



A Research on the Impact of Internet Use in American University Libraries

在美國大學圖書館中使用 網際網路影響之研究

Hou, Feng-Hsiung

Assistant Professor, Department of Business Administration,
Nanya Institute of Technology

侯鳳雄

南亞技術學院企業管理系專任助理教授

【Abstract】

The purpose of this research was to explore the impact of Internet use in American university libraries' operations and to find the best way for using Internet tools in university libraries' operations. This study may offer important information about the impact of Internet usage for university library's operations. The research question was: Is the Internet usage having significant impact for organizational operations in the American university libraries? This study employed survey research to conduct the research process. Research participants were 50 administrators in 50 university libraries, Texas, U.S.A. Descriptive statistics was used to analyze the impact of Internet applied in the university libraries. Results indicated that there was a significant impact of the Internet usage in American university libraries' operations. The author suggests that university libraries' organizational leaders need pay attention to the impact of Internet usage in their business and they also need to plan how to utilize the Internet into their university libraries in the future.

【Keywords】: Internet Use、University library、Organizational Operation

【關鍵詞】: 使用網際網路、大學圖書館、組織運作



【摘要】

本研究的目的是在於探討美國大學圖書館運作中，使用網際網路對於其組織運作的影響，樣本為美國德州五十所大學圖書館。本研究是以對美國大學圖書館的管理人員進行問卷訪談，針對受訪者所屬大學圖書館的運作中，使用網際網路對於其組織運作的影響進行研究，以敘述性的統計方法 (Descriptive Statistic Method) 對於美國大學圖書館運作中使用網際網路的影響進行分析。研究結果指出網際網路的使用，對於美國大學圖書館的運作有顯著的影響。最後，作者建議大學圖書館的管理者應針對其所屬大學圖書館的組織特性以及不同需求，設計並使用網際網路的技術及資源，以對所屬大學圖書館的組織運作，作出最大的貢獻及支持。

1. Introduction

The Internet is a treasure-trove of information for any kind of organization (Troutner, 2000). The owners and managers also believe that understanding and using Internet and other technological tools could enhance the quality of organizational operations.

1.1 Purpose of Research

The purpose of this research was to explore the impact of Internet use in American university libraries' operations and to find the best way for use Internet tools in university libraries' operations. This study may offer important information about the impact of Internet usage for university library's operations.

1.2 Research Question

The research question was: Is the Internet usage having significant impact for organizational operations in the American university libraries?

1.3 Significant of Research

Internet is an invaluable tool in nearly every organization (Shi, 1996, p.109). An organization that cannot utilize Internet both as productivity tool and as a marketing tool may have a tremendous disadvantage compared to its competitors. This exploratory study investigated the impact of Internet use in American university libraries' operations and to find the best way for use Internet tools in university libraries' operations. This study may offer important information about the impact



of Internet use for university libraries' operations.

2. Literature Review

This section will discuss the history of the Internet and utilizing Internet in the organization. What is known as the Internet today has its roots in a network setup by the U.S. Department of Defense in the early 1970s. In that early form, it was called the Arpanet, established by the Advanced Research Projects Agency (ARPA). It connected various military and research sites, and was itself a research project in how to build reliable networks - in particular, about how to build networks that could withstand partial outages in the event of a war and still function. It was designed to require the minimum of information from the computer clients. Beginning in the late 1980s, the National Science Foundation (NSF), a federal agency, started expanding its own NSFNET, using the technology developed by Arpanet. This was done to allow campuses and research centers to use NSF's supercomputer sites. But the sharing of supercomputers also allowed the connected sites to share other things not related to the supercomputer centers. As people started to discover the benefits of the

Internet, such as e-mail, and as NSF started to promote universal educational access by funding college networks, Internet traffic and its popularity increased at an exponential level. Today, you cannot open a newspaper without finding some reference to the Internet. You cannot listen to the radio without hearing a company's web address announced as part of the advertisement. The Internet is becoming a major, multibillion-dollar, integral part of international business, and is estimated to have at least 200 million people online, as well as 14 million web sites.

The school library's library on-line could supports faculty use of computer and multimedia systems to improve teaching and learning at school. Faculty and their assistants can create instructional materials including interactive presentations, videos and web sites. Faculty can also receive help integrating technology tools into their courses such as web-based forums, list-serves and online learning management systems such as course work (Terri, 1997).

D'Aveni (1994) believed that "to use Internet applications and resources, one must have a connection to the Internet. This may appear as an overly simplistic statement, but there are several levels of increasingly



complex connectivity to be considered" (p.53). This section will highlight the opinions of several researchers (ex. Semich, 1995; Yang, 1995; Mao, 1998) to describe the types of Internet connections and Taiwan's position concerning Internet connections. In the late 1960s, the Department of Defense (DOD) was confronted with the Cold War and the survivability of their bases after a possible nuclear attack. The DOD commissioned one of their agencies (the Advanced Research Projects Agency—ARPA) to create a computer network that could survive local outages but still permit communications among the nodes that survived such a catastrophe. At that time, computer manufacturers were delivering systems that implemented strictly proprietary communications protocols. So ARPA first developed a set of communications protocols that would permit many different systems to communicate. One outcome was the development of the TCP/IP (Transmission Control Protocol/Internet Protocol) suite, which was eventually implemented into every manufacturer's computer system, thus enabling any computer to talk to any other computer.

Access from the home (and to the consumer) will be a driving force for Internet technologies. Any home PC owner with a

modem can connect to the Internet simply by subscribing to an Internet service provider. But there will be many more ways to connect, and at much higher speeds. Cable companies, long distance companies, computer companies, and local telephone companies are all bringing the Internet to homes (Lin, 1995).

There will be more nationwide initiatives concerning the Internet. There are already established protocols for a national e-mail address. Several companies provide "Digital IDs" or a "certificate" which guarantees that they are who they say they are. The Vice President's call to make the Internet accessible in every school is quickly becoming a reality. Government agencies at every level, from local to Federal, are working on some aspect of the Internet, from regulation and taxation to consumers selling their own services on the Internet. There are several ways to connect to the Internet: (a) regular telephone line; (b) ISDN; (c) cable; or (d) dedicated leased lines.

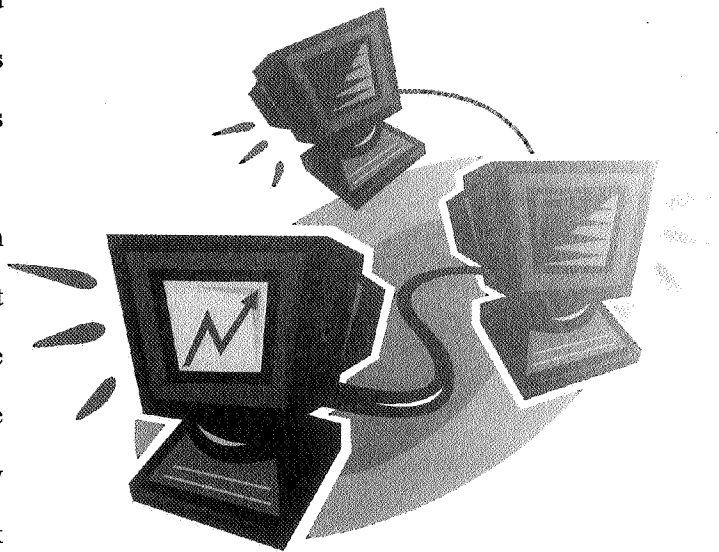
Generally speaking, the Internet is an intermediary for information exchange and can



store vast amounts of information. It has powerful searching capabilities and can organize and disseminate information interactively, and facilitate the transaction of information-based products. For sellers and buyers, all these functions can be achieved with a lower cost than by traditional means. The Internet can provide 1) faithful reproduction of descriptive and experiential product information, 2) greatly expanded universe of offering relative to what can be accessed now through local or catalog shopping, 3) an efficient means of screening the offerings to find the most appealing options for more detailed consideration, and 4) unimpeded search across stores and brands and memory for past selection, which simplifies information searching and purchase decisions (Lin, 1997).

The library's approach to information access is an important part of the environment where technology supports the classroom. The benefit of library technology are in the following: (a) Student researchers have ready access to extensive journal and book

collections in disciplines relevant to their areas of study; (b) students study that support use of both print and electronic resources; (c) Students have 24-hour access to the library with support of the library and computing staff on evenings and weekends whenever classes are in session; (d) Students access databases from home, they find course syllabi and copies of reserve readings on the library's Web site, and they participate in Web-based course discussion groups; and (f) The library supports the use of these databases by providing students with instruction in using those databases in their research and writing class (Henderson, 2002).





3. Methodology

The purpose of this research was to explore the impact of Internet use in American university libraries' operations. This study employed survey research to conduct the research process and the research data measured by the Survey of the Impact of Internet Use in the Library.

3.1 Research Design

The method employed quantitative research method in conducting this study was measure the use of Internet in various American university libraries and provided an overview of the method of Internet use in university libraries' operations. The goal of this study was to help university libraries' owners/managers understand how important it was to integrate Internet into their business.

A descriptive research design was utilized to response the research question. The research question was: Is the Internet usage having significant impact for organizational operations in the American university libraries?

3.2 Sample and Participants

The research samples were 50 university libraries in Texas, U.S.A. The participants of this research were one administrator from each sample university library. The list of total sample information is in the Appendix 1. Next, the research employed a stratified random sample. A list of all libraries' administrators was obtained from each sample organization with position designated. The random sample was selected by assigning a number to each library's administrator in a sample organization.

3.3 Data Collection

In this research, the author was use survey instrumentation to collect the research data. This research was focus on the Texas State area's university libraries. The data collected from university libraries' administrators from each sample university library. The date of data collection was mid July 2002. The author went to each organization that gave and picked up a research survey from participants.

3.4 Instrumentation

The instrument for this research was a



valid, reliable questionnaire. The instrument of this research employed Survey of the Impact of Internet Use in the Library made by author. The author states that this instrumentation could test the impact of Internet applied in the library (See Appendix 2). Coefficient Alpha measured this instrument for the reliability and experts modified this instrument for validity. The information of reliability and validity will be discussed in next section of this section.

The survey instrument that measured the libraries' satisfaction with the performance of Internet consisted of 30 items, designed to ask about the impact of Internet use in the library. This questionnaire included six scales. The questionnaire design followed the purpose of the research and the research hypothesis to explore the possible impact between the Internet use and the organizational operation of the university library.

3.5 Reliability and Validity

Instrument reliability for Survey of the Impact of Internet Use in the Library was based on the fact that the author used Crobach to measure the reliability of his study scale. The

reliability of each scale was assessed by Coefficient Alpha Crobach α over 0.6. Nunnally (1967) suggests that the minimum acceptable level of reliability is 0.5. Instrument validity for Survey of the Impact of Internet Use in the Library, according to the author, enhances the validity by enhancing face and content validity.

3.6 Data Analysis

Statistical procedures were conducted to determine the impact of Internet use in American university libraries' operations. Descriptive statistics was used to analyze the impact of Internet applied in the university libraries. The Statistical Package for the Social Sciences (SPSS) computer software program was used to complete the analysis of data. The results of data analysis are presented in Chapter Four and Five.

4. Presentations and Analysis of Data

The purpose of this section was to present a description of the research data and to analyze the data relating to the primary



research question of the study. The primary research question was: Is the Internet usage having significant impact for organizational operations in the American university libraries? The findings in this section contain the raw data, and the narrative results relating to the research. The results are organized and discussed in three sections: source of data, descriptive statistics, and summary.

4.1 Source of Data

The research was conducted with 50 administrators in 50 American university libraries. Each participant completed the Survey of the Impact of Internet Use in the Library.

4.2 Descriptive Statistics for Total Sample

This section provides descriptive statistics results for total sample of impact of Internet applied in the American university libraries. There were 50 university library administrators who (N=50) answered these questions. The descriptive statistics was employed to test the impact of the use of Internet in the university libraries.

Results indicated that American university libraries administrators were agree and strongly agree for there was significant impact of Internet usage in their university libraries in following:

- (1) Through the use of Internet, the user and reader can effective and efficient interaction from Internet services of university library.
- (2) Through the use of Internet, the user and reader can immediately share information in the university library's online service.
- (3) Through the use of Internet, the user and reader can immediately obtain the updated information in the university library's online service.
- (4) Through the use of Internet, the user and reader can increase communication through using Internet in university library.
- (5) Through the use of Internet, the user and reader can get more help for searching electronic databases in university library.
- (6) Through the use of Internet, university library known for our users' service.



- (7) Through the use of Internet, university library constantly improving our services for our users and readers.
- (8) Through the use of Internet, university library knows who our users and readers are.
- (9) Through the use of Internet, university library develops services to match our users and readers' needs.
- (10) Through the use of Internet, university library is efficient.
- (11) Through the use of Internet, university library supports the creation of information resources for the user and reader.
- (12) Through the use of Internet, university library supports the management of information resources for the user and reader.
- (13) Through the use of Internet, university library supports the distribution of information resources for the user and reader.
- (14) Through the use of Internet, university library supports the preservation of information resources for the user and reader.
- (15) Through the use of Internet, university library can clear explain services for user and reader.
- (16) Through the use of Internet, university library can compare information with another library.
- (17) Through the use of Internet, university library can provided clear online library catalogue for their readers and users.
- (18) Through the use of Internet, university library can help the user and reader locate electronic versions of full-text journals.
- (19) Through the use of Internet, university library can promote contacts and cooperation with academic departments.
- (20) Through the use of Internet, university library can publicized widely new library resources, particularly electronic resources.
- (21) Through the use of Internet, university library can promoted the library's electronic resources to teaching faculty and offer training in the use of these



resources.

(22) Through the use of Internet, university library can advocated the incorporation of Library instruction into the university's courses.

(23) Through the use of Internet, university library can create Web-based instructional models into the university's courses.

4.3 Summary

Analysis of total sample provided the results of descriptive statistics of the survey instrument. This section also showed the survey results related to the primary research question. The descriptive statistics results also indicated that (a) most American university libraries were getting advantages for using Internet to supported the creation of information resources for the user and reader in their school settings; (b) most American university libraries were getting advantages for using Internet to supported the management of information resources for the user and reader in their school settings; (c) most American

university libraries were getting advantages for using Internet to supported the distribution of information resources for the user and reader in their school settings; (d) most American university libraries were getting advantages for using Internet to supported the preservation of information resources for the user and reader in their school settings;(e) most American university libraries were getting advantages for using Internet to promoted contacts and cooperation with academic departments in their school settings; and (f) most American university libraries were getting advantages for using Internet to promoted the library's electronic resources to teaching faculty in their school settings.

These results response the primary research question: Is the Internet usage having significant impact for organizational operations in the American university libraries? This section of research contained the interpretation and presentation of the data in narrative and statistical form. Next section of research contains conclusions, and recommendations.



5. Conclusions and Recommendations

The purpose of this section is to present and discuss the results of the study. The chapter is divided into the following major categories: findings, conclusions, and recommendations.

5.1 Findings

The major focus of the study was to determine if there was a significant impact of the Internet usage in the university library's organizational operation. Research question was examined.

Specifically, the primary research question asked that there was a significant impact of Internet usage in university libraries' operations. Research participants were surveyed and tested scores to explore the impact. The descriptive statistics was conducted to explore if an impact existed for the Internet usage in the American university libraries.

Therefore, there was a significant impact of Internet usage in American university libraries. The finding responded the primary research question: Is the Internet usage having

significant impact for organizational operations in the American university libraries?

5.2 Conclusions

The goal of this study was to help owners and managers in American university libraries understand how important it is to integrate Internet into their business. The study showed the existence of a significant impact of the Internet usage in the American university libraries. What are the implications of these findings? The results substantiated the existence of an impact of Internet usage in American university libraries.

Overall, the study accomplished the task of establishing the impact of Internet usage in American university libraries. The results of this research responded the primary research question: Is the Internet usage having significant impact for organizational operations in the American university libraries?

5.3 Recommendations

The study provided a starting point for investigating the impact of the Internet usage in the university libraries. While providing



useful information, further research should be conducted to obtain more concise information in the use of Internet. For some of the university library involved in the study, it would be interesting to investigate further with larger groups of participants, focusing on different kind of university library around the world. The future research also could focus on how to improve the Internet usage in the any kinds of university libraries around the world.

The impact has been established in this study. The challenge now is to assist American university library plan for the use of Internet to exceed organizational goals in their university libraries. However, with the following recommendations, university libraries in United States can effectively utilize Internet to gain competitive advantages:

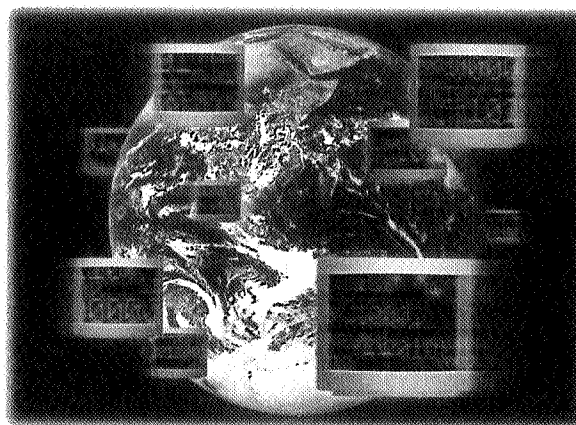
1. Determine the types of resources that the university library intends to utilize and the services that the university library will be providing using Internet.
2. Determine what types of Internet connection best suits the university library's needs.
3. Determine what types of hardware and software are needed for use of Internet in the university library.
4. Train university libraries' owners, managers and employees on the proper use of Internet applications.
5. Emphasize the nature of Internet and the importance of university libraries' organizational operations.

Reference

- D'Aveni, R. A. (1994). *Hyper-competition: managing the dynamics of strategic maneuvering*. New York: The Free Press, 1994.
- Fraenkel E. & Wallen C. (1993). *Internet Primer for Information Professionals*. Westport, CT: Meckler Publishing.
- Henderson R.L. (2002) *Library technology, Educator's outlook*.
- Lin, M. K. (1995). *A research on the relationship between Information Technology and Hotel Management*. Unpublished master's thesis, National Chung-Sheng University, Taipei, Taiwan.



- Lin, P. Y. (1997). *The Relationship Between Internet and Business Success in Taiwan*. Unpublished master's thesis, Nation Taiwan University, Taipei, Taiwan. pp. 97-98.
- Mao, L. C. (1998). *The relationship between the Information Technology and research development*, Unpublished master's thesis, National Taiwan Technology University, Taipei. pp. 107-117.
- Nunnally, J. (1967). *Psychometric theory*. New York: McGraw-Hill.
- Popham, W. J. and Sirotnik, K. A. (1992). *Understanding statistics in education*, Itasca, Illinois: F. E. Peacock Publishers.
- Semich J. W. (1995). The World Wide Web: Internet boomtown. *Datamation*, Vol.41, Iss.1, 37-41.
- Shi, Y. B. (1996). *Essentials of business management for Information Technology*. Unpublished doctoral dissertation, National Cheng-Chu University, Taipei, Taiwan. pp.113-124.
- Siegal S. and Castellan Jr. N.J. (1988). *Nonparametric statistics for the behavioral sciences* 2nd. Ed. ISBN 0-07-057357-3. McGraw Hill Book Company New York.
- Terri W. (1997). Academic technology lab, *Educator's outlook*.
- Troutner J. (2000). Learning to Surf the Internet Effectively, *Educator's outlook*.
- Yang, T. L.(1995). Motif and efficiency study in enterprise combination - Take 1000 Taiwan, Unpublished master's thesis, Providence University. Taichung, Taiwan. pp.56-57.





Appendix I

List of Universities and Colleges in this study

1. Abilene Christian University: ACU Box 29000 Abilene TX 79699
2. Angelo State University: 2601 West Avenue, N San Angelo TX 76909
3. Austin College: 900 N. Grand Avenue Sherman TX 75090-4400
4. Baylor University: Waco TX 76798
5. Concordia University--Austin: 3400 I-35, N Austin TX 78705
6. East Texas Baptist University: 1209 N. Grove Marshall TX 75670
7. Hardin-Simmons University: 220 Hickory Abilene TX 79698
8. Howard Payne University : 1000 Fisk Avenue Brownwood TX 76801
9. Huston-Tillotson College: 900 Chicon Street, Austin TX 78702
10. Jarvis Christian College: PO Box 1470, Hawkins TX 75765-1470.
11. Lamar University: Lamar Station, Box 10001 Beaumont TX 77710
12. Lubbock Christian University: 5601 19th Street Lubbock TX 79407
13. McMurry University : South 14th and Sayles Boulevard Abilene TX 79697
14. Midwestern State University: 3410 Taft Boulevard Wichita Falls TX 76308
15. Our Lady of the Lake University: 411 S.W. 24th Street San Antonio TX 78207-4689
16. Paul Quinn College: 3837 Simpson Stuart Road, Dallas TX 75241
17. Prairie View A&M University: PO Box 3089, Office of Admissions and Records, Prairie View TX 77446-0188
18. Sam Houston State University: 1700 Sam Houston Avenue Huntsville TX 77341
19. Schreiner University: 2100 Memorial Boulevard Kerrville TX 78028
20. Southern Methodist University: PO Box 750296 Dallas TX 75275-0296
21. Southwestern Adventist University: PO Box 567 Keene TX 76059
22. Southwestern University: 1001 E. University Avenue Georgetown TX 78626
23. St. Edward's University: 3001 S. Congress Avenue Austin TX 78704-6489
24. St. Mary's University of San Antonio: One Camino Santa Maria San Antonio TX 78228
25. Stephen F. Austin State University: SFA Station 13051 Nacogdoches TX 75962



26. Sul Ross State University: Box C-2,
Alpine TX 79832
27. Tarleton State University: Box T 0001,
Tarleton Station Stephenville TX 76402
28. Texas A&M International University: 5201
University Boulevard, Laredo TX 78041-
1900
29. Texas A&M University--College Station:
College Station TX 77843.
30. Texas A&M University--Commerce : PO
Box 3011, Commerce TX 75429
31. Texas A&M University--Corpus Christi:
6300 Ocean Drive, Corpus Christi TX
78412
32. Texas A&M University--Galveston: PO
Box 1675 Galveston TX 77553-1675
33. Texas A&M University--Kingsville: MSC
105 Kingsville TX 78363
34. Texas Southern University: 3100 Cleburne
Houston TX 77004
35. Texas Wesleyan University: 1201
Wesleyan Fort Worth TX 76105-1536
36. Texas Woman's University: Box 425587
Denton TX 76204-5587
37. Trinity University: 715 Stadium Drive
San Antonio TX 78212-7200
38. University of Houston: 4800 Calhoun
Road Houston TX 77204
39. University of Mary Hardin-Baylor: 900
College Street, UMHB Box 8425, Belton
TX 76513
40. University of North Texas: PO Box 311277
Denton TX 76203
41. University of Texas--Austin: Main
Building, Room 7 Austin TX 78712-1111
42. University of Texas--Brownsville: 80 Fort
Brown Brownsville TX 78520
43. University of Texas -- Dallas: PO Box
830688 Richardson TX 75083-0688
44. University of Texas--El Paso: 500 W.
University Avenue El Paso TX 79968
45. University of Texas--San Antonio: 6900 N.
Loop 1604 W San Antonio TX 78249
46. University of Texas--Tyler: 3900 Univerity
Boulevard Tyler TX 75799
47. University of the Incarnate Word: 4301
Broadway San Antonio TX 78209-6397
48. Wayland Baptist University: 1900 W.
Seventh Street Plainview TX 79072
49. West Texas A&M University: PO Box
60999 Canyon TX 79016
50. Wiley College: 711 Wiley Avenue,
Marshall TX 75670



Appendix 2

Survey of the Impact of Internet Use in the Library

DIRECTIONS: The following are the reasons for use the Internet in the library.

Please indicate the extent to which each statement characterizes your library by circling the appropriate response.

FOR QUESTION 1 THROUGH 30:

(0) Unknown; (1) Strongly Disagree; (2) Disagree; (3) Neutral; (4) Agree; (5) Strongly Agree

1. Through the use of Internet, the user and reader can effective and efficient interaction from Internet services of this library. (0) (1) (2) (3) (4) (5)
2. Through the use of Internet, online activities can reduce the cost of organizational operation in this library. (0) (1) (2) (3) (4) (5)
3. Through the use of Internet, online service can enhance a competitive position in this library. (0) (1) (2) (3) (4) (5)
4. Through the use of Internet, library can reduce expenses of printing. (0) (1) (2) (3) (4) (5)
5. Through the use of Internet, library can reduce personnel expenses. (0) (1) (2) (3) (4) (5)
6. Through the use of Internet, library can reduce the need for fax. (0) (1) (2) (3) (4) (5)
7. Through the use of Internet, library can reduce the need for telephone. (0) (1) (2) (3) (4) (5)
8. Through the use of Internet, the user and reader can immediately share information in the library's online service. (0) (1) (2) (3) (4) (5)
9. Through the use of Internet, the user and reader can immediately obtain the updated information in the library's online service. (0) (1) (2) (3) (4) (5)
10. Through the use of Internet, the user and reader can increase communication through using Internet in this library. (0) (1) (2) (3) (4) (5)
11. Through the use of Internet, the user and reader can get more help for searching electronic



- databases in this library.(0) (1) (2) (3) (4) (5)
12. Through the use of Internet, this library known for our users' service.(0) (1) (2) (3) (4) (5)
13. Through the use of Internet, this library constantly improving our services for our users and readers. (0) (1) (2) (3) (4) (5)
14. Through the use of Internet, this library knows who our users and readers are.(0) (1) (2) (3) (4) (5)
15. Through the use of Internet, this library develops services to match our users and readers' needs.
(0) (1) (2) (3) (4) (5)
16. Through the use of Internet, this library is efficient. (0) (1) (2) (3) (4) (5)
17. Through the use of Internet, this library supports the creation of information resources for the user and reader. (0) (1) (2) (3) (4) (5)
18. Through the use of Internet, this library supports the management of information resources for the user and reader. (0) (1) (2) (3) (4) (5)
19. Through the use of Internet, this library supports the distribution of information resources for the user and reader. (0) (1) (2) (3) (4) (5)
20. Through the use of Internet, this library supports the preservation of information resources for the user and reader. (0) (1) (2) (3) (4) (5)
21. Through the use of Internet, this library can clear explain services for user and reader.
(0) (1) (2) (3) (4) (5)
22. Through the use of Internet, this library can compare information with another library.
(0) (1) (2) (3) (4) (5)
23. Through the use of Internet, this library can provided clear online library catalogue for their readers and users.(0) (1) (2) (3) (4) (5)
24. Through the use of Internet, this library can provided useful magazine and newspaper articles for the user and reader. (0) (1) (2) (3) (4) (5)
25. Through the use of Internet, this library can help the user and reader locate electronic versions of



- full-text journals. (0) (1) (2) (3) (4) (5)
26. Through the use of Internet, this library can promote contacts and cooperation with academic departments. (0) (1) (2) (3) (4) (5)
27. Through the use of Internet, this library can publicized widely new library resources, particularly electronic resources. (0) (1) (2) (3) (4) (5)
28. Through the use of Internet, this library can promoted the library's electronic resources to teaching faculty and offer training in the use of these resources. (0) (1) (2) (3) (4) (5)
29. Through the use of Internet, this library can advocated the incorporation of Library instruction into the university's courses. (0) (1) (2) (3) (4) (5)
30. Through the use of Internet, this library can created Web-based instructional models into the university's courses. (0) (1) (2) (3) (4) (5)