

An User Satisfaction about Library Resources and Services: A Study

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ABSTRACT

This paper discuss about the users satisfaction about the library resources and resources of MVJ College of Engineering, Bangalore. The Questionnaire method was adopted to collect the data from the Engineering Students. Five hundred and fifty copies of questionnaire were distributed, out of which 525 filled in copies of questionnaire were received back. It is found that 41.79 percent of them expressed that it is due to inadequate number of subject books in the library and 6.4 percent of them expressed that it is due to inadequate number of periodicals.

Keywords: User Survey, Satisfaction, Resources and Services

Introduction

The library has to arrange for user instruction (Initiation of fresh man's to acquaint the readers with the facilities and services available, the arrangement of books on the shelves, borrowing facilities etc., to attract a large number of users to promote the use of books to the maximum extent. Now a days, user education is carried out through (1) closed circuit television system, (2) Audio visual materials and (3) Computer operated video-discs.

Review of Literature

Thomson¹ in his article 'Evaluating Academic Library Service' made an attempt to evaluate as to how well the Augustana College Library, South Dakota, was meeting the needs of its users. The survey was administered randomly to library users during National Library weeks during the years 1986 and 1987. The surveys revealed important information about users population, response rate, the effect of a new bibliographic instruction programme and the amount of reference assistance sought. Kraje² in his article 'users requirements concerning services of the unified library system within the region' presents results of an investigation which was carried out in the scientific libraries of north Moravian region. Its aim was to measure users satisfaction from the point of view of both library collection and the type of services rendered. It was found that the introduction of more automation is required.

Henty³ in an article 'Priorities in library use: A survey' explains reduced library funding necessitates some restrictions to current activities. The Australian National University Library undertook an extensive survey of its users to determine their priorities for both technical and readers services. There was general support for priorities established by library committee, namely to maintain acquisitions and lending services.

Objectives

The following are the objectives of the study:

- To know how best the library is being used by the Engineering students of MVJ College.
- To know the awareness among the engineering students about the collection and various services provided by their library.
- To study whether the engineering students are satisfied with the collection and services provided by the library.
- To identify various forms of documents that are being consulted more frequently by engineering students.
- To assess the satisfaction of users with regard to the working hours and physical facilities of the library.
- To study the tendency of engineering students towards library orientation programme, and
- To get suggestions from users for the improvement of the library.

Methodology

The following methodology has been employed to make the users survey of MVJ College of Engineering. According to Tournudd methods used to assess users requirements in libraries and information centres fall into four categories viz., Questionnaire, Interview, Diaries and Observation.

Questionnaire method is adopted to collect the data from the Engineering Students. The structured questionnaire is framed covering personal data, use of the library collection, services, physical facilities and user education. Five hundred and fifty copies of questionnaire were distributed to Engineering students, out of which 525 filled in copies of questionnaire were received back.

Significance of the Study

A survey of library users in MVJ College of Engineering, Bangalore is undertaken to know the information seeking behaviour of them. The user survey of Engineering students is chosen since the information requirements of students of Engineering likely to differ from the students of other disciplines. The consolidated opinion assessed through the circulation of the questionnaire will help to know the information seeking behaviour of the students of Engineering and will help the librarian and the authorities to know the short comings in order to build up library collection and improve library services to satisfy the users information requirements.

Scope and Limitation

This work has been undertaken mainly to study 'A survey of library users in MVJ College of Engineering, Bangalore'. The study is restricted to only Engineering students. The information needs of other categories of users such as faculty members, non-teaching staff members are not studied in the present topic due to insufficiency of time.

Analysis of Data

A question has been put to the users to know whether they are members of the library or not. The replies given by them are shown in Table-1.

Table – 1: Distribution of users according to their membership.

Reply	No.	%
Yes	385	73.33
No	140	26.67
Total	525	100.00

The students of M.V.J. College of Engineering can become the member of the library by depositing a refundable amount of Rs.1,000/-. They are eligible to borrow books from the library. The students who will not deposit the stipulated amount are not entitled to borrow books from the library. But they are permitted to consult the books within the library. It is evident from Table-1 that most of the users (73.33%) became the members of the library to borrow books from the library. The remaining 26.67% of them did not become the members of the library. Inspiration to become member

A question has been put to the users who are the members of the library, to know from whom they got inspiration to become the members of the library. The replies given by them are shown in Table-2.

Table – 2: Distribution of users according to the source of inspiration.

Source	No.	%
Library Staff	42	10.91
Lecturers	00	00.00
Friends	70	18.18
Own Inspiration	273	70.91
Total	385	100.00

It is evident from Table-2 that most of the students (70.91%) became members on their own. It is also evident from it that 18.18 percent of students became members due to inspiration from friends and the remaining 10.91% of them became members due to the inspiration from library staff.

Frequency of usage of the library

A question has been put to the users of the M.V.J. College of Engineering about the frequency of their visits to the library. The replies given by them are shown in Table-3.

Table – 3: Distribution of users according to their frequency of usage of the library.

Source	No.	%
Daily	275	52.38
Once in a week	202	38.48
Fortnightly	25	04.76
Once in a month	23	04.38
Once in a semester	00	00.00
Not at all	00	00.00
Total	525	100.00

It is evident from Table-3 that most of the students (52.38%) stated that they visit the library daily on all working days. It is also evident from it that 38.48 percent of the respondents stated that they visit the library once in a week, 4.76 percent of them stated that they visit the library fortnightly and 4.38 percent of them stated that they visit the library once in a month. There are no such students who do not visit the library or visit the library once in a semester. Hence it can be concluded that most of the respondents (52.38%) visit the library daily. This indicates that the library has a predominant place in their academic career.

Reasons for not visiting the library regularly

A question has been put to the users to assess the reasons for not visiting the library regularly. The users responses are given in Table-4.

Table – 4: Reasons for not visiting the library regularly.

Reasons	No.	%
Lack of adequate seating Accommodation	017	03.62
Lack of time	202	43.07
Not easily accessible	024	05.12
Inadequate number of subject books	196	41.79
Inadequate number of periodicals	030	06.40
Total	469	100.00

It can be concluded from Table-4 that the reasons for not visiting the library regularly are due to lack of time and inadequate number of subject books.

It is evident from Table-4 that most of the users (43.07%) stated that the reason for not visiting the library regularly is due to lack of time. It is also evident from it that 41.79 percent of them expressed that it is due to inadequate number of subject books in the library and 6.4 percent of them expressed that it is due to inadequate number of periodicals. The remaining of them stated the following reasons for not visiting the library regularly.

1. Collection is not easily accessible (5.12%)
2. Lack of adequate seating accommodation (3.62%)

The Purpose of visit to the library

The students approach the library for various purposes. It includes reading of newspapers, consultation of current periodicals borrowing reading materials and utilizing leisure time in the library. The purposes for which the users visit the library are shown in Table-5.

Table – 5: The purposes for which the users visit the library

Purpose	No.
Newspaper reading	241
To consult current Periodicals	128
Borrowing reading Materials	321
To spend leisure time	71

It is evident from Table-5 that most of the users visit the library for borrowing reading materials, while less number of them to spend their leisure time through reading.

Use of collection of Reading Material

A question has been put to the users which books they prefer most in the order of priority. The collection of reading material includes text books, books other than the text books in the subject, Reference books, Encyclopaedias, Project reports, Theses & Dissertations, Standards and books relating to Competitive Examinations. Table-6 shows the type of reading materials read by the students.

Table – 6: Users' priority to reading materials.

Users opinion	No.
Text books	423
Books other than the text books in the subject	312
Reference books	403
Project reports/Theses/Dissertations	251
Standards	258
Books relating to Competitive Exams	297

It is evident from Table-6 that most of the students (423) gave first priority to read Text books, followed by Reference books, Subject books (other than Text books), books relating to Competitive Examinations and Standards. They gave the last priority to Theses and Dissertations.

Satisfaction with multiple copies of text books

A question has been put to the users to know their satisfaction with the multiple copies available for prescribed text books. The replies given by them are shown in Table-7.

Table – 7: Distribution of users according to their satisfaction with multiple copies of Text Books.

User satisfaction	No.	%
Yes	200	38.10
No	325	61.90
Total	525	100.00

It is evident from Table-7 that most of the users (61.9%) expressed that they are not satisfied with the multiple copies of prescribed Text books available in the library and the rest of them replied positively. Hence the library has to acquire additional copies of prescribed Text books suitable to users' demands and requirements.

Availability of latest editions of books

A question has been put to the users to know their satisfaction with the latest editions of books available in the library. Table-8 shows the extent of satisfaction of the users in this regard.

Table – 8: Satisfaction of users with the latest editions of books.

Reply	No.	%
Yes	265	50.48
No	260	49.52
Total	525	100.00

It is clear from Table-8 that half of the users (50.48%) were satisfied with the latest editions of books available in the library while the remaining half of them (49.52%) were not satisfied.

Arrangement of books on the shelves

A question has been put to the users as to their extent of satisfaction with the arrangement of books on the shelves. The replies given by them are shown in Table-9.

Table – 9: Distribution of users according to their satisfaction with the arrangement of books on the shelves.

Reply	No.	%
Satisfied	220	41.90
Neither satisfied Nor dissatisfied	204	38.86
Dissatisfied	101	19.24
Total	525	100.00

Table-9 shows that 41.90 percent of the users stated that they are satisfied, 38.86 percent of them neither satisfied nor dissatisfied and 19.24% of them dissatisfied. Hence it can be concluded that the majority of the users are satisfied with the arrangement of books on the shelves in the library while less percentage of them are not satisfied.

Visit to other libraries

A question has been put to the users to find out whether they visited any library other than their college library. The replies given by them are shown in Table-10.

Table – 10: Distribution of users according to their visit to other libraries.

Reply	No.	%
Yes	146	27.81
No.	379	72.19
Total	525	100.00

No individual library can provide all types of information required by the users. Some times they have to visit other libraries. It is clear from Table-10 that majority of the users (72.19%) have not visited other libraries (other than their college library), where as the less percentage (27.81%) of users visited the other libraries in search of more information pertaining to their field of study.

Types of libraries visited by the users

A question has been put to the users to mention the libraries they visited. The replies are shown in Table-11.

Table – 11: Distribution of users according to the various libraries they visited.

Library	No.	%
Central library	56	38.36
Public library	41	28.08
British library	33	22.60
I.I.Sc. library	10	06.85
Govt. College library	6	04.11
Total	146	100.00

It is evident from Table-11 that most of the users visited the Central Library followed by Public libraries, British Library, Bangalore and Indian Institute of Science Library. Less number of users visited Government College Library.

Purpose of visit to other libraries

Some of them stated to have visited other libraries which were near to their residence at the time of admission. Some of them stated to have visited other libraries to know about library collections, different services offered and facilities available for proper utilization of their leisure time. Some of them visited the libraries as members of those libraries to borrow books and also to make use of services and facilities not available in their library. Some of them stated that they have visited other libraries to read more number of text books and other reference books and collect latest information from Indian and Foreign periodicals and standards in different branches of knowledge viz., Science and Technology, Chemical Engineering, Bio-Sensors etc., for want of them in their library. Some of them stated that they visited other libraries to make use of text books, novels, general knowledge books, books relating to their project works and competitive examinations books which are not available in their library.

Convenient Timings

A question has been put to the users to know whether the present working hours of the library are convenient or not. The replies given by them are shown in Table-13.

Table – 13: Users’ opinion about the present working hours of the library.

Reply	No.	%
Yes	422	80.38
No	103	19.62
Total	525	100.00

It is evident from Table-13 that most of the users (80.58%) are satisfied with the present timings of the library, while very less percentage of them (19.62%) are dissatisfied in this regard. At present, the library works from 9 am to 10 pm. As a significant percentage of users are dissatisfied with the present working hours of the libraries, the authorities may consider the feasibility of extending the working hours.

Users’ opinion on working hours

A question has been put to the users to know whether the present working hours of the library are convenient or not. A few of them (19.62%) stated that the present working hours are not convenient to them. They were again asked to mention the working hours convenient to them. The replies given by them are shown in Table-14.

Table – 14: Distribution of users according to the working hours convenient to them.

Reply	No.	%
24 hours	48	47.06
8 am to 1 am	28	27.45
7 am to 12 midnight	26	25.49
Total	102	100.00

It is evident from Table-14 that most of the users (47.06%) replied that the library should be kept open for 24 hours and nearly one fourth of them (27.45%) replied that the library should be kept open from 8 am to 9 am and the remaining one fourth of them (25.49%) from 7 am to 12 midnight.

Use of borrowing facilities

A question has been put to the students whether they are borrowing books from the library or not. Table-15 contains the replies given by them.

Table – 15:Borrowing of books by the users

Reply	No	%
Yes	353	67.
No	172	32.76
Total	525	100.00

It is evident from Table-15 that most of the users (67.24%) borrow books from the library while the less number of them (32.76%) never borrowed books from the library. In M.V.J. College, the students who will not deposit the stipulated amount are not permitted to borrow books from the library but they are permitted to consult the books within the library. Hence this 32.76% of users have not enrolled themselves as members of the library. They have become ineligible to borrow books from the library. Issue of borrower’s tickets

A question has been asked to know as to how many borrower’s tickets are being issued to the users. Table-16 shows the replies given by them.

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