User Satisfaction on Library Resources and Services in Law College Libraries in Mysore, Karnataka

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Abstract - The present study aims to assess the user satisfaction on library resources and services in law college libraries in Mysore in Karnataka. The investigator has distributed 200 questionnaires to the users, out of which 160 (80%) questionnaires were received back. The findings of the study shows that, 146 (91.25 %) respondents visited law college libraries for borrowing library books and to read materials in their specific subjects and they opined that 'arrangement of text books' as impressive. In terms of news paper clippings service, majority (91 ; 56.88%) of respondents are satisfied. The study suggested that law college libraries should carry out user studies at regular intervals in their colleges in order to identify and search the required information.

Key words: Library resources; Library collection, Library services; User behavior; User satisfaction.

Introduction

In the present knowledge era, the library is considered as an important centre and is the heart of any institute. The libraries are acquiring different types of resources and providing services to fulfill the needs of their clients. To strengthen the collection and services of the library the users feedback helps much. By considering this, the libraries are frequently conducting satisfaction level of the users and it is the key purpose to the success of any library. According to Ijiekhuamhen, Aghojare and Lerdinand (2015) the level of using the library depends on users' satisfaction with the available information resources and services rendered to them. Kaur (2010) says the library has positive impact on academic staffs research, teaching and learning purposes**.** There were many studies conducted on general college libraries. Law college libraries are having different kind of users and the collections also quite differ. Hence the investigators tried to conduct a study in law college libraries in Mysore.

Review of literature

There are many studies conducted on the user satisfaction in India and abroad. Here the investigators have tried to provide few important studies. Chavez et al. (2005) study revealed

that generally users of the Paradise Valley Community College Library were satisfied with the resources, facilities and circulation service and recommended to repeat survey in two years to compare satisfaction level of students. Uganneya and Idachaba (2005) study found that circulation and Information Technology services of 71 university of agriculture libraries were deficient. Frequency of use of library was found low, which indicates that library did not meet information needs of users properly. Liu and Allmang (2008) examined the user satisfaction at the NIST Research Library and concluded that as a tool for planning and to understand library's customers' base, the surveys are absolutely invaluable and well worth the time spent.

Sriram and Rajev (2014) conducted a study to identify the various services and facilities required by the academic library users of Sur University College Sultanate of Oman and their degrees of impact on its users' satisfaction. Saikia and Gohain (2013) investigate the use of library resources, user's satisfaction in library resources and services and information seeking behaviors of the students and research scholars of Tezpur University. The study revealed that, library is playing a vital role to meet multidimensional demands of students and research scholars for information and knowledge. It is felt that the user guidance is necessary to help library users to meet their information needs and make users aware of the available library resources and services.

Poll and Payne (2006) say that the diverse projects all over the world are trying to establish that the usage of library services can optimistically persuade competences and skills, attitude and actions of users. They suggested that, the advantages that academic library users practice by using library services can be evaluated in terms of information gained, information literacy, educational and professional achievement, social addition, and amplify in entity well-being. Sowole (1995) study revealed that by providing the required information resources and services the library users' satisfaction shall be attained. Nnadozie(2006) study revealed that the facilities required to deliver the qualitative services of the library are either available is insufficient quantities or totally not available. Abagai (1993) explored that the usage of the library users and certainly their satisfaction with the services of the library depends on the availability of the skilled staff, knowledge materials and accommodation in the library. Nwalo (1997) classified the term evaluation of the library as the assessment and quantification with the help of standards and regulations of the library services and provisions. Cullen and Calvert (1993) observed that the evaluation of input based on collection, budget, staff resources and process competence measures are the indicators of the library users' perception of the resources and services offered by the library.

Objective of the study

1. To identify the purpose of visit to the library.
2. To identify the time spent for using library resources.
3. To understand the opinion regarding arrangement of books.
4. To assess the opinion about library resources, facilities and services.
5. To aware the user satisfaction with the information services offered by the library staff.

Methodology

Keeping in view of the objectives, a suitable questionnaire was designed and distributed among the users of law college libraries in Mysore. The investigator has collected data through questionnaire from the four law colleges. The interview was conducted to overcome

the problem in the questionnaire. Total 200 questionnaires were distributed, out of which 160 users responded were taken for analysis.

Data analysis and interpretation

Table - 1. Gender-wise distribution of the respondents

Gender	No. of respondents	Percentage
Male	110	68.75
Female	50	31.25
Total	**160**	**100**

The above table shows the gender wise distribution of respondents. Out of 160 respondents 110(68.75%) were male and 50(31.25%) were female.

Table-2. College wise distribution of respondents

Sl. No	Name of the colleges	Questionnaires distributed	Questionnaires received	Percentage
1	S.B.R.R. Mahajana Law College	50	43	86.00
2	J.S.S Law College	50	46	92.00
3	Saradavilas Law College	50	36	72.00
4	Vidyavardaka Law College	50	35	70.00
Total		**200**	**160**	**80.00**

It is found from the table 2 that, the investigators distributed 50 questionnaires each among users of four law college in Mysore. There are 46(92.00%) responses received from J.SS. Law college, followed by 43(86.00%) are from S.B.R.R. Mahajana Law College, 36(72.00%) are from Saradavilas Law College and 35(70.00%) are from Vidyavardaka Law College. The highest responses were from the J.S.S. Law College.

Table-3. Time Spent for using library resources

Sl. No	Hours spent	Respondents	Percentage
1	Over 20 hours a week	47	29.38
2	21-30 hours a week	7	4.38
3	6-10 hours a week	66	41.24
4	5 or less hours a week	40	25.00
Total		**160**	**100.00**

The table 3 depicts that, 66 (41.25%) of users spent 6-10 hours a week for use the library resources, 47(29.38%) of spent 20 hours a week to use library resources. There are 40 (25.00%) of users spent 5 or less hours a week for use the library resources, and 7(4.38%) of users spent 21-30 hours a week for use of library resources.

Table-4. Purpose of visit to the library

Sl. No	Purpose of visit to the library	Respondents (N=160)	Percentage
1	To borrow books	146	91.25
2	To read materials in their subject	146	91.25
3	To read news papers and magazines	135	84.37

4	To prepare for semester examinations	115	71.88
5	To prepare for seminar/assignments	100	62.50
6	To consult the question papers of previous years	100	62.50
7	To consult reference books	100	62.50
8	To prepare competitive examinations	78	48.75
9	For discussion with friends	76	47.50
10	For self improvement	75	46.88
11	For leisure reading	58	36.25
12	To prepare for teaching	55	34.38
13	To gain current and general information	55	34.38
14	To use Internet /access CD/Online resources	50	31.25
16	For seeking information on Jobs	28	17.50
17	For recreation	28	17.50

The table 4 shows that 146 (91.25%) respondents visit library for the purpose of borrowing books and to read material in their subject, followed by 135(84.35%) to read newspaper and magazines, 115 (71.88%) to prepare for semester examinations, There are 100 (62.50%) users each visit the library to prepare for seminar/assignments, to consult the question papers of previous years & to consult reference books. Followed by 78(48.75%) to prepare competitive examinations, 76 (47.50%) for discussion with friends, 75(46.88%) for self improvement, 58(36.25%) users visit the library for reading when they have leisure, 55(34.38%) to prepare for teaching and to gain current and general information. and 50(31.25%) to use internet/ to access CD/ Online resources and only 28(17.50%) respondents visit the library for the seeking information on jobs and for recreation. Thus it is clear that a majority of the users visit the library to borrow books and read subject materials.

Table-5. Opinion regarding arrangement of books

Sl. No	Print resources	Options		
		Excellent	Good	Poor
1	Books (Text books)	146 91.25%	14 8.75%	0 0.00%
2	Journals	30 18.75%	118 73.75%	12 7.50%
3	Magazines	32 20.00%	112 70.00%	16 10.00%
4	Law reports	83 51.88%	57 35.63%	20 12.50%
5	Teaching materials	60 37.50%	50 31.25%	50 31.25%
6	Printed literature abstracts	40 25.00%	100 62.50%	20 12.50%
7	Reference sources (Dictionaries, encyclopedias etc.)	75 46.88%	60 37.50%	25 15.63%
8	News papers	79 49.38%	78 48.75%	3 1.88%
9	Students and faculty generated contents like (Project reports, Assignments, papers, etc.)	56 35.00%	79 49.38%	25 15.63%

Regarding the arrangements of different types of books, 146 (91.25%) respondents opined the books (Text Books) as excellent and only 14(8.75%) are good, 118(73.75%) respondents found journals as good and only 12(7.50%) are poor, 112(70.00%) respondents found magazines are good and only . 16(10.00%) are poor, 83(51.88%) respondents found the law reports as excellent and only 20(12.50%) are poor, 60(37.50%) respondents opined that arrangement teaching materials are excellent and 20(12.50%) are poor, 100(62.50%) respondents found printed literature abstracts as good and 20(12.50%) are poor, 75(46.88%) respondents opined that arrangement of reference sources (Dictionaries, encyclopedias etc.) as excellent and 25(15.63%) are poor, 79(49.38%) respondents the newspapers as excellent and3(1.88%) are poor and 79(49.38%) respondents the arrangement of students and faculty generated contents like (project reports, assignments, papers, etc.) as good and only 25(15.63%) are poor.

Table -6. Satisfaction level about library services

Sl. No	Library services	Satisfaction levels				
		5	**4**	**3**	**2**	**1**
1.	Issue and return of books	7 (4.38%)	3 (1.88%)	10 (6.25%)	90 (56.25%)	40 (25.00%)
2.	Proper arrangement of Library resources (books, journals etc)	4 (2.50%)	2 (1.25%)	6 (3.75%)	68 (42.50%)	50 (31.25%)
3.	User guidance/orientation	2 (1.25%)	4 (2.50%)	5 (3.13%)	45 (28.13%)	28 (17.50%)
4.	News paper Clippings	3 (1.88%)	7 (4.38%)	5 (3.13%)	91 (56.88%)	28 (17.50%)
5.	Reference Service	5 (3.13%)	5 (3.13%)	10 (6.25%)	81 (50.63%)	39 (24.38%)
6.	Library Catalogue/OPAC	2 (1.25%)	4 (2.50%)	4 (2.50%)	50 (31.25%)	30 (18.75%)
7.	Help in searching/locating the required information	8 (5.00%)	9 (5.63%)	18 (11.25%)	65 (40.63%)	30 (18.75%)
8.	New Arrival Lists	3 (1.88%)	10 (6.25%)	6 (3.75%)	42 (26.25%)	10 (6.25%)

1=Highly Satisfactory; 2=Satisfactory; 3=Unsatisfactory; 4=Highly Unsatisfactory; 5=Undecided

The table 6 shows that majority (90 ; 56.25%) of respondents are satisfactory with the issue and return of books, followed by 3(1.88%) respondents are highly unsatisfactory, 91(56.88%) are satisfactory with the news paper clippings and only 3(1.88%)are undecided, 81(50.63%) are satisfactory with the reference Service and only 5(3.13%) are highly unsatisfactory and undecided, 68(42.50%)are satisfactory with proper arrangement of library resources (books, journals etc) and only 2(1.25%) are highly unsatisfactory, 65(40.63%) are satisfactory with the help in searching/locating the required information and only 8(5.00%)are undecided. 50(31.25%) are satisfactory with Library Catalogue/OPAC and 2(1.25%) are undecided and 42(26.25%) are satisfactory with new arrival list and 3(1.88%) are undecided. So library should focus on new arrival list, OPAC and user guidance orientation these services in order to improve its performance.

Table -7. Satisfaction level about library facilities

Sl. No	Library facilities	Satisfaction levels				
		5	**4**	**3**	**2**	**1**
1.	Reading room facilities	5 (3.13%)	8 (5.00%)	15 (9.38%)	85 (53.13%)	47 (29.38%)
2.	Seating arrangement	4 (2.50%)	8 (5.00%)	4 (2.50%)	87 (54.38%)	53 (33.13%)
3.	Library furniture	4 (2.50%)	6 (3.75%)	10 (6.25%)	80 (50.00%)	56 (35.00%)
4.	Photocopying	7 (4.38%)	5 (3.13%)	10 (6.25%)	47 (29.38%)	26 (16.25%)
5.	Internet facility	7 (4.38%)	7 (4.38%)	6 (3.75%)	75 (46.88%)	35 (21.88%)
6.	Lighting / ventilation	5 (3.13%)	4 (2.50%)	5 (3.13%)	100 (62.50%)	39 (24.38%)
7.	Facility for group discussion	5 (3.13%)	5 (3.13%)	10 (6.25%)	53 (33.13%)	30 (18.75%)
8.	Water facilities	3 (1.88%)	10 (6.25%)	13 (8.13%)	63 (39.38%)	35 (21.88%)
9.	Toilet facilities	4 (2.50%)	9 (5.63%)	17 (10.63%)	70 (43.75%)	40 (25.00%)

1=Highly Satisfactory; 2=Satisfactory; 3=Unsatisfactory; 4=Highly Unsatisfactory; 5=Undecided

The table 7 indicates that, 100(62.50%)of respondents satisfactory with lighting and ventilation available in the college library and only 5(3.13%) are undecided, 87(54.38%) of respondents are satisfactory seating arrangement and only 4(2.50%) are unsatisfactory and undecided, 85(53.13%)of respondents are satisfactory with reading room facilities in available the college library, only 5(3.13%) are undecided, whereas, 80(50.00%)are satisfactory with Library furniture and 4(2.50%) are undecided, 75(46.88%) are satisfactory with internet facility and 7(4.38%) are highly unsatisfactory and undecided, **70**(43.75%) are satisfactory of toilet facility and 4(2.5.%) are undecided and 63(39.38%)of respondents satisfactory with drinking water facility and only 3(1.88) are undecided. Table shows that maximum users are satisfied with all mentioned physical facilities. Computing facilities and photocopying facilities need a little check.

Table-8. Users opinion about seeking assistance from library staff

Response	Respondents	Percentage
Seeking assistance	130	81.25
Don't Seek assistance	30	18.75
Total	**160**	**100**

The table 8 presents that, out of 160 users 130 (81.25%) of respondents have expressed that they seek assistance from library staff in locating the required information resources. 30 (18.75%) of respondents they do not seek the assistance of library staff are respectively.

Table -9. Kinds of assistance sought by the users from library staff

Sl. No	Assistance	Respondents	Percentage
1	To search information on the Internet	120	75.00
2	To search online journals	50	31.25
3	To search on CD-ROMs	70	43.75
4	To search information in Audio/Visual sources	20	12.50
5	To search OPAC	10	6.25

The table 9 highlights that, 120(75 %) of respondents expressed that they seek assistance from library staff to search information on the net and 70 (43.75%) users have expressed that they need assistance from library staff to search CD-ROMs, followed by 50(31.25%) to search online journals, 20 (12.50%) to search information in audio/visual sources and 10(6.25%) of respondents expressed that they need assistance of library to search catalogue/OPAC.

Table-10. User satisfaction about the services provided by the library staff

Opinion	Respondents	Percentage
Satisfied	150	93.75
Not satisfied	10	6.25
Total	**160**	**100**

Table 10 shows that there are 150 (93.75%) of respondents are satisfied with the information services by library staff and 10 (6.25%) of respondents are not satisfied.

Table-11.Extent of user satisfaction about the services provided by the library staff

Sl. No	Extent of satisfaction	Respondents	Percentage
1	Highly satisfied	90	56.25
2	Moderately satisfied	50	31.25
3	Slightly	8	5.00
4	Seldom	2	1.25
Total		**150**	**93.75**

The table 11 shows that, 90 (56.25%) of respondents highly satisfied with the library staff and 50 (31.25%) are moderately satisfied with the library staff, 8 (5.00%) of respondents are slightly satisfied and 2 (1.25%) users are seldom satisfied with the library staff.

Table-12.Resons for dissatisfaction about the services provided by the library staff

Sl. No	Reasons for dissatisfaction	Respondents	Percentage
1	Library staff is not interested to help users	6	60.00
2	Library staff is non co-operative	2	20.00
3	Library staff has less knowledge	1	10.00
4	Library staff is occasionally available	1	10.00
Total		**10**	**100.00**

Table 12 shows that, 6 (60.00%) of respondents library staff is not interested to help others and 2 (20.00%) of users library staff is non co-operative. Each 1(10.00) of user opined that library staff has less knowledge and library staff is occasionally available.

Table-13. Suggestions given by the users for improving the information resources, facilities & services

Sl. No	User suggestions	Respondents	Percentage
1	Needed more information resources	81	50.63
2	Needed more computers for Internet browsing	56	35.00
3	Needed more qualified staff members	36	22.50
4	Needed more CD- ROM collection	20	12.50

Table 13 shows that, 81(50.63%) of respondents users suggested that needed more information resources to improve the library resources. Followed by 55(35%) users suggested that needed more computers for internet browsing, 36(22.50%) of respondents suggested that needed more qualified staff members, and (20 12.50) of respondents suggested that needed more CD ROM Collection for improving library resources and services.

Findings

1. Majority(146; 91.25%) of the respondents visit library for the purpose to borrow books and to read materials in their subject (146; 91.25%).
2. It is observed that, 146 (91.25%) respondents opined that arrangements of books (text books) are excellent. 83(51.88%) respondents considered the law reports as excellent. 118(73.75%) respondents opined that arrangement of journals are good. 112 (70.00%) respondents opined that arrangement of magazines are good.
3. The study revealed regarding the satisfaction level of the law college library facilities, 160 (100%) of the respondents opine that the reading room facilities are good, followed by seating arrangement (156; 97.50%), library furniture (156 ; 97.50%), lighting/ventilation (153 ; 95.63%), issue and return of books(150 ; 93.75%) are satisfactory.
4. Out of 160 respondents, 90 (56.25%) users highly satisfied with the library staff.

Suggestions

- Internet facility should be improved in the law college libraries for easy access.
- Library OPAC facility should be improved to maximum use.
- Librarians should create awareness about library resources and services among users. This will help better utilization of library resources and services offered in the library.
- Awareness should be created on the use of e-resources.
- The library has to Information Literacy programmes frequently to give more awareness towards the library resources and services.

Conclusion

The law colleges in Mysore are having very good infrastructural facilities and having well developed libraries. The availability of quality information resources and services in libraries do have a significant influence on users' satisfaction. When users are satisfied with library information resources, they not only come back but speak well of the library to other users. Like any institution the libraries under the study are also having some lacunas. A good percentage of users are not aware of Current awareness, reprographic and OPAC services. It is found from the study that majority of users visit the library to read newspapers and borrow books. Almost every reader is satisfied with the behavior of library staff. The law college

libraries have to play significant in the present society. They have to strengthen their library facilities, resources and services. Innovative services have to be provided by the libraries to the students and teachers then they will get the maximum benefit.

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