

USER SATISFACTION ON LIBRARY RESOURCES AND SERVICES IN B.M.S COLLEGES OF ENGINEERING, BANGALORE: A SURVEY

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ABSTRACT

The study was conducted a user satisfaction of engineering college faculty and students: a case study of library and information centre of B.M.S. College of engineering, Bangalore. Questionnaire was the main instrument for collecting data. 250 copies of questionnaires were distributed, 216 were returned. The overall response was 86.4% students of different disciplines regarding library resources, services, physical facilities, Internet and computerization of library services etc.

KEYWORDS: User satisfaction, Library services, Library resources, and Physical facilities.

1. INTRODUCTION

Libraries are constantly expanding their resources and developing new programmes and procedures to meet the various information requirements of the users. So the library must therefore be alert to change from time to time. Changes demand planning a scientific planning is dependent upon proper evaluation of the present and an accurate forecast of the foreseeable future. Information explosion, increased publication, demands for new and better services and storage of funds have forced the librarians and information scientists to look with critical eyes at their own library organization and activities. Technological and social changes have presented new problems for the library, and have opened new field of service. These changes call for new techniques and for critical re-examination of old ones. One of the most important and effective means of accomplishing this task is the employment of the library survey. Any library irrespective of its kind has to be user oriented. All the services provided by the library are intended for the benefit of the users. The past trend of book oriented concept has been changed into user oriented. This is the era of user clientele. User is the one of the most important components of information system which is intended to satisfy the information needs, since user satisfaction and his needs of users. However, number of studies was conducted to know the exact needs of the readers. Studying the user is a continuous effort and process in the field of information science. This is due to be user nature and dynamic quality of the users. In order to

improve the existing library services, plan new services, rationalize the limited financial resources in an economic way, evaluate the performance of the library and enhance the user satisfaction, it is imperative to conduct user surveys. These surveys will help library authorities to know the satisfaction of users with the existing library services and facilities, the type of new services required and the amount of finance required for their implementation.

2. PROFILE OF THE B.M.S. COLLEGE OF ENGINEERING, BANGALORE

Library have 1, 10,806 Volumes with 39,783 Titles in different Engineering Departments. Including Book Bank Books, Hand books, Year Books, Standards, Dictionaries, Directories, Manuals, Encyclopedias and Back Volumes. Current Annual Library Budget is Rs. 60 Lakhs. Library have plinth area is 2725 sqmts. And also have different sections like General Stack Section, Reference Section, Periodical Section, Digital Library and reading room in the ground floor. Library has a well furnished Auditorium with a seating capacity of 200. The digital library is planned with a small conference hall, CD-ROM workstation and Internet facility is being provided to access the online library collection, E-Journals and anything related to the users' area of study and research. As a result of the tie-up with INDEST Consortium, access to IEL online resources is available. Library to date has a total collection of 110806 volumes of books; the library is presently subscribing to 144 National and 21 International Technical Journals. Open access is provided to the Library holdings and the books are organized subject-wise for easy access and quick retrieval. Books are classified according to DDC and catalogued as per AACR2 format. New Books before sending to shelves are first displayed in the "new arrivals" section for 15-20 days and processed afterwards for the usage by students and staff. Library receives 165 numbers of technical journals and arranged area wise in the periodicals section. Library also has access to IEEE, ASCE, ASME, ACM Digital Library, Springer Link, and Science Direct periodicals in Digital form through INDEST Consortium, IIT Delhi. Latest catalogues received from various reputed publishers and new release of books and other information is displayed on the notice boards for Information of users and to indicate the requirements / additions. Library receives 8 English and 6 Kannada Newspapers and 44 magazines, which are displayed in the Reading room. Reprographic Service: One Canon plain paper copier machine (zoom type) is provided in the library for catering to the needs of users. Referral Service: Some students and researchers in need of more diverged information have been referred to use other reputed libraries like IISc, ISRO, NAL, IIMB etc. The library is automating its services and activities through "LIBSYS" package, which gives search facility, reservation facility among other things for the users. Bar coding of the documents is done and the books will be issued on digital identity card through computer.

3. REVIEW OF LITERATURE

Isreal Ifijesh Goodluck¹ (2011) in his study on Assessing Faculty Use of University Library Collection and Services in Nigeria: A Case of Covenant University, Ota. Has found the following finding and it made suggestions the result of study led to the conclusions that faculty of Covenant University make use of the library's resources for personal research and classroom teaching. They borrow most of these resources for use outside the library. Members of faculty also take advantage of the library's media centre to access materials from the internet. However, most faculties claim they are not aware of all available library resources / services. They also indicated inability to access electronic data bases and materials from the shelves as problems inhibiting library use. Devendra Kumar and Rajkumar Singh² (2009) have examined the use of services by the users by National Science Library (NSL), New Delhi, India. A well structured

questionnaire was used to identify the impressions of NSL user towards the various aspects. 120 questionnaires were distributed among the NSL users and 108 filled were received back. The questionnaires were checked and 108 (90%) questionnaires were found fit for analysis and out of which 12(10%) were considered unusable. The present study demonstrates and elaborates a various aspects of NSL collections uses within the available resources, frequency and purposes of visit, user satisfaction within NSL services and information about documents. Further attempt has also been made to highlights the findings of the study and a few suggestions have been given based on the analysis of data. Lohar (M S) and Kumbar (Mallinath)³ (2002) conducted a study to evaluate the use of library facilities and information resources in Sahyadri Arts and Commerce College and Sahyadri Science College of Shimoga (Karnataka). Biradar (B S) and Sampath Kumar (BT)⁴ (2000) have conducted a study on evaluation of information services and facilities offered by DVS Polytechnic College Library, Shimoga. A survey was by Mallaiah (T Y) and BADAMI (K K)⁵ (1993) to know the opinion of research scholars on the services and facilities of Mangalore University Library. Ramaiah (C K)⁶ (1988) carries out a study on use of chemistry periodical literature in Central Science Library of University of Delhi. Sreepathi Naidu (N)⁷ (1987) conducted a survey to trace the origin and development of the Sri Venkateswara University Library, Tirupati, Andhra Pradesh.

4. OBJECTIVES OF THE STUDY

1. To find out the purpose of visit to the library;
2. To access the satisfaction of users with book lending service, reference service and photocopying service;
3. To know the satisfaction of users with regard to physical facilities of the library;
4. To obtain the suggestions from the users for improving the existing services and also for introducing the new services; and
5. To recommend some of the measures to improve the services and facilities in the library.

5. SCOPE OF THE STUDY

The study covers following the aspects:

- User satisfaction about library physical facilities;
- User satisfaction about library services; and
- User satisfaction with regard to access of Internet.

6. LIMITATIONS OF THE STUDY

The present study is restricted to the students of B.M.S colleges of engineering Bangalore. The engineering college having different type of users, so very difficult to covers all the users. However, the present study does not cover;

1. Teaching staff;
2. Administrative staff;
3. Non-Teaching staff;

7. METHODOLOGY

In the present research an attempt is made to select random sampling method. The total number of users in B.M.S colleges of engineering is 4000. The researcher has distributed 250 questionnaires in order to elicit responses on the use of library resources and services. 216 respondents have returned dully filled-in questionnaires and this account for 86.4%. After collecting data required for the study, the data was analyzed and interpreted in the form of tables and figures.

8. ANALYSIS OF THE DATA

8.1. Library visit

A question has been asked to the respondents to know their frequency of library visit. The replies given by them are shown in Table 8.1.

Table 8.1
Frequency of Library Visit

S. No	Frequency	Number	Percentage
1	Daily	36	16.7
2	Once in a week	76	35.2
3	Twice in a week	64	29.6
4	Occasionally	40	18.5
5	Never	0	0
	Total	216	100

It is evident from the table 8.1 that a high percentage of respondents 35.2% are visit library once in a week. It is also evident from it that 29.6% are more than twice in a week, 18.5% are occasionally and remaining of them 16.7% are daily visit the library.

8.2. Purpose of visit to Library

A question has been asked to the respondents to know their purpose of visiting to the library. The replies given them are shown in Table 8.2 and Figure No. 1.

Table 8.2
Purpose of visit to Library

S. No	Purpose	Number	Percentage
1	To Borrow Books	181	84
2	To Refer Books and Periodicals	131	61
3	To Borrow Internet	17	8
4	To Research Purpose	16	7

(Respondents are permitted to tick more than one answer)

It is observed from the table 8.2 that 84% of the respondents to borrow books for purpose of visit to library followed by to refer books and periodicals 61%, to borrow Internet 8%, and remaining

of them to research purpose of visit to the library 7%.

8.3. Satisfaction with Present Collection of the Library

A question has been posed to the respondents to know their Satisfaction with regard to the Present Collection of the Library. The replies are given by them are shown in the Table 8.3.

Table 8.3
Satisfaction with Present Collection of the Library

S. No	Reply	Number	Percentage
1	Satisfied	168	77.8
2	Not Satisfied	48	22.2
	Total	216	100

It is noticed from the table 8.3 that 77.8% of the respondents are satisfied with present collection of the library and the remaining 22.2% of the respondents are not satisfied with present collection of the library.

8.4. Provision of Library services

A question has been asked to the respondents on the Library services Like Lending, Reference, CAS, Reprography, Inter Library Loan, and Library Orientation. The replies given by them are shown in the Table 8.4.

Table 8.4
Provision of Library Services

S. No	Provision	Total Respondents	Response by Type	
			Number	Percentage
1	Lending Service	216	216	100
2	Reference Service	216	204	94
3	Current Awareness Services	216	141	65.3
4	Inter Library Loan	216	108	50
5	Newspaper Clipping Service	216	154	71.3
6	Library Orientation Programme	216	142	66

(Respondents are permitted to tick more than one answer)

The above Table 8.4 shows that 100% of the respondents were agreed that the library is providing lending service in the library followed by reference service 94%, Newspaper Clipping Service 71.3%, Library Orientation Programme 66%, Current Awareness Service 65.3% and remaining of them Inter Library Loan 50%.

8.5. Photocopying service

A question has been asked to the respondents to know their satisfaction with regard to Photocopying service. The replies given by them are shown in Table 8.5.

Table 8.5
Photocopying service

S. No	Reply	Number	Percentage
1	Yes	216	100
2	No	0	0
	Total	216	100

In the above Table 8.5 it has been observed that 100% majority of the respondents were satisfied with regards to the photocopying service in the library.

8.6. Physical Facilities of the Library

A question has been asked to the respondents to know their satisfaction with regarding to Physical Facilities of the Library. The replies given by them are shown in the Table 8.6.

Table 8.6
Physical Facilities of the Library

S. No	Physical Facilities	Total Respondents	Response by Type	
			Number	Percentage
1	Maintenance of Library	216	197	91.2
2	Ventilation in the library	216	196	90.7
3	Furniture	216	195	90.7
4	Lighting Facility	216	198	99
5	Reading Room Facility	216	178	82.4
6	Drinking Water Facility	216	127	58.8
7	Toilet Facility	216	149	69

(Respondents are permitted to tick more than one answer)

It is evident from Table shows 8.6 that 99% of the respondents were satisfied with regard to the maintenance of library in the physical facilities of the library followed by maintenance of library 91.2%, both furniture and ventilation in the library 90.7%, reading room facility 82.4%, toilet facility 69% and remaining of them drinking water facility 58.8%.

8.7. Library Automation

A question has been posed to the respondents whether the library services are automated. The replies given by them are shown in the Table 8.7.

Table 8.7
Library Automation

S. No	Reply	Number	Percentage
1	Yes	185	85.6
2	No	31	14.4
	Total	216	100

In the above table 8.7 it has been observed that 85.6% of the respondents were satisfied with regards to the library automation and the remaining 14.4% of the respondents were not satisfied in this regard.

8.8. Place of Access Internet

Internet is an essential service in the present age. We cannot expect the present society without Internet. The present society is connected with the Internet.

A question has been asked to know where they access the internet. The replies given by them are shown in Table 8.8 and Figure No. 2.

Table 8.8
Place of Access Internet

S. No	Place of Access	Number	Percentage
1	Library	68	31.5
2	Computer lab	58	26.8
3	Department	22	10.2
4	Browsing Centre	68	31.5
	Total	216	100

It has been observed from the above Table 8.8 that 361.5% were access Internet in the Library and Browsing centres followed by Computer lab 26.8, and remaining of them 10.2% in their Departments.

8.9. Satisfaction with overall Facilities and Services

A question has been posed to the respondents to know where their satisfaction with regard to overall Facilities and Services of the Library. The replies given by them are shown in the Table 8.9.

Table 8.9
Satisfaction with overall Facilities and Services

S. No	Satisfaction	Number	Percentage
1	Satisfied	160	74.1
2	Neither Satisfied nor dissatisfied	49	22.7
3	Dissatisfied	7	3.2
	Total	216	100

It is noticed from the table 8.9 that 74.1% of the respondents were satisfied, 22.7% of the respondents were neither satisfied nor dissatisfied and 3.2% of the respondents were dissatisfied with regard to over all facilities and services.

9. FINDINGS

1. A high percentage of respondents 35.2% are visit library once in a week.
2. Most of the users 84% are their visit to library for the purpose of borrow books.
3. More number of respondents 77.8% is satisfied with present collection of the library.
4. All of the respondents were agreed that the library is provided lending service.
5. All of the respondents were satisfied to the photocopying service in their library.
6. Almost of all respondents 99% were satisfied with regarding the lighting facility provided in their library.
7. Majority of respondents 85.6% were satisfied with regarding to the library automation.
8. A high percentage of respondents 31.5% were access Internet in their Library and Browsing centres.
9. Most of the respondents 74.1% were satisfied with the overall facilities and services in their library.

10. SUGGESTIONS

1. The respondents were advised to increase the collection of materials, new editions instead of old editions, books for preparing service commission examinations like Karnataka Public Service Commission and other Competitive Examination books to the Library.
2. The library authorities should educated the users regarding the library services like current awareness service, interlibrary loan service, Newspaper Clipping Services provided to them and to entitle the same.
3. All most all the users are interested to attend the Library Orientation Programme should be conducted regularly to the freshers to aware and utilize about the library.
4. Authorities can take necessary steps to enhance the Physical facilities like Drinking water, Lavatories in the library in different floors.
5. Users have to educate with regard to Library Automation and how to use of OPAC (Online Public Access Catalogue).
6. The Library authorities are advised to provide speed of internet facility in the library.
7. Management should take necessary steps in improving the overall facilities and services in the library.

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