Conclusion of the study

114 engineering colleges are affiliated to Savitribai Phule Pune University (formerly University of Pune). It is observed that out of 114 engineering college libraries, 99 college libraries are providing some kind of digital reference services. Link to e-resources, e-mail reference service, question point reference service, instant messaging service, Frequently Asked Questions (FAQs) service, user feedback from service, social media service, etc. are the maximum provided services by engineering college libraries. While institutional repository, ask-a-librarian, chatter botter, web form services, web contact center, twitter service, etc. are the minimum provided services by engineering college libraries. While selecting and evaluating digital reference services, highest priority is given to user demands and needs by engineering college libraries.

Link to e-resources, ask-a-librarian, instant messaging service, Frequently Asked Questions (FAQs) service, search engine reference service, social media service, etc. are the maximum used services by users of engineering college libraries. While collaboration with national / international networks, e-mail reference, question point reference service, chatter botter, web form service, bulletin boards, etc. are the minimum used services by users. User trend of various services shows that users know these services but usage by them is less. Efforts should be taken by engineering college libraries to increase the use of digital reference services.

It is surprising that digital reference services are used in library more, but it also insists traditional mentality of users and necessity of library. It is quite disappointing that maximum libraries do not appoint separate staff for providing digital reference services. Many libraries face monetary problem and state that providing digital reference services is expensive in terms of finance. Inspite of all this, users of engineering college libraries are satisfied with digital reference services provided by their libraries.