1. **BIBLIOGRAPHY**


   


9. Chaimberlain, Jewe (2008) discussed about online interaction followed by e-mail message or in-person interaction. Further suggested to keep webpages up to date.


18. Hiramath, Uma and Casselh, Kay Ann (2009) explained that in an increasing digital world, library customers need expert and personalized assistant to navigate and use of expanding online resources to meet the information need and developing value added services and tools.


