, IRINS, and other e-resources*. These services play a crucial role in enhancing the research capabilities of scholars, enabling them to access a vast range of scholarly literature, contribute their own research, and engage in academic networking. However, despite the availability of these rich resources,

there exists a question of *awareness and effective utilization* among research scholars. Many researchers either remain unaware of these services or underutilize them due to lack of training, orientation, or institutional support. As research output and quality are directly influenced by access to and use of scholarly resources, the awareness level of research scholars towards INFLIBNET services becomes an important area of academic inquiry. Thus, the idea for this study originated from the recognition that while INFLIBNET has created a strong foundation for digital resource sharing and academic collaboration in India, its impact depends significantly on the awareness and usage by research scholars. Assessing this awareness will not only highlight the gaps but also provide direction for improving user orientation, library services, and academic productivity.

In the present academic and research environment, access to authentic and up-to-date scholarly information is a critical factor influencing the quality of research output. The **Information and Library Network (INFLIBNET) Centre**, through its various initiatives such as *e-ShodhSindhu, Shodhganga, Shodhgangotri, Vidwan, IRINS,*

and other digital repositories and consortia, provides an extensive range of services to support higher education and research in India. These services are designed to ensure that research scholars have equitable access to digital resources, research publications, and collaborative platforms. Despite these initiatives, a significant challenge persists **many research scholars are either unaware of the full range of INFLIBNET services or do not effectively utilize them**. This gap results in limited access to relevant literature, underutilization of available academic resources, and, in some cases, duplication of research efforts. The lack of awareness may be attributed to inadequate orientation programs, insufficient training by libraries, or ineffective dissemination of information about INFLIBNET resources at the institutional level. Therefore, the issue at the heart of this study is to **examine the level of awareness and utilization of INFLIBNET services among research scholars**, to identify gaps in knowledge and practice, and to explore the factors influencing their usage. By addressing this issue, the study seeks to contribute to strengthening academic resource utilization, improving research productivity, and ensuring that the objectives of INFLIBNET in promoting quality research are effectively realized.

Significance of the Problem:

In the global research ecosystem, access to digital scholarly resources and academic networking platforms is recognized as a cornerstone of quality research and innovation. Internationally, initiatives such as **Education Resources Information Center, JSTOR, PubMed, Scopus, Web of Science, and institutional repositories** have been developed to democratize access to research, promote open access publishing, and support

collaborative scholarship across borders. These platforms are comparable in purpose to India's **INFLIBNET Centre**, which strives to provide similar services tailored to the Indian higher education and research context. By examining the **awareness and utilization of INFLIBNET services among research scholars in India**, this study contributes to the global discourse on **digital literacy, scholarly communication, and equitable access to knowledge resources**. It highlights challenges faced in bridging the gap between availability and actual use of academic e-resources an issue that resonates not only in developing nations but also in institutions worldwide that are striving to maximize the impact of their digital libraries and consortia. Furthermore, the study provides insights into how researchers in emerging economies interact with national-level digital research infrastructures. Understanding these dynamics enriches the broader global conversation about **capacity building, research support services, and the role of digital libraries in promoting sustainable and inclusive academic development**. The findings may also serve as a reference point for other countries seeking to establish or strengthen their own centralized academic resource platforms. In this way, the research moves beyond a localized inquiry and positions itself as part of a **global effort to ensure universal access to scholarly information**, thereby contributing to the international agenda of open science, knowledge sharing, and academic collaboration.

Within the Indian context, the **Information and Library Network INFLIBNET Centre** plays a vital role in strengthening the academic and research environment. As an Inter-University Centre of the University Grants Commission, INFLIBNET was established to modernize

university libraries, promote resource sharing, and provide equitable access to digital scholarly resources across institutions. Its services such as **Shodhganga, Shodhgangotri, e-ShodhSindhu, Vidwan, and IRINS** have become indispensable for research scholars pursuing advanced degrees in diverse disciplines. At the **national level**, these services address critical challenges such as limited access to international journals, high subscription costs, and duplication of research work. By offering a centralized platform, INFLIBNET ensures that scholars in both well-established and resource-constrained universities can access the same quality of information. This democratization of knowledge is directly linked to the goals of the National Education Policy (NEP 2020), which emphasizes the importance of digital learning, open access, and enhanced research output in higher education. At the **regional level**, especially in states and universities where infrastructure and funding for libraries are limited, INFLIBNET services serve as a lifeline for research scholars. However, the impact of these initiatives depends largely on the **level of awareness and actual usage** among scholars. Limited orientation, inadequate digital literacy, and insufficient promotion by institutions often restrict the effective utilization of these valuable resources. Therefore, the study holds strong local relevance as it seeks to assess how far research scholars in Indian universities are benefiting from INFLIBNET's services. Its findings will have direct implications for: University libraries in planning awareness and training programs, Policy makers in evaluating the effectiveness of digital resource initiatives, and Research scholars in improving the quality, originality, and global visibility of their work. By focusing on the **national and regional dimensions**, the study not only

evaluates the present scenario but also provides a roadmap for strengthening academic infrastructure, promoting digital inclusion, and enhancing the research ecosystem in India.

Research Aim and Objectives:

1. To Study the Awareness of Inflibnet Services Among Research Scholars.

Methodology:

The present study entitled *A Study of Awareness of INFLIBNET Services among Research Scholars* adopted a descriptive survey method to investigate the level of awareness, accessibility, and utilization of INFLIBNET services. This method was considered suitable as it enables the collection of quantitative and qualitative information from a defined group of respondents within a limited time frame.

The population of the study comprised research scholars from different faculties such as Science, Social Science, Humanities, and Commerce enrolled in recognized universities. A purposive sampling technique was employed to select 120 research scholars who were actively engaged in research activities and had access to university library resources.

The primary data were collected through a structured questionnaire designed to measure the awareness and use of INFLIBNET services. The questionnaire consisted of closed-ended questions to gather comprehensive responses. Closed-ended questions provided quantitative data for statistical analysis, while open-ended questions helped in understanding opinions, experiences, and challenges faced by research scholars in accessing INFLIBNET services.

The questionnaire was divided into sections covering demographic details of respondents, awareness of INFLIBNET

resources such as Shodhganga, Shodhgangotri, e-ShodhSindhu, and IRs, frequency of usage, purposes of use (literature review, reference management, thesis writing, and perceived barriers in utilization. A five-point Likert scale was applied in certain sections to measure the extent of awareness and satisfaction levels.

Thus, the combination of survey method, structured questionnaire, and supplementary records ensured reliability and adequacy of data for achieving the study objectives.

Statistical Analysis:

Table No 1.1 General Awareness of INFLIBNET

	Description	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	I am aware of the role of INFLIBNET in higher education and research.	30 (25%)	50 (41.7%)	20 (16.7%)	15 (12.5%)	5 (4.2%)
2	I know that INFLIBNET provides e-resources and academic services.	25 (20.8%)	55 (45.8%)	25 (20.8%)	10 (8.3%)	5 (4.2%)
3	I am familiar with major initiatives of INFLIBNET (e.g., Shodhganga, Shodhgangotri).	20 (16.7%)	45 (37.5%)	30 (25%)	15 (12.5%)	10 (8.3%)

A majority of respondents 66.7% either strongly agree or agree that they are aware of INFLIBNET's role, indicating **moderate to high awareness**. Around 16.7% are neutral, suggesting some uncertainty, while 16.7% (Disagree + Strongly Disagree) are

unaware of its role. Awareness of INFLIBNET's contribution to higher education and research is **relatively strong**, but there is room for improvement among the remaining 1/6 of respondents.

Table No 1.2. Awareness of Specific INFLIBNET Services

	Description	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	I am aware of the Shodhganga repository of theses and dissertations.	35 (29.2%)	50 (41.7%)	20 (16.7%)	10 (8.3%)	5 (4.2%)
2	I am aware of Shodhgangotri for research in progress.	25 (20.8%)	45 (37.5%)	30 (25%)	15 (12.5%)	5 (4.2%)
3	I am aware of UGC-INFONET Digital Library Consortium (e-ShodhSindhu) .	30 (25%)	55 (45.8%)	20 (16.7%)	10 (8.3%)	5 (4.2%)
4	I am aware of VIDWAN (Expert Database and Academic Identity) .	20 (16.7%)	40 (33.3%)	30 (25%)	20 (16.7%)	10 (8.3%)
5	I am aware of IRINS (Indian Research Information Network System) .	15 (12.5%)	35 (29.2%)	40 (33.3%)	20 (16.7%)	10 (8.3%)
6	I am aware of e-PG Pathshala and other e-learning initiatives.	25 (20.8%)	50 (41.7%)	25 (20.8%)	15 (12.5%)	5 (4.2%)

A total of 70.9% (Strongly Agree + Agree) respondents are aware of Shodhganga. Only 12.5% are unaware, while 16.7% are neutral. **Shodhganga is the most recognized INFLIBNET service** among respondents,

showing strong awareness of this repository. Awareness is lower than Shodhganga, with only 58.3% aware (Strongly Agree + Agree). Neutral and disagreement responses are higher 41.7%, indicating limited familiarity with this

service. Awareness of **Shodhgangotri** is **moderate**, suggesting that research in-

progress repositories are less known among users.

Table No 1.3: Usage of INFLIBNET Services

	Description	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	I frequently use INFLIBNET resources for my research work.	20 (16.7%)	45 (37.5%)	30 (25%)	15 (12.5%)	10 (8.3%)
2	INFLIBNET services help me in reviewing literature.	25 (20.8%)	50 (41.7%)	25 (20.8%)	15 (12.5%)	5 (4.2%)
3	INFLIBNET resources save my time in searching relevant information.	30 (25%)	50 (41.7%)	20 (16.7%)	15 (12.5%)	5 (4.2%)
4	I prefer INFLIBNET services over other sources of information.	15 (12.5%)	35 (29.2%)	30 (25%)	25 (20.8%)	15 (12.5%)

A total of **respondents 54.2%** Strongly Agree + Agree use INFLIBNET resources frequently for research. Around **respondents 25%** are neutral, indicating uncertainty or occasional usage. **respondents 20.8%** disagree, showing that a significant minority either rarely use or avoid these resources. More than half of the respondents rely on INFLIBNET for research, but there is scope to increase frequent usage among the neutral or disagree groups. Here, **respondents 62.5%** find INFLIBNET helpful in reviewing literature. Only **respondents 16.7%** disagree or strongly disagree, indicating general satisfaction with the service for literature review purposes. INFLIBNET is perceived as

an effective tool for literature review among a majority of users. A total of **respondents 66.7%** agree or strongly agree that INFLIBNET saves them time in finding relevant information, which is the highest positive response among all statements. Only **respondents 16.7%** are neutral and **16.7%** disagree. Time-saving is a major benefit of INFLIBNET services as perceived by most users. Only **respondents 41.7%** prefer INFLIBNET over other information sources, whereas **respondents 33.3%** disagree or strongly disagree. A sizable **respondent 25%** are neutral. Although INFLIBNET is useful, it is **not the primary preferred source** for many users, suggesting competition from other databases or resources.

Table No 1.4: Accessibility & Ease of Use

	Description	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	INFLIBNET services are easy to access and use.	30 (25%)	50 (41.7%)	25 (20.8%)	10 (8.3%)	5 (4.2%)
2	I have adequate training/knowledge to use INFLIBNET effectively.	25 (20.8%)	45 (37.5%)	30 (25%)	15 (12.5%)	5 (4.2%)
3	Technical issues internet speed, login, etc. limit my access to INFLIBNET services.	20 (16.7%)	35 (29.2%)	25 (20.8%)	25 (20.8%)	15 (12.5%)

INFLIBNET services are easy to access and use. Strongly Agree 25% Agree 41.7% Neutral 20.8% Disagree 8.3%

Strongly Disagree 4.2% Majority Agreement 66.7% either agree or strongly agree that INFLIBNET is easy to use. **Minor**

Disagreement Only respondents 12.5% disagree or strongly disagree. **Neutral** respondents 20.8% are undecided. Users generally find INFLIBNET services accessible and user-friendly. There is a small portion of users who face challenges or are neutral, indicating room for minor improvements.

I have adequate training/knowledge to use INFLIBNET effectively. Strongly Agree 20.8% **Agree** 37.5% **Neutral** 25% **Disagree** 12.5% **Strongly Disagree** 4.2% **Majority Agreement** respondents 58.3% feel they have adequate knowledge. **Neutral & Disagree** respondents 41.7% are either neutral or disagree, suggesting some users may lack sufficient training. While more than half of the users feel confident, there is a significant portion nearly 42% who may need additional guidance or training on using INFLIBNET effectively.

Technical issues (internet speed, login, etc.) limit my access to INFLIBNET services. Strongly Agree 16.7% **Agree** 29.2% **Neutral** 20.8% **Disagree** 20.8% **Strongly Disagree** 12.5% **Technical Difficulties Experienced** respondents 45.9% face technical issues impacting their access. **No Significant Technical Issues** respondents 33.3% do not face technical problems. **Neutral** respondents 20.8% are undecided. A substantial number of users experience technical barriers, indicating that infrastructure, login procedures, or internet connectivity may need enhancement. INFLIBNET is generally perceived as user-friendly, but improvements in user training and technical infrastructure could enhance overall accessibility and effective use.

Table No 1.5: Perceived Usefulness

	Description	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	INFLIBNET services enhance the quality of my research.	40 (33.3%)	50 (41.7%)	20 (16.7%)	5 (4.2%)	5 (4.2%)
2	INFLIBNET helps in avoiding plagiarism through ShodhShuddhi.	35 (29.2%)	45 (37.5%)	25 (20.8%)	10 (8.3%)	5 (4.2%)
3	INFLIBNET services improve my academic productivity.	30 (25%)	50 (41.7%)	25 (20.8%)	10 (8.3%)	5 (4.2%)
4	INFLIBNET initiatives are essential for research scholars.	45 (37.5%)	50 (41.7%)	15 (12.5%)	5 (4.2%)	5 (4.2%)

INFLIBNET services enhance the quality of my research. Strongly Agree 33.3% **Agree** 41.7% **Neutral** 16.7% **Disagree** 4.2% **Strongly Disagree** 4.2% **Majority Agreement** respondents 75% feel that INFLIBNET enhances research quality. **Minor Disagreement** Only respondents 8.4% disagree. **Neutral** respondents 16.7% are undecided. INFLIBNET is largely perceived as a valuable tool for improving research quality.

INFLIBNET helps in avoiding plagiarism through ShodhShuddhi. Strongly Agree 29.2% **Agree** 37.5% **Neutral**

20.8% **Disagree** 8.3% **Strongly Disagree** 4.2% **Majority Agreement** respondents 66.7% find ShodhShuddhi helpful in preventing plagiarism. **Minor Disagreement** respondents 12.5% disagree. **Neutral** respondents 20.8%. INFLIBNET's plagiarism-checking tool is considered useful, though there is some neutral opinion and minor disagreement, possibly due to unfamiliarity or technical limitations.

INFLIBNET services improve my academic productivity. Strongly Agree 25% **Agree** 41.7% **Neutral** 20.8% **Disagree** 8.3% **Strongly Disagree** 4.2% **Majority**

Agreement respondents 66.7% perceive an increase in academic productivity due to INFLIBNET. **Disagreement & Neutral** respondents 33.3% are either neutral or disagree, suggesting productivity improvements may vary based on user familiarity or research area. INFLIBNET generally contributes positively to productivity, but some users may need guidance to fully leverage the tools.

INFLIBNET initiatives are essential for research scholars. Strongly Agree 37.5% **Agree** 41.7% **Neutral** 12.5% **Disagree** 4.2% **Strongly Disagree** 4.2% **Strong Consensus** respondents 79.2% believe INFLIBNET initiatives are essential for research scholars. **Minor Disagreement** Only respondents 8.4% disagree. **Neutral** respondents 12.5%. There is

a strong perception of INFLIBNET's critical role in supporting research activities.

Enhancing Research Quality Majority 75% perceive INFLIBNET as a tool that enhances research quality. **Plagiarism Prevention** Most respondents 66.7% find ShodhShuddhi effective in avoiding plagiarism. **Academic Productivity** 66.7% agree that INFLIBNET improves productivity, but some users remain neutral or disagree. **Essential for Scholars** A very high percentage 79.2% consider INFLIBNET initiatives essential for research scholars. INFLIBNET services are widely recognized as **useful and essential** for research scholars, particularly in improving research quality, productivity, and ethical research practices. Minor gaps in familiarity or technical use may influence perceptions for some respondents.

Suggestions/Expectations:

Table No 1.6: Additional Services/Features Suggested for INFLIBNET

	Suggested Service/Feature	Frequency (f)	Percentage (%)
1	Expansion of e-resources/databases (journals, theses, ebooks)	40	33.3%
2	Mobile-friendly platform / Mobile App	25	20.8%
3	Advanced search tools / better navigation	30	25%
4	Training workshops / user guides for effective use	15	12.5%
5	Personalized researcher support / advisory services	10	8.3%

Expansion of e-resources/databases journals, theses, ebooks **Percentage** 33.3% The largest group of respondents suggests expanding INFLIBNET's **digital resources**, indicating a high demand for **more journals, theses, and ebooks**. Users perceive the availability of diverse and updated resources as critical to supporting their research. Enhancing the scope and depth of e-resources is the **top priority** for users.

Mobile-friendly platform / Mobile App **Percentage** 20.8% A significant portion of users prefers **mobile accessibility**, reflecting the growing reliance on smartphones

and tablets for academic work. A mobile app or mobile-optimized platform could improve **ease of access** and **user convenience**. Mobile accessibility is an important enhancement, though not the top priority.

Advanced search tools / better navigation **Percentage** 25% many respondents highlight the need for **more advanced search options and better navigation**, suggesting that **current search functionality may be limited or less user-friendly**. Improved search tools can **enhance research efficiency** and reduce time spent

locating relevant information. Improved search and navigation is a major user request.

Training workshops / user guides for effective use Percentage 12.5% Some users seek **training and guidance** to maximize the effective use of INFLIBNET services. This aligns with earlier findings were not all users felt fully confident in using INFLIBNET tools. Training programs can bridge gaps in knowledge and increase effective usage.

Personalized researcher support / advisory services Percentage 8.3% a smaller group requested **personalized support** for research-related queries. This suggests that while not a primary need, tailored guidance could enhance the **user experience for advanced researchers**.

Top Priority Expansion of e-resources/databases 33.3% users want more comprehensive research materials. **Secondary Needs** Advanced search/navigation 25% and mobile-friendly access 20.8%. **Support Services** Training workshops 12.5% and personalized researcher support 8.3% are less frequently requested but still important for effective usage. Users are primarily focused on **enhancing the content and accessibility** of INFLIBNET services. Secondary improvements include **usability and guidance**, highlighting that INFLIBNET could increase its impact by: Expanding resources, Improving navigation and search, Providing mobile access, Offering training and support services.

Table No 1.7 Challenges Faced While Using INFLIBNET Services

	Challenge / Issue	Frequency (f)	Percentage (%)
1	Slow internet / technical issues (login, server errors)	35	29.2%
2	Difficulty navigating the platform / complex interface	30	25%
3	Lack of awareness about available services	25	20.8%
4	Login / access restrictions for certain resources	15	12.5%
5	Limited training / guidance on using INFLIBNET effectively	15	12.5%

This table captures the **difficulties and challenges users encounter** while using INFLIBNET services. Responses are presented in terms of frequency (f) and percentage (%), highlighting the main barriers affecting effective usage. **Slow internet / technical issues (login, server errors) Percentage** 29.2% The most frequently reported challenge is related to **technical infrastructure**, including slow internet, login problems, or server errors. Such issues **directly limit accessibility** and can discourage users from utilizing INFLIBNET effectively. Technical reliability is a major concern and needs priority attention.

Difficulty navigating the platform / complex interface Percentage 25% Users

find the **interface or navigation complex**, which can slow down research and make resource discovery less efficient. This aligns with suggestions from previous tables about the need for **better search tools and improved navigation**. Platform usability is a significant challenge impacting user experience.

Lack of awareness about available services Percentage 20.8% A notable portion of users is **unaware of all services offered by INFLIBNET**, indicating gaps in **communication or outreach**. This may reduce the effective utilization of the platform's full potential. Awareness programs or user education initiatives are needed.

Login / access restrictions for certain resources Percentage 12.5% Some users face **restricted access** to specific resources, possibly due to subscription limits or authentication issues. This limits research continuity for affected users. Access restrictions hinder seamless use and should be addressed where possible.

Limited training / guidance on using INFLIBNET effectively Percentage 12.5% Users report a **lack of sufficient training** or guidance, making it harder to leverage all available features. This aligns with previous findings were not all users felt confident using the platform. Training sessions, tutorials, or user manuals could enhance effective use.

Major Challenges Technical issues 29.2% Platform complexity / navigation 25% **Moderate Challenges** Lack of awareness 20.8% **Minor Challenges** Access restrictions 12.5% Limited training/guidance 12.5% While INFLIBNET is valued for its usefulness and resources, **technical reliability, ease of navigation, and awareness** remain significant barriers. Addressing these challenges through **infrastructure improvements, interface redesign, and user education** can enhance user satisfaction and platform efficiency.

Finding:

Awareness Levels: Moderate to high awareness exists: majority 66–71% recognize INFLIBNET's role, Shodhganga is most well-known, while Shodhgangotri has only moderate awareness. About **1/6 respondents remain unaware**, showing the need for better outreach and orientation.

Usage & Utility: More than half 54.2% frequently use INFLIBNET, and **62.5% find it helpful for literature review**. A strong majority 66.7% agree it **saves time**, highlighting efficiency as a major benefit. However, only 41.7% prefer it over other

sources, reflecting **competition from other databases**.

Ease of Access & Training: Two-thirds 66.7% find INFLIBNET user-friendly, but **42% feel they lack adequate training**, indicating a knowledge gap. Training workshops and user guides are requested to improve effective use.

Challenges: Technical issues slow internet, login problems are the **biggest barrier 29.2%**, followed by platform navigation difficulties 25%. Lack of awareness 20.8% and limited training 12.5% also hinder optimal use.

Impact on Research: A majority (75%) believe INFLIBNET **enhances research quality**. 66.7% find ShodhShuddhi helpful in preventing plagiarism. 66.7% feel it improves academic productivity. A very high proportion 79.2% consider it **essential for research scholars**, underlining its importance in academia.

User Suggestions for Improvement: Top priority: Expand e-resources/databases 33.3%. **Secondary needs:** Better search/navigation 25% and mobile-friendly access 20.8%. **Support needs**, training workshops 12.5% and personalized guidance 8.3%.

The study highlights that **research scholars widely recognize and value INFLIBNET services**, especially for saving time, supporting literature review, enhancing research quality, and promoting ethical research practices. However, **technical barriers, lack of advanced navigation tools, and limited user training** restrict full utilization. Expanding digital resources, improving usability, and conducting awareness/training programs will significantly strengthen INFLIBNET's role in academic research.

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