E-Resources in Law Libraries: Study of User Satisfaction in the Select University Libraries of Delhi

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In the present era of digital revolution, academic libraries, especially law libraries in particular, are at the forefront of considering innovative technologies to enhance user experience and satisfaction. The exemplar shift from the print media to digital mode in libraries has not only expanded access to a vast range of resources which has also created new challenges in terms of user engagement, resource management, and service quality. This main objective of this article is to explore the influence of e-resources on the users in law libraries. The paper focuses upon a comprehensive analysis of user satisfaction levels and investigating the extent to which these resources meet the requirements of their users. The research methodology encompasses a survey approach, thereby targeting a user to determine their experiences, expectations, and satisfaction levels with the online resources provided by law university libraries in the Delhi.

Keywords: *Law Libraries, Legal Information Resources, E-Resources*

0   INTRODUCTION

"New technologies bring with them the possibility for changes in both scholarly communication and the forms of scholarly publication."[1]With the advent of technology and electronic information resources there has been a transformative era in legal education, thereby marking a significant shift from the conventional academic methodologies to a far more dynamic and accessible digital framework.

According to Wu "With the advent of the Web and the proliferation of electronic information, law librarians are more frequently confronted with

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questions from their administrators and patrons on the present and future value of the printed book. The technology and its recompences— in terms of convenience, cost, timeliness-present an appealing future."[2]E-resources consist of a vast array of resources which include databases, e-journals, and online legal repositories. These have turned out to become an essential implement in the dissemination and acquisition of legal knowledge, thus enhancing the scholarly infrastructure of law education across the globe. This digital transition is underlined by the ability of e-resources to provide immediate access to a comprehensive range of legal resources, thereby facilitating a far more extensive discovery of legal precedents, statutes, and scholarly articles.

The utility of e-resources in the legal academia is not merely confined to the legal research although it extends to fostering a more interactive and engaging educational experience for both the students and faculty members. The function of the e-resources in legal education is crucial, significantly enriching the academic and research dimensions. The major shift from the archetypal printed documents to the emerging digital platforms implies a significant shift towards incorporating technological developments to foster a more comprehensive legal education system. Abubakar also mentioned that "the global trend now is characterized by a fundamental shift from traditional information environment to an e-environment, where emphasis is placed more on the acquisition of e-resources, such as, e-books, e-journals, as well as online databases"[3].

The integration of e-resources has thoroughly transformed the academic system, particularly in the sphere of education of law. This study focuses on assessing the awareness, usage, and satisfaction levels regarding e-resources among faculty and research scholars in select universities of Delhi and NCR. The study considers the factors, such as, frequency of library visits, preferred information resources, and awareness of specific legal databases. This research endeavours to provide valuable insights into optimizing resource allocation and enhancing the research infrastructure in university law libraries.

1   E-RESOURCES IN LAW LIBRARIES

The e-resources are essential for research and learning. Electronic resources gained dominance due to their accessibility, convenience, and ability to promptly provide the most up-to-date information. They fall broadly into two categories: commercial and open domain. Commercial e-resources are proprietary databases that require subscription fees for access. They offer extensive collections of legal materials, including law cases, statutes, journals, and legal commentaries, ensuring that users have access to comprehensive, authoritative, and up-to-date information. Some of the most prominent examples include Westlaw, LexisNexis, SCC Online, Manupatra and Hein Online etc.Palfrey considers the importance of these databases and mentioned that "faculty and students report that the vast majority of their needs are met by

online databases, such as LexisNexis, Westlaw, and HeinOnline."[4] On the contrary, open domain e-resources offer free access to aimmensearray of legal materials, promoting the democratization of legal information. These resources include public domain databases, government websites, and initiatives by academic institutions and non-profit organizations aimed at facilitating open access to legal scholarship. Most of all the notable examples include the Legal Information Institute (LII) hosted by Cornell Law School, Digital Commons, and various government archives like the Supreme Court's official website, which provide court opinions and orders.

These profit-making and open domain e-resources in law libraries collectively enrich the legal research system, thus safeguarding a balance between in-depth, specialized research capabilities and broad, unrestricted access to legal knowledge. This dualism serves the abruptdemands of legal academia and making legal information more accessible to the public at large.

2   USAGE OF E RESOURCES AND SERVICES IN LAW LIBRARIES

"The use of electronic resources has gained prominence in universities across the globe, and many academics are availing themselves of the opportunity to exploit these resources to access relevant, current and updated information for diverse purposes."[5]In the contemporary digital landscape, law libraries have progressively integrated anextensivearrangement of electronic resources, including online databases, e-journals, eBooks, and legal research platforms, thereby transfiguring the outdated modes of legal inquiry and study. The digital libraries era is driven by the requirement for real-time access to the most current legal precedents, statutes, and commentary, enabling law academics and students to stay abreast of evolving legal landscapes. The value of e-resources extends beyond mere accessibility; they facilitate in-depth research through advanced search capabilities, hyperlinked references, and interactive annotations, which are not feasible with the conventional print resources. However, the effective integration of e-resources in law libraries facilitates addressing of challenges, such as, digital literacy, equitable access, and ensuring the reliability and authenticity of online content.

The importance of e-resources in the field of law libraries is profound, restructuring the modalities of legal research, education, and practice. As the digital landscape continues to expand, the strategic development and utilization of e-resources will be crucial in advancing legal scholarship and practice in the digital age.

3   STATEMENT OF THE PROBLEM

The law libraries and legal research is a specialized area and therefore would usher immediate effect on the development of the society. The legal

resources are updating regularly and e- resources are quite expensive, which makes it problematic for libraries to acquire all the resources. Presently, the vast array of commercial and open domain resources is available. In order to provide the customized and dedicated resources, law libraries are required to understand the usage and information seeking patterns to expend efforts to satisfy the information requirements of users. The comprehension assists libraries to improve and introduce a large variety of sources in promoting research capabilities and the competitiveness of its university's research.

4   OBJECTIVES

- To assess the awareness of e-resources (Commercial and Open Domain) in university law libraries.
- To study the frequency and usage of e resources by the faculty and research scholars.
- To evaluateand assess the satisfaction level towards e-resources in the universities under study.
- To study the preferred resources in legal databases

5   SCOPE AND LIMITATIONS OF THE STUDY

The study covered select Universities situated in Delhi having a legal subject area.

6   METHODOLOGY

Thisstudy involved distributing questionnaires to the faculty members and research scholars across four universities: the Faculty of Law, University of Delhi; Indian Law Institute; Faculty of Law, Jamia Millia Islamia; and National Law University, Delhi. A total of 160 questionnaires were distributed, with each university receiving 40 questionnaires. The response rate varied across institutions, with 96 questionnaires received in total. Specifically, the Faculty of Law, University of Delhi, received 31 responses out of 40 questionnaires distributed; The Indian Law Institute received 30 responses out of 40; Faculty of Law, Jamia Millia Islamia, received 26 responses out of 40; and National Law University received 33 responses out of 40. These responses were then collated and analysed to prepare the dataset for subsequent statistical analysis.

7   ANALYSIS AND DISCUSSION

The data is analysed and presented in the form of tables with descriptive and statistical analysis.

Finding Analysis-If p-value (significance value) < á = 0.05 (level of significance) then reject the Null hypothesis otherwise retain the Null hypothesis.

Chi-Square Test- The Chi-Square test is a statistical method employed to determine whether there is a significant association between two categorical variables. It is commonly employed to analyse data, where the variables are nominal or ordinal. The test calculates the difference between the observed and expected frequencies of each category and assesses whether this difference is statistically significant.

Formula:

For a contingency table with *r* rows and *c* columns, the chi-square test statistic ÷2 is calculated using the following formula:

$$\chi^2 = \sum_{i=1}^{r} \sum_{j=1}^{c} \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$$

OVERVIEW OF SURVEY RESPONSE

Table-I represents an overview of the responses gathered from a survey conducted among faculty and research scholars in various universities. Across the sampled universities, the Indian Law Institute accounted for 25.0% of the respondents, Jamia Millia Islamia 21.7%, NLU Delhi 27.5%, and the University of Delhi 25.8%. In terms of gender distribution, 60.0% of respondents were identified as female, while 40.0% identified as male. As regards the frequency of accessing electronic information resources, the majority (70.8%) reported as accessing them daily, while 17.5% accessed them as per there individual requirements, with smaller percentages accessing them fortnightly, twice a week, or weekly.

TABLE-1
71 Overview of Survey Response

		Count	Column N %
Name of the University	Indian Law Institute	30	25.0%
	Jamia Millia Islamia	26	21.7%
	NLU Delhi	33	27.5%
	University of Delhi	31	25.8%
Gender	Female	72	60.0%
	Male	48	40.0%
Frequency to Access Electronic Resources	As per requirement	21	17.5%
	Daily	85	70.8%
	Fortnightly	1	0.8%
	Twice in a week	11	9.2%
	Weekly	2	1.7%

PREFERRED INFORMATION RESOURCES

Regarding preferred information resources, 80.0% indicated a preference for both print and electronic resources, while 7.5% preferred electronic information resources exclusively and 12.5% opted for printed information resources. The preferred type of e-resources are, 48.3% favoured subscribed/ commercial and open access, mainly open access e-resources, followed by 26.7% who preferred mainly subscribed e-resources.

TABLE – 2
72 Preferred Information Resources

		Count	Column N %
Preferred information resources in the library?	Both Print and Electronic resources	96	80%
	Electronic information resources	9	7.5%
	Printed information resources	15	12.5%
Type of e- resources do you prefer to use?	Open access e- resources only	23	19.2%
	Subscribed/ Commercial and open access but mainly open access e- resources	58	48.3%
	Subscribed/ Commercial and open access but mainly subscribed	32	26.7%
	Subscribed/ Commercial e-resources only	7	5.8%

TABLE-3
73 Evaluation of Library Resources

		Count	Column N %
Sufficiency of Library Subscribed Resources	No	36	30.0%
	Yes	84	70.0%
Level of Sufficiency of different type of resources			
E-Books	Highly sufficient	32	26.7%
	sufficient	69	57.5%
	Insufficient	19	15.8%
Law reports	Highly sufficient	43	35.8%
	sufficient	76	63.3%
	Insufficient	1	0.8%

Bibliographic database	Highly sufficient	25	20.8%
	sufficient	72	60.0%
	Insufficient	23	19.2%
E-audio/Video Lectures	Highly sufficient	20	16.7%
	sufficient	45	37.5%
	Insufficient	55	45.8%
Electronic Thesis	Highly sufficient	34	28.3%
	sufficient	68	56.7%
	Insufficient	18	15.0%
E-Tutorials	Highly sufficient	26	21.7%
	sufficient	62	51.7%
	Insufficient	32	26.7%
Online Database	Highly sufficient	47	39.2%
	sufficient	60	50.0%
	Insufficient	13	10.8%
Institutional Repositories	Highly sufficient	39	32.5%
	sufficient	69	57.5%
	Insufficient	12	10.0%
Newspaper/ News portal	Highly sufficient	48	40.0%
	sufficient	68	56.7%
	Insufficient	4	3.3%

The data presents an evaluation of the library subscribed resources based on respondents' information needs. Regarding sufficiency, 70.0% of respondents indicated that their library subscribed resources were sufficient, while 30.0% reported insufficiency. Further analysis reveals the sufficiency levels of different types of subscribed resources. For E-Books, 57.5% found them sufficient, 26.7% highly sufficient, and 15.8% insufficient. Similarly, for Law Reports, 63.3% found them sufficient, 35.8% highly sufficient, and only 0.8% insufficient. Bibliographic databases were reported as sufficient by 60.0%, highly sufficient by 20.8%, and insufficient by 19.2%. Regarding E-Audio/Video Lectures, 37.5% found them sufficient, 16.7% highly sufficient, and 45.8% insufficient. For Electronic Theses, 56.7% found them sufficient, 28.3% highly sufficient, and 15.0% insufficient. E-Tutorials were deemed sufficient by 51.7%, highly sufficient by 21.7%, and insufficient by 26.7% of respondents. Online databases were considered sufficient by 50.0%, highly sufficient by 39.2%, and insufficient by 10.8%. Institutional repositories were rated sufficient by 57.5%, highly sufficient by 32.5%, and insufficient by 10.0% of respondents. Finally,

Newspaper/News portals were found sufficient by 56.7%, highly sufficient by 40.0%, and insufficient by only 3.3% of respondents.

TABLE-4

74 Awareness about Law Databases

		Count	Column N %
Manupatra	Yes	118	98.3%
	No	2	1.7%
Westlaw India/International	Yes	102	85.0%
	No	13	10.8%
	Not Available	5	4.2%
HEINONLINE	Yes	106	88.3%
	No	12	10.0%
	Not Available	2	1.7%
Lexis Nexis	Yes	115	95.8%
	No	2	1.7%
	Not Available	3	2.5%
SCC online	Yes	120	100.0%
Kluwer Arbitration	Yes	56	46.7%
	No	49	40.8%
	Not Available	15	12.5%
Kluwer Competition law	Yes	39	32.5%
	No	65	54.2%
	Not Available	16	13.3%
Kluwer IP Law	Yes	39	32.5%
	No	64	53.3%
	Not Available	17	14.2%
Live Law	Yes	112	93.3%
	No	2	1.7%
	Not Available	6	5.0%
EBC Reader	Yes	78	65.0%
	No	27	22.5%
	Not Available	15	12.5%
JSTOR	Yes	111	92.5%
	No	8	6.7%
	Not Available	1	0.8%
The Laws	Yes	43	35.8%
	No	57	47.5%
	Not Available	20	16.7%

The data portrays the awareness of respondents regarding various law databases. A significant majority of respondents were aware of most databases. Specifically,100.0% of SCC online, 98.3% were aware of Manupatra,95.8% of Lexis Nexis, 93.3% of Live Law, 92.5% of JSTOR, 85.0% of Westlaw India/International, 88.3% of HEINONLINE, 46.7% of Kluwer Arbitration, 32.5% of Kluwer Competition Law, 32.5% of Kluwer IP Law, 65.0% of EBC Reader, 35.8% of The Laws. However, there were some respondents who reported not being aware of certain databases. Specifically, 54.2% were not aware of Kluwer Competition Law, 53.3% of Kluwer IP Law, 40.8% of Kluwer Arbitration, 22.5% of EBC Reader, 1.7% Manupatra, 10.8% of Westlaw India/International, 10.0% of HEINONLINE, 1.7% of Lexis Nexis, 1.7% of Live Law, 6.7% of JSTOR, 47.5% of The Laws. Additionally, some respondents marked the availability of certain databases as "Not Available," including 4.2% for Westlaw India/International, 1.7% for HEINONLINE, 2.5% for Lexis Nexis, 12.5% for Kluwer Arbitration, 13.3% for Kluwer Competition Law, 14.2% for Kluwer IP Law, 5.0% for Live Law, 12.5% for EBC Reader, 0.8% for JSTOR, 16.7% for The Laws, and 31.7% for Any Other databases.

TABLE-5
75 Awareness and Utilization of Open-Source Databases in Law

		Count	Column N %
LII of India	Yes	63	52.5%
	No	57	47.5%
PRS Legislative Research	Yes	83	69.2%
	No	37	30.8%
Legal Sutra	Yes	55	45.8%
	No	65	54.2%
Global Legal Information Network	Yes	60	50.0%
	No	60	50.0%
Indian Kanoon	Yes	118	98.3%
	No	2	1.7%
JUDIS	Yes	72	60.0%
	No	48	40.0%
Digital Commons	Yes	59	49.2%
	No	61	50.8%
India Code	Yes	32	26.7%
	No	88	73.3%

The data illustrates the awareness and utilization of open-source databases in law among respondents. Regarding specific databases, 52.5% were aware of and used LII of India, 69.2% for PRS Legislative Research, 45.8% for Legal Sutra, 50.0% for Global Legal Information Network, 98.3% for Indian Kanoon, 60.0% for JUDIS, 49.2% for Digital Commons, and 26.7% for India Code. However, a significant portion of respondents were not aware of or did

not use certain databases, with 47.5% for LII of India, 30.8% for PRS Legislative Research, 54.2% for Legal Sutra, 50.0% for Global Legal Information Network, 1.7% for Indian Kanoon, 40.0% for JUDIS, 50.8% for Digital Commons, and 73.3% for India Code.

TABLE-6
76 Preferred Resources and Collection in Legal Databases

	Count	Column N %
Judgements	120	100
Bare Acts	87	72.5
Articles	107	89.2
Parliamentary Debates	57	47.5
Bills, Drafts, Ordinances,	73	60.8
Speeches	32	26.6
News	54	45.1
Amendments	59	49.16
Audio Video Material	37	30.8
International Case Laws	54	45.1
Treaties	52	43.3
Commentaries	65	54.1
Forms & Precedents	38	31.8

The data illustrates the preferred resources and collection in legal databases as per the users preferences. Judgements are treated to be deemed as 100% preferred resource in legal databases followed by articles by 89.2%; Bare Acts by 72.5% then Bills Drafts Ordinance and Reports by 60.8% users. The users least preferred speech only 26.6 % in legal databases.

SUFFICIENCY OF LIBRARY SUBSCRIBED RESOURCES ACROSS DIFFERENT UNIVERSITIES

The analysis reveals significant associations between sufficiency ratings and universities for different types of subscribed resources. For instance, in the case of E-Books, there is a statistically significant association (p< 0.01) between sufficiency ratings and universities, indicating that the sufficiency perceptions vary significantly across the four universities. Similarly, significant associations are observed for other types of resources such as Law reports, Bibliographic databases, etc.

TABLE-7

77 Sufficiency of Library Subscribed Resources Across different

Library Subscribed Resources Sufficiency		Name of the University				Test Statistics (X^2)	P-value
		Indian Law Institute	Jamia Millia Islamia	NLU Delhi	University of Delhi		
	No	0	8	10	18	24.49	0.00
	Yes	30	18	23	13		
E-Books	Highly sufficient	10	2	8	12	43.82	0.00
	Insufficient	1	4	0	14		
	Sufficient	19	20	25	5		
Law reports	Highly sufficient	18	2	15	8	21.942	0.001
	Insufficient	0	0	0	1		
	Sufficient	12	24	18	22		
Bibliographic Database	Highly sufficient	7	0	10	8	27.896	0.000
	Insufficient	1	2	9	11		
	Sufficient	22	24	14	12		
E-Audio/ Video Lectures	Highly sufficient	3	0	10	7	21.001	0.002
	Insufficient	17	8	14	16		
	Sufficient	10	18	9	8		
Electronic Thesis	Highly sufficient	11	4	10	9	6.645	0.355
	Insufficient	6	2	5	5		
	Sufficient	13	20	18	17		
E-Tutorials	Highly sufficient	4	0	14	8	26.350	0.000
	Insufficient	12	4	5	11		
	Sufficient	14	22	14	12		

Online Database	Highly sufficient	15	4	16	12	26.076	0.000
	Insufficient	0	4	0	9		
	Sufficient	15	18	17	10		
Institutional Repositories	Highly sufficient	9	6	12	12	19.805	0.003
	Insufficient	0	4	0	8		
	Sufficient	21	16	21	11		
Newspaper/ News portal	Highly sufficient	11	6	21	10	13.122	0.041
	Insufficient	1	2	0	1		
	Sufficient	18	18	12	20		

These findings suggest that the perception of sufficiency regarding library subscribed resources differs significantly among the universities surveyed, highlighting the importance of tailored resource allocation strategies to meet the diverse information needs of students and faculty across different institutions.

AWARENESS OF SUBSCRIBED/COMMERCIAL LAW DATABASES ACROSS DIFFERENT UNIVERSITIES

The analysis reveals significant associations between university affiliation and awareness of certain law databases. For example, there is a statistically significant association ($p < 0.05$) between university affiliation and awareness of Westlaw India/International, Kluwer Arbitration, Live Law, EBC Reader, JSTOR, and Any Other databases. This indicates that the awareness of these databases varies significantly across the four universities surveyed.

TABLE-8

78 Awareness of Subscribed/Commercial Law Databases across Different Universities

		Name of the University				Test Statistic (X^2)	P-value
		Indian Law Institute	Jamia Millia Islamia	NLU Delhi	University of Delhi		
Manupatra	No	0	2	0	0	7.353	0.061
	Yes	30	24	33	31		
Westlaw India/International	No	0	4	4	5	14.018	0.029
	Yes	29	22	29	22		
HEINONLINE	No	0	2	5	5	7.649	0.265
	Yes	29	24	28	25		
Lexis Nexis	No	0	2	0	0	12.133	0.059
	Yes	30	22	33	30		
Kluwer Arbitration	No	17	14	5	13	34.196	0.000
	Yes	9	10	28	9		
Kluwer Competition law	No	19	18	14	14	6.597	0.360
	Yes	7	6	14	12		
Kluwer IP Law	No	18	18	14	14	6.469	0.373
	Yes	7	6	14	12		
Live Law	No	0	2	0	0	17.467	0.008
	Yes	30	24	28	30		
EBC Reader	No	3	4	14	6	16.048	0.013
	Yes	25	20	14	19		
Jstor	No	0	4	0	4	12.502	0.052
	Yes	29	22	33	27		
The Laws	No	13	16	14	14	7.676	0.263
	Yes	13	8	14	8		
Any Other	No	16	10	23	7	22.239	0.001
	Yes	3	6	3	14		

These findings underscore the importance of targeted efforts to improve awareness and access to law databases, tailored to the specific needs and preferences of students and faculty across different universities.

AWARENESS OF OPEN DOMAIN LAW DATABASES ACROSS DIFFERENT UNIVERSITIES

The analysis shows varied levels of awareness and utilization of open source databases across the universities surveyed. Notably, the study finds statistically significant associations ($p < 0.05$) between university affiliation and awareness/utilization of Legal Sutra and India Code databases. This suggests that the awareness and utilization of these databases differ significantly among students and faculty at different universities.

These findings underscore the importance of promoting awareness and enhancing access to open-source databases in legal education, particularly focusing on databases like Legal Sutra and India Code, to ensure equitable access to valuable legal resources across universities.

8   FINDINGS

The research indicated a predominant daily engagement with electronic resources, indicating their significant role in the current academic and legal research framework. particularly, aunbiased preference for both print and electronic media which suggests a transitional phase towards digital dominance, with an extensive preference towards open access resources, showing a growing trend towards democratizing legal information.

The study shows that the maximum number of users issatisfied with the resources subscribed by their library. In terms of satisfaction with the resources the maximum satisfaction is for Law Reports, E-Books, and New Portals.The satisfaction level in dedicated Law Universities that is Indian Law Institute and National Law University, Delhi are higher than the central Universities,such as, Jamia Millia Islamia and University of Delhi.

With regard to awareness of legal databases, Incommercial/subscribed databases, the maximum respondents are aware about SCC Online, Followed by Manupatra, LexisNexis, Livelaw and JSTOR. In Open Sources Databases, Indian Kanoon and PRS Legislative Research are most preferred databases. In the legal databases, some of the most preferred resources are Judgements, Articles, Bare Acts and Bills Drafts Ordinance and Reports.

Statistical analyses, including Chi-Square tests, underline significant relation between university affiliations and the perception of resource adequacy, as well as the awareness of specific legal databases. These relations suggest variability in resource allocation and access across institutions, potentially impacting the overall user experience and satisfaction. The study also identifies

TABLE-9
79 Awareness of Open Domain Law Databases

		Name of the University				Test Statistics (X^2)	P-value
		Indian Law Institute	Jamia Millia Islamia	NLU Delhi	University of Delhi		
LII of India	No	15	8	16	18	4.394	0.222
	Yes	15	18	17	13		
PRS Legislative Research	No	11	4	12	10	3.891	0.273
	Yes	19	22	21	21		
Legal Sutra	No	18	16	21	10	8.166	0.043
	Yes	12	10	12	21		
Global Legal Information Network	No	10	14	18	18	4.566	0.206
	Yes	20	12	15	13		
Indian Kanoon	No	0	2	0	0	7.353	0.061
	Yes	30	24	33	31		
JUDIS	No	11	12	15	10	1.732	0.630
	Yes	19	14	18	21		
Digital Commons	No	9	14	20	18	7.214	0.065
	Yes	21	12	13	13		
India Code	No	20	22	19	27	9.567	0.023
	Yes	10	4	14	4		

a notable difference in the awareness and utilization of some law databases and open source platforms across universities, which could influence the extent and intensity of legal research and education among users.

9   RECOMMENDATIONS

In light of the survey the following recommendations to enhance user satisfaction and optimize the utilization of online resources:

1. **Personalized Training Programs**: Develop and implement personalized training sessions to empower users with the necessary skills to professionallyaccess and utilize online resources, thereby improving user skills and satisfaction levels.

2. **User-Centric Collection Development:**Frequently assess and provide the e-resources with the growing needs of the users, ensuring relevance and comprehensiveness of the resources available.

3. **Improved Accessibility**: Implement advanced technological tools to improve the accessibility of online resources, ensuring seamless access regardless of time and geographical constraints, thereby catering to the diverse needs of users.

4. **Regular Feedback System:** Establish regular feedback system to gather information from users about their experiences, preferences, and problemsconfronted while using online resources. This feedback should be thoroughly analyzed and used to inform strategic improvements.

5. **User Engagement Initiatives**: organize user engagement programs such as workshops, seminars, and discussion forums that encourage the sharing of best practices, experiences, and innovative ways of accessing online resources for legal research and education.

10 CONCLUSION

The transition towards digital resources within law university libraries in the Delhi/NCR region is evident, with a significant reliance on e-resources for daily academic and research activities. However, the variability in resource sufficiency, database awareness, and the balanced preference for print and electronic mediums highlight the significant challenges faced by law libraries in fully meeting their users' needs. To enhance user satisfaction and optimize the usefulness of online resources, law libraries should consider implementing focused training programs, developing user-centric collection strategies, and enhancing resource accessibility. Furthermore, establishing strong feedback mechanisms and promoting user engagement can provide valuable insights for continuous improvement.

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