

**User Satisfaction on Library Services in Anna University with
Special Reference to Engineering Colleges in Coimbatore,
Tamil Nadu: A Study**

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ABSTRACT

Because of the technological innovations and the variety and abundance of information that are becoming available to information users, competitive pressures will continue to intensify engineering college libraries. In the above perspective, evaluating and guaranteeing customer satisfaction in the long term is an integral part of quality management in libraries. Quality is defined as “all of the characteristics and features of a product or a service which relate to their suitability for fulfilling fixed or given requirements”. Surveys are used to gather individual opinions and to compress them into an overall evaluation, which then serves as the basis for an analysis of strengths and weaknesses. Keeping the above in mind this paper refers to an in-depth study on user satisfaction of library services rendered by engineering colleges in Coimbatore, Tamil Nadu. The survey was conducted in 32 engineering college libraries. The data was collected in the form of questionnaire. On benchmarking the study reveals that all the users need better services, reliability, responsiveness, timeliness, honesty and a caring approach. Bridging the gap between services offered by the libraries of these engineering colleges and the needs / expectations of users remain a challenging and uphill task which is being presented, proposed and conducted.

Keywords: Collection Development of Libraries, Evaluative, Comparative.

I. INTRODUCTION

Libraries are being influenced by the upsurge of users. The libraries of engineering colleges in Coimbatore affiliated to Anna University are at a nascent stage. Only a few libraries stand out with complete automation with Information Communication Technology (ICT) whereas others are still in the process. There are many factors contributing to its successful and comprehensive applications. The attitude of the librarians and the library staff also contribute to the successful functioning of the libraries and in offering their best services to the users.

II. OBEJECTIVES OF THE STUDY

The main aim of the study is

- To investigate the purpose of library visit
- To study the use of library resources , facilities and services
- To determine the level of satisfaction towards library resources and services
- To find out the type of information sources used by the students
- To ascertain the user's assessment of library staff and their behavior towards users.
- To identify the level of ICT facilities and services provided by the library.
- To check the satisfaction level on timings of the library.
- To explore the availability of e-Resources, digital repositories and library consortium.
- To assess the service rendered by the engineering college libraries and to find out the level of satisfaction derived by the users on various facilities available.
- To study the respondent's opinion on the usage of the library resources and to assess the frequency of library visits by users.

III. SCOPE AND LIMITATION

The study aims at investigating the level of users satisfaction with regard to the facilities offered by the libraries of the affiliated engineering colleges of Anna University in Coimbatore. It also focuses on user's satisfaction on library resources, ICT infrastructure, digital library and library services. The study is limited to 32 engineering college libraries in Coimbatore.

IV. NEED FOR THE RESEARCH

The outcome of any research is important to the society. This research would be useful to many fellow research librarians of different universities and scholars interested in library science. The work may also improve resource collection in colleges and university libraries.

The library is the vital source of information and knowledge of any educational institution. Therefore Libraries in engineering colleges are to be well equipped with sufficient and rare collection of books which would fulfill the quest of the students and scholars. The book collection available in the library is one of the important features of the library to fulfill the requirements of the users and to check the control over the storage of books. The professionals connected with the library must contribute to the development of the engineering college libraries for their proper and efficient function. The research briefs about the ideal library and comprehends the importance of library and the user satisfaction.

Academic libraries have always opened new avenues towards learning for a great majority of the population that they serve. They are named as knowledge centers which contribute to lifelong learning. In India, only the learned population make use of library and its services, whereas three fourth of the community do not utilize the services provided by the library. Some libraries do not provide adequate information and study materials. Hence a massive investment in academic libraries has to be made to turn them into true information resource centers.

The status of academic libraries is to be improved in terms of modernization. The following table furnishes data upto 32 engineering colleges featuring the Establishment Year, no of volumes, Journals, back volumes and Non Book materials (compact disc).

S No	Name of The College	Establishment Year	Total No of volumes	Total No of Journals	Back Volumes	Non Book Materials
1	Akshaya College of Engineering and Technology	2009	13489	113	910	1550
2	Hindustan College of Engineering and Technology	2000	47850	304	1500	1379
3	Hindustan Institute of Technology	2007	18983	112	850	1400
4	Karpagam College of Engineering	2000	66,625	408	2200	1650
5	Sri Eswar College of Engineering	2008	15983	132	810	1620
6	S.V.S College of Engineering	2009	16040	104	550	1510
7	J C T College of Engineering	2009	15500	75	350	1369
8.	Kalaivani Institute of Technology	2009	16500	102	420	1256
9.	Bannari Amman Institute of Technology	1996	64000	400	910	1366
10.	Kumaraguru College of Engineering	1984	45600	284	2250	1110
11.	S.N.S College of Engineering	2002	24500	115	1200	1256
12.	S.N.S Institute of Technology	2007	22834	94	910	1126
13.	P.P.G College of Technology	2008	26000	124	380	1113
14.	KGISL Institute of Technology	2007	21941	101	876	1550
15.	Dr N.G.P Institute of Technology	2007	31941	129	1176	1660
16.	Sri Guru Institute of Technology	2009	14844	112	540	1279
17	Tamil Nadu College of Engineering	1984	45150	167	850	1569
18	Maharaja Institute of Technology	2006	15,381	124	550	1900
19	Tejaa Shakthi Institute of Technology for Women	2007	10671	65	175	1989
20	R.V.S College of Engineering and Technology	2007	19713	104	360	1566
21	K.P.R Institute of Technology	2009	15810	135	860	1455

22	Sri Sakthi Institute of Technology	2007	18930	114	550	1789
23	Park Institute of Engineering and Technology	1997	33238	293	1550	2500
24	Kathir Engineering College	2008	17800	185	650	1599
25	Indus College of Engineering	2008	11500	60	300	650
26	Coimbatore Institute of Engineering and Technology	2001	35100	130	1250	2900
27	Raganathan Engineering College	2008	18600	94	450	1560
28	Sri Ramakrishna Institute of technology	2002	37441	240	1600	1656
29	EASA College of Engineering and Technology	2008	22500	98	518	1525
30	United Institute of Technology	2009	34240	80	330	1460
31	K.T.V.R Knowledge Park of Technology	2009	17500	115	320	1326
32	Nehru Institute of Engineering and Technology	2006	27500	115	750	1469

The strategic objective of the library in the colleges and universities in this modern era is to meet the changing expectations of different needs of users in order to develop and manage a full- fledged information resource. This can help manage services in an easy and effective manner. So the college libraries play a crucial role in preparing the students as good citizens of the country. The libraries in the modern days help the people to have updated information in their hand, to improve their knowledge in their respective field and to widen their views on a particular subject or discipline.

The growth and change of contemporary civilized society is matched by the growing size and complexity of library resources and services. The services rendered by the libraries in the Universities and colleges are helpful to the academic students, scholars and the faculty. The Kothari commission has depicted library as 'Intellectual Workshop' for the researchers. This intellectual wealth should be made available in the University and college libraries which will benefit the faculty and the scholars.

V. METHODOLOGY OF THE RESEARCH

The researcher has used the questionnaire method to collect the data regarding the perception, beliefs, feelings, motivations, attitudes, views, past behaviors of the users. It is important to observe carefully even minute detail of the libraries for an exhaustive survey. The questionnaire method is frequently used in survey-type research by the researcher. The questionnaire is prepared carefully and tactfully to assess and analyze the data.

A. DATA COLLECTION

As mentioned above the researcher has adopted the questionnaire technique for the data collection. The questionnaire was sent by post / in person to collect required data from 32 engineering colleges in Coimbatore. The researcher sent the questionnaires to the librarians of the engineering colleges in Coimbatore and the findings of the research were analyzed as given below.

VI. FINDINGS OF THE RESEARCH

- Out of eight hundred sample respondents, majority of the respondents (55.25%) are satisfied with the functioning of the library.
- Feed backs reveal that 70% of respondents found the library timings convenient, 20% found it very convenient with the remaining 10% expressed their discontent.
- The data shows that 25% of respondents use the library for one hour in their leisure time, 22.50% of them spend 10-20 minutes, 21.25% of them spend 20-30 minutes, 13.75% of them spend 30-40 minutes, 11.25% of them spend more than one hour and 6.25% of them spend up to 10 minutes.
- The feedback reveals that 40% of the respondents visit the library weekly, 35% daily, 13.75% once a month and 11.25% once a fortnight.
- Nearly 78.75% of them felt that the lending period is sufficient.
- With regard to the use of regular resource, it is found that 11% books, 15% journals, 15.6% theses /dissertation , 3.6% project reports, 6.2% back volumes, and 15% question bank, 10% audio visuals, 5.5% E-Book, 11.7% E-Journals have been regularly utilized and 6.2% of respondents have made use of other resources.

VII. SUGGESTIONS

Based on the findings, the researcher has put forward certain suggestions in order to improve the library services and to increase the level of user satisfaction.

- a) The college libraries should adopt appropriate techniques to provide the best information services.
- b) The college libraries should enable the users with recent innovations and trends by providing them with various information services.
- c) Current affairs, bulletins, newsletters, new editions forthcoming events and conferences and lists of translated materials should be compiled regularly and made available to the users.
- d) Proper dissemination of information should be enabled to quench the intellectual thirst of the users.
- e) The users' feedback should be properly monitored through effective mechanism and regular surveys shall ensure the continuity/discontinuity of existing services, collection of books and initiation of new services.

VIII. CONCLUSION

This research work has provided some new insights about user satisfaction on the magnitude of value of library information resources, facilities and their services provided. All the libraries face new challenges, such as changing clients based on multiple information formats / multiple communication technologies and changes in methods of teaching and learning experience. Most library surveys, however, find that a few users are aware of the existing library services. One of the problems is that a little emphasis has been placed on the understanding of the users' needs and the services provided to them. Our study reveals sincere expectations, timeliness honesty and a caring approach of the library to the users. They need easy access to read materials both in print and online formats.

The gates of knowledge and wisdom are always open towards new enhancement in the field of library Sciences. Let this piece of research be a beacon for the libraries and their users.

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