

User Satisfaction on Library Resources, Facilities and Services: A Case Study in Shri Kumareshwara B.Ed college, Hangal, Dist: Haveri (Karnataka)

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***Abstract** - The present study aims to evaluate the users satisfaction on library resources and services in B.Ed college libraries in Hangal Dt: Haveri in Karnataka. The investigators has distributed 200 questionnaires to the users out of which 190 (95%) questionnaires were received back. The findings of the study show that 176 (92.63%) respondent visited B.Ed college libraries for borrowing library books and 172(90.53%) to read materials in their specific subjects and they opined that “arrangement of text books’, Reference books, and journals, as impressive. In terms of news paper clipping service majority 156(82.11%) of respondents are always satisfied. The study suggested that B.Ed college libraries. In providing information related to literacy programme and more user’s studies at regular intervals in their Bed colleges to provides optimum library and information services.*

Keywords: Library resources, Library services, Library collection, User behaviour, user satisfaction

Introduction

In the present knowledge the library is considered as an important centre and is the heart of the any institute. The academic libraries need to provide various services & facilities to the users to motivate them to use the library. These facilities and services have a greater impact on the user satisfaction. 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.

The academic library facilities and services assist the learners and the academicians in the educational process. The cognitive skills are developed by making the user’s to use the library resources. The proper utilization of library resources can be optimally used only by attracting users to the library. This attraction is possible only by providing some good services. The library users satisfaction plays a vital role in the development and provisions of the library. The potential users feedback regarding the resources services and facilities should be considered for providing necessary resources and amenities in the library.

According to Verma (2015): discussed the role of academic library to achieve academic excellence in academic Institution and pointed out that academic library has to play very important role because academic institutions are incomplete without a good library. According to Effah(1998) : Emphasized that academic support services provided by library is very important and necessary to the attainment of any academic central mission of teaching, learning and research. According to Kaur(2010) :Says “The library has positive impact on academic staff’s research, teaching and learning purposes”. There were many studies conducted on B.Ed Degree College libraries having different kind of users and the collection also quit difference, hence the investigators tried to conduct a case study on S.K.V.V Trust® Shri Kumareshwar College of Education(B.Ed) Institute college, library in Hangal district Haveri (Karnataka)

Objectives of study

- To identify the purpose of visit to the library
- To identify the time spent for using library resources
- To assess the opinion about library resources, facilities and services
- To aware he user satisfaction with information services offered by the library staff
- To build up effectiveness satisfaction level of the users
- To suggest for improving the library resources facilities and services based on a finding of the study
- To know the resroucres in the B.Ed college libraray

Review of Literature :

There are many studies conducted on the user satisfaction in India and abroad. Here the researcher has tried to provide few important studie. 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.

Cullen & 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. Upadhaya(2013):Examined students behaviour towardse-resources in University of Delhi and found that 58% respodnedents prefer to use e-resoruces while 28% students using both print and e-resources.Sowole(1995): Study revealed that by providing the required information resources and services the library users satisfaction shall be attained.

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 yearsto compare satisfaction level of student.Poll and Payne 2006 : Opinion that the divers 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 acadmic library users practices 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. 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 serveys are absolutely in valuable and well worth the time spent.

SriRam and Rajiv (2014): Conducted a study of identifying the various services facilities required by the academic library users of Sur University College Sultanate of Oman, and their degree of impact on its usersatisfaction.

Saikia and Gohain(2013): Investigate the use of library resources, user;s satisfaction in libray satisfaction in library resources and services and information seeking behaviours of the students and research scholars of Tezpur University. The study revealed that library is playing a vial role to meet multi-dimensional demands of students and research scholars for information and knowledge . It is felt that user guidance is necessary to help library users to meet their information needs and make users aware of the avilable library resources and services.Mahajan(2009) : Conducted a study in Punjab university library and observed. That users are satisfied with library collection and services but they want more training in the use of online resources.

Methodology

Keeping in view of the objectives, a survey method was adopted and prepare structured questionnaires and randomly distributed among the Students & Faculty of shri Kumareshwar B.Ed college in Hangal. Totally 200 questionnaires were distributed, among which 188 were students and 12 were teaching faculty. The researchers have collected data through print questionnaires from students and faculty of shri Kumareshwar B.Ed college. The interview was conducted to overcome the problems in the questionnaires total 200 questions were distributed out of which 190 users respondent were taken for analysis.

Totally 200 questionnaires were distributed, out of which 180 were the students and 10 were the teaching staff.The researchers have collected data through print questionnaires and personally from Student and faculty of SKVV Trust shri Kumareshwar B.Ed college in Hangal. Dist: Haveri in Karnataka. The collected data information has been analysis, interpreted and the presented as below.

Data Analysis and Interpretation

Table -1 Category wise distributed of the respondents

Category	Questionnaires Distrubuted	No of Repondent	Percentage
Student	188	180	94.74
Faculty	12	10	5.26
Total	200	190	95

Table-1 shows the category wise distribution of respondents out of 200 respondents 190 (95%) were received back in which 180 (94.74%)are students and 10 (5.26%) are the teaching faculty.

Table -2 Gender wise distribution of the respondents:

Gender	No of Repondent	Percentage
Male	35	18.42
Female	155	81.58
Total	190	100

Table-2 Shows the gender wise distribution of respondents. Out of 190 respondents 155 (81.58%) were Female, and 35 (18.42%) were male

Table -3 Time spent for using library resources

Time spent on using library resources	No of repondent N=190	Percentage
Over 20 hours a week	45	23.68
21-30 hours a week	07	3.68
6-10 hours a week	96	50.53
5 or less hours a week	42	22.11
Total	190	100%

Table- 3 shows that 96 (50.53%) of users spent 6-10 hours a week for use the library resources, 45(23 .68%) of spent 20 hours a week to use library resources . There are 42 (22.11%)of users spent 5 or less hours a week for use the library resources, and 7(3.68%) 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	No of Respo ndent n=190	%
1	To Borrows of Books	176	92.63
2	To Read materials in their subjects	172	90.53
3	To Prepare for Teaching practices work	168	88.42
4	To prepare for assignment/seminor, PPT works	166	87.37
5	To prepare for semester examination and scan previous question paper	162	85.26
6	To Read News papers and seeking jobs information	157	82.63
7	To consult Reference Books & Journals & magazines	156	82.11
8	To prepar competitive exam, TET & other conserved examination	138	72.63
9	To Gain currecn & general information	126	66.31
10	To use Internet, e-Resources	94	49.47
11	For self Improvements	88	46.31
12	For spent time by reading and other works etc.,	79	41.58
13	To use N-List ,INFLIBNET, Digital library, CD/online and reoursces Access	68	37.79
14	For Recreation	42	22.11

Table Number 4 this table shows that 176 (92.63%) respondents visit a library for the purpose of Borrowing books 172 (90.53%) to read materials in their subject. Followed by 168 (88.42%) to prepared by teaching practice work. 166 (87.37%) to prepared for assignment/ seminar works etc., There are 162 (85.26%) to prepared for semester examination and scan previous question papers. Followed by 157 (82.33%) to read newspaper and seeking jobs. 156 (82.11%) to visit consult to Reference books, magazines and Journals 138 (72.63%) users to consult prepare competitive exam, TET and others etc. 126 (66.31%) to gain current and General information. 94(49.47%) To use Internet e-resources, 88(46.31%) users for self improvement. 79 (41.58%) users spent time for reading and other works. 68 (37.79%) respondent to use Digital, library, N-LIST resources, Access CD/Online, INFLIBNET, resources etc., and only 42 (22.11%) users respondent visit to the library for recreation .Thus

Table 4 it is clear that a majority of the user visit the library to Borrowing books and Read subject materials and prepare for assignment, seminar and teaching practice works and scan previous question paper and prepare semester examination.

Table-5 Opinion regarding arrangmen of books to users

Sl.No	Library resources	Excellent		Good		Poor	
		F	%	F	%	F	%
1	Books, Text Books	173	91.05	17	8.95	0	0
2	Journals	36	18.95	144	75.79	10	5.26
3	Magzines	38	20.00	134	70.53	18	9.47
4	Project works on B.Ed college	144	75.79	36	18.95	10	5.26
5	Teaching materials references needs to users	156	82.11	26	13.68	8	4.21
6	Print literature abstract	56	29.47	112	58.95	22	11.58
7	Reference sources (Dictionaries, Biography, Invenstions , Encyclopedia, Competation Examination etc.,)	153	80.53	31	16.32	6	3.16
8	News paper Clipping	156	82.11	34	17.89	0	0
9	N-List , Digital Lib, Barcode, Wifi TV,CD, Biometrics, e-books,e-library ID-Card etc.,	33	17.37	151	79.47	6	3.16
10	Student & Faculty Generated contents like (Project works, Assignment, Maps & Charts,PP Teaching, Seminar etc.,	162	85.26	24	12.63	4	2.11

Table-5 This table shows regarding the library resources 91.05% user respondent opinion of the books as excellent and 8.95% are good and 0% are poor. 75.79% respondent user opinion the journals are good. 18.95% respondent are excellent for journals. 75.53% respondent opinion the magazines are good. However 75.79% respondent of users are excellent for projects works on B.Ed College, and only 18.95% are good. 82.11% users respondent opinion the teaching materials, references needs to users are excellent and only 13.68% are good. 58.95% respondent are good for print literature abstracts and only 29.47 users are excellent 80.53 respondent opinion are excellent that Arrangement of Reference sources, Dictionary/ Encyclopaedia/ Biography/ Inventories etc., and only 3.16% are poor. 82.11% user respondents the News paper clipping information as excellent and only 17. 89% are good and 0% are poor. 79.47 respondents are N-List, Digital library,e-resource etc., are good and only 17.37% are excellent and 3.16% are poor.However 85.26% respondent the arrangement of student and faculty generated like project work on teaching, Assignment seminar, PPT, maps and chart as excellent and 12.63% respondents are good and only 2.11% respondents are poor.

Table-6 User satisfaction level about library services

S.No	User satisfaction level about physical library services	Always satisfied		Mostly satisfied		Un satisfied	
		F	%	F	%	F	%
1	Opening Hours of the Library	42	22.10	142	74.74	6	3.16
2	Lending Services of the Library	28	14.73	156	82.10	6	3.16
3	Users Guidance / Orientation on TET and other competitive Examination	78	41.05	106	55.19	6	3.16
4	News papers clipping /Manuscripts	124	65.26	64	33.68	2	1.05
5	Reference service	54	28.42	140	73.68	6	3.16
6	Document Delivery service	79	41.58	105	55.26	6	3.16

7	Help in searching/Locating the required information of users	66	34.74	102	53.68	22	11.58
8	Notification of new arrival on current Information i e, Govt jobs, schlorship, Competitive examination etc.,	72	37.89	108	56.84	10	5.26

Table-6 show that the satisfaction level of respondents towards physical library services and it resolved that majority 82.10% of respondent satisfied and 3.16% are unsatisfied with lending service of the library. In same way 74.74% of respondent are satisfied with the Opening hours of the library followed by 3.16% are unsatisfied further 73.68% are respondent to Reference service are satisfied. 3.16% are unsatisfied. Further 65.26% user Respondent are always satisfied. 33.68% mostly satisfied and 1.05% are poor. In Newspaper clipping service. However 55.79% user respondent satisfied on user guidance and orientation on TETand other competitive examination and 3.16% are unsatisfied. 55.26% user respondents are Documentary delivery services are satisfied and 3.16% are unsatisfied .However 53.68% are respondent with the help in Searching Locating the required information of users, and 11.58% are unsatisfied. Further 56.84% are respodendt users are satisfied with Notification of new arrival on current Information on Govt jobs, scholarship & comptative exams etc., 37.89% respodnet are Always satisfied and 5.26% are unsatisfied. So, library should focus on new arrival list and user guidance to leading services of the library in order to improve its performance.

Table-7 Users satisfaction level about library facilities

S.No	Library Facilities	Always satisfied		Mostly satisfied		Un satisfied	
		F	%	F	%	F	%
01	Reading Room Facilities	54	28.42	128	67.37	8	4.21
02	Seating Arrangement of Library	78	41.05	106	55.79	6	3.16
03	Library Furniture	74	38.95	110	57.89	6	4.21
04	Proper arrangement of Library Resources (Books, Journal, Reference Books, UGC, SC,ST Books, etc)	67	35.26	119	62.63	4	2.11
05	Issue & Return of Books	14	7.37	172	90.53	4	2.10
06	Student Computer Room Adequate	94	49.47	86	45.26	10	5.26
07	Group Discussion Facility	106	55.79	78	41.05	6	3.16
08	Lighting /ventilation, backup, Internet, wifi, toilet, water bar code system, Jr & newspaper stand	118	62.11	72	37.89	—	—
09	Extent Library Hourse at the Time of Annual Examination	74	38.95	110	57.89	6	3.16
10	Internet, Digital, N-LIST,e-resources etc.,	74	38.95	96	50.53	20	10.53

Table 7 : In indicates that majority of users are 172(90.53)% user respondent satisfied with Issue and Return of books available in the library and only 2.10% are unsatisfied. 67.37% are respondent are satisfied Reading Room facilities in available the library. and only 4.21% are unsatisfied. 62.11% users respondents Always satisfied with lighting /ventilation, wifi,backup, water and toilet etc, facilities in the college library, and 0% are unsatisfied. 55.79% user respondent are satisfied seating Arrangement and only 3.16% are unsatisfied . 57.89% user respondant are satisfied with Library Furniture, only 4.21% are unsatisfied.

62.63% user respondent with satisfied proper arrangement of library resources and 2.11% are unsatisfied. 55.79% are Always satisfied on Group discussion facilities, and 3.16% are unsatisfied. 57.89% user respondents are satisfied with extent Library hours at examination time in library and only 3.16% are unsatisfied. 50.33% are satisfied with N-LIST, Digital resources facility and 10.53% are unsatisfied.

This table shows the maximum users are respondents are satisfied with the all mentioned physically facilities, computing and photocopy facilities with downloading and printing of online. Digital library, N-LIST, e-resources, services.

Table 8 :Overall satisfaction among the users

S.No	Overall satisfaction among the users	Always satisfied		Mostly satisfied		Un satisfied	
1	Library physical Infrastructure & facilities	78	41.05	104	54.74	8	4.21
2	Library & information resources & services	71	37.37	115	60.53	4	2.11
3	Library staff services	118	62.11	66	34.74	6	3.16
4	Respons for seeking Assistance	147	77.37	35	18.42	8	4.21
5	Overall library services	110	57.89	74	38.95	6	3.16

Table-8 shows that 104 (54.74%) of the respondents are satisfied regarding Library physical infrastructure and facility. While 41.05% were Always satisfied were as only 4.21% them were unsatisfied. 115 (60.53%) of the respondent were satisfied with respect to library information resources and services. Where at 37.37% were Always satisfied, while 2.11% of them stated as unsatisfied. They level of satisfaction concerning to library staff services the study shows that 118(62.11%) of respondent were Always satisfied and 66 (34.74%) are satisfied 3.16% of the respondents were unsatisfied. To the factor related to library staff services. 190 users 147(77.37%) of respondent have expressed that they seek assistance from library staff in location the requirement information resources. 18.42% of respondent they do not seek the assistance of library staff are respectively. It is important note that 110(57.89%) are Always satisfied and 74 (38.95%)are satisfied and totally 96.84% users are Overall satisfaction with library services.

Table-9: Suggestions given by the users for improving the information resources, facilities & services

S.No	Users suggestions	No. of respondent N=190	Percentage
1	Needed more semester wise books	105	55.26
2	Needed more Library Assistant staff members	102	53.68
3	Needed more Information e-resources(N-LIST)	98	51.58
4	Needed more photocopying facilities	94	49.47
5	Needed to conduct Orientation on usage of e-Resources	77	40.53
6	Needed more computer Internet browsing	55	28.95
7	Need more CD-Rom collection N-LIST e-resources	35	18.42

Table -9 shows that 105(55.26%) of the respondent users suggested that needed more semester books use for student, Followed by 102(53.68%) user suggested that needed to Library assistant staff in library. 98 (51.58%) users that needed more information resources to improve the library resources. 94(49.47%) user suggested to more use for photocopy facilities to the user need in library. 77(40.53%) users suggested that needed to conduct orientation on usage of e-resources. 55 (28.95%) user suggested that needed more computer for Internet browsing. 35(18.42%) of respondent suggested that needed more CD ROM, N-LIST, e-resources collection for improving library e-resources and services.

Finding of Study

1. Majority 176 (92.63%) of the respondent visit library for the purpose to Borrow books and 172 (90.53%) users to read materials in their subjects.
2. It is observed that 168 (88.42%) user respondent opinion that prepare for Teaching practices works information and 166 (87.37%) user respondent to prepare assignment and PPTworks seminar etc., and 162 (85.26%) user respondent for prepare semester examination and scan previous question paper,157(82.63%) are read news paper for seeking jobs and 156(82.11%) consult Reference books, journals etc.,
3. Majority 156 (82.10%) respondent are lending services of the library are satisfied. 140 (73.68%) respondent considered as reference services are satisfied. 108 (56.84%) user respondent opinion that new arrival on current information (govt jobs, scholarship, Computer examination etc.,) are satisfied.
4. Majority 173 (91.05%) respondents opinion that arrangement of Books are excellent. 154(81.0 5%) user consider as teaching materials reference are excellent. 144(75.79%)usres considered B.Ed college teaching works reports as excellent. 118 (62.11%) respondent are reference sources are excellent in library.
5. This study revealed regarding the satisfaction level of the B.Ed college library facility, 190(99%) of the respondents opinion that the Reading room, Reference sources facilities are good. Followed by Reading room 182(95.79%), Group discussion 184(96.84%) , e-resoruces 170(89.48%) are satisfied. Table-7
6. Out off 190 users respondents 118 (62.11%) are always satisfactory with the library staff 115(60 53%) users satisfied with the library information resources and services needful to the users.
7. Out of 96(50.53%) respondent N-LIST, e-resoruces digital library facilities are satisfied and 20(10.53%) users are uncertified.
8. Overall majority of library users 184(96.84%) are respondent that satisfied with the library services Table-8

Suggestions:

1. E-Resources facility should be improved in the B.Ed college library for easy access among users.
2. Majority of resopendent are suggested to needed more number of staff member of library.
3. Awareness should be created on the use of e-resources.
4. Library should increase number of computers to access e-resources & internet services to users.
5. B.Ed college have to take steps to arrange various training for education orientation programs.

6. The librarian should create awareness about library resources and services among users.
7. The library has to information literacy programmes frequently to give more awareness towards. the library resources & services facilities to users.
8. The Library should be needed zerox facility for users.

Conclusion

The Shri Kumareshwar B.Ed college in Hangal district Haveri in Karnataka are having very good physical infrastructure facilities and having well developed libraries. The Education College libraries availability of quality information N-LIST, e-resources and services in libraries do have a significant influences Digital library on users satisfaction. When user are satisfied with library information resources. They not only come back but speak well of the library to other user like any institution the library unders the study are having some lacunas. It is found from this study that majority of users visit the library to read newspaper and their subject books and also borrow the books almost every reader is satisfied with the behaviour of library staff. In terms of overall library facilities services majority of respondents are satisfied.

The B.Ed college libraries have to play prominent role development of teacher youths in education in the recent society, providing information related to literacy programme & more user studies at regular intervals. In thier College to provide optimum library and information service. They have to strengthen their library facilities, e-resources and services, assist the learners and the educationation process. The cognitive skills are developed by making the innovative services have to be provided by the libraries to the student teachers and faculty then they will get the maximum benefit.

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