

Users Satisfaction of Library Resources and Services at Alva's Degree College Library: A Study

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Abstract -The study analyses the responses collected about the user satisfaction level of library resources and services at undergraduate library of Alva's College. Structured questionnaire method was used for collecting the responses. Questions were prepared using 3-degree Lickert type scaling. Teachers were excluded from the study. About 10% of the total students' strength were taken as sample for the study. The study found that resources need to be augmented to meet the demands of the users. The users showed better response for the service provided by the library.

Key Words: Use studies, User satisfaction, Library resources-services, Undergraduate library, Feedback analysis, College library. Alva's Degree College

Introduction:

Libraries came a long way from the days when the library books were chained and the access to the libraries was given only to the elite people. Today, library is considered as a service organisation based on the five fundamental laws of library science. The shift is towards the access of the library to the maximum and the users.

But usage of the library is of primary importance, as Sarah M Pritchard puts it in the conclusion of her paper, i.e., "the future vitality of libraries in academia will be dependent on whether they can dynamically and continually prove their value to the overall educational endeavour." (591). In the institutional accreditation manual, NAAC, the principal accreditation agency considers the library visits by the users as a key indicator metrics (110). All these factors stress upon the importance of the library in an educational institution.

Peter Drucker said, "To satisfy the customer is the mission and purpose of every business." Here, the question arises whether this observation can be applied in the context of libraries that are non-profit organisations. For this, one has to look at the article by Whitney Hess in which she differentiates between user and customer. "A customer is defined as a person who *pays* a business for goods and services. If a person does not pay, they are not a customer. The nebulous term of "user" is assigned when a person is accessing goods and services without directly paying for them" (Hess). The libraries go through the process of input-process-output like businesses and exhibit all the properties of an organisation. Since the persons who use the library do not pay for the services and products, they can be called 'users.' Thus, one can conclude that Drucker's observation can very well be considered in the context of libraries.

So, to satisfy the customer, or user in the context of libraries, one must know the level of satisfaction in the user community about the library they use. The study on the level of user

satisfaction of library resources and services gives enough input to decide on the factors for the improvement of the library. Depending on the level of user satisfaction, the library managers can decide on whether a certain service should be maintained, improved or modified based on the data received from the study. In this regard, study on user satisfaction of library resource and services assumes significance. It is indisputable that user satisfaction has a direct relation with the quality of the services of the library. To develop a library that meets the demands of the users to a maximum extent, periodical survey on user satisfaction is necessary. This will help a library to adapt to the changing times.

In the current study, an attempt is made to assess the user satisfaction level of library of Alva's Degree College, Moodubidire, Karnataka during the year 2016-17.

Library of Alva's Degree College:

Library of Alva's Degree College is an automated library catering to the needs of undergraduate students and the faculty of Alva's College. The college offers 9 programmes. The library has 15,987 printed books, 10 journals, 28 magazines and 17 newspapers in three languages as in May 2018. The printed books of all subjects taught in undergraduate programmes including books in Manipuri, Malayalam, Hindi, English Kannada, Sanskrit and the local language Tulu. The library has an internet-e-resource centre in which students can browse, download and take a printout of the materials available online. The library has remote login in the form of WEBOPAC, supported by Easylib Software Company Private Limited, Bengaluru. The library provides access to INFLIBNET-NLIST and DELNET by being the institutional member of both the consortia.

Literature Review:

Saravanakumar, R. R., et al. conducted a study on user satisfaction level of library services and physical facilities and various barriers of users at SadakathullahAppa College, Tirunelveli, Tamil Nadu (1-18). KevalPatel conducted a study on students' satisfaction at CKSVIM, Vadodara (131-137)., Shakuntala P.Gudi and ParadkarP. M. studied satisfaction level of students and faculty members with library resources of engineering colleges in Pune (135-142). K. N.Hemavathi and ChandrashekaraM.in a study assessed the user satisfaction on library resources and services in law college libraries in Mysore in Karnataka (309-318).

Objective of the study:

- To find out the satisfaction of library resources and services.
- To find out the adequacy of the resources.
- To check whether library services individually and the library as a whole satisfies the 90% concept of Charles P.Bourne.
- To determine the improvement/modification required in any of the services.

Methodology:

Structured questionnaire with questions prepared using 3-degree Lickert type scaling was used in the study. The questionnaire was developed on the lines of Library Manual released by Department of Collegiate Education, Government of Karnataka in 2015. (Karnataka 88-89) Total number of students in the college during the year 2016-17 was 3,483. It was decided to choose a sample around 10% of the total strength for administering the

questionnaires. For sampling, stratified sampling following proportional allocation method was used. Non-users were excluded from the study. Regular visitors and users were chosen for filling up the questionnaires which were in print form. Students were told to tick at the appropriate response and put it in the feedback box. In all, 353 responses were collected. The data was codified, tabulated and analysed using MS-Excel.

Limitation of the study:

Though teachers come under the purview of users, they were excluded from the study. Non-users were not administered the questionnaires

Data analysis and interpretation:

While analysing the results, one should observe the responses the users give. One can assume that the users are fully satisfied when they give responses like ‘yes’, ‘good’ and ‘always’; they are partially satisfied if they give responses like ‘sometimes’, ‘partly’ and ‘average; they are totally dissatisfied when their responses are ‘No’, ‘never’ and ‘poor’. As per these assumptions, one can proceed to analyse the results.

Resources: Patience L. Simmonds and Syed Saad Andaleebopine in their article that “it is imperative that the libraries have the right kind of resources available” (633).

Table-1: Availability of resources

Responses	Yes	No	Partly
Total	215	18	120
Percentage (%)	60.91	5.09	33.99

Table-1 shows the availability of resources, responses are recorded one will come to the conclusion that students are more or less satisfied with the resources. Total dissatisfaction is very less (5.09%). This is because Alva’s degree college library has varied collection both in printed and electronic versions.

Table-2: Printed books collection is uptodate and relevant.

Responses	Yes	No	Partly
Total	202	37	114
Percentage (%)	57.22	10.48	32.29

Above table-2 indicates the question also elicits the similar response received to that of the first question. Here, total dissatisfaction is a little higher (10.48%).

Table-3: Adiquacy of electronic resources

Responses	Yes	No	Partly
Total	216	41	96
Percentage (%)	61.18	11.61	27.19

Table-3 shows the adiquacy of electronic resources, first three responses get similar responses. More than half of the users say that they are satisfied by the resources. But almost one third of the users are partially satisfied by the resources of the library.

Table-4: Satisfaction of magazines/journals /newspapers

Responses	Always	Never	Sometimes
Total	187	3	163
Percentage (%)	53.97	0.84	46.17

Table-4 shows the satisfaction of magazines/journals /newspapers, total dissatisfaction is negligible (0.84%). Though more than half of the students (53.97%) say that they get the required magazines/journals/newspapers whenever they need them, a proportion of students near to that number (46.17%) say that they get them sometimes.

Table-5: Satisfaction of electronic resources

Responses	Always	Never	Sometimes
Total	120	8	225
Percentage (%)	33.99	2.26	63.73

Table-5 indicates the satisfaction of electronic resources. Only one third of the respondents (33.99%) are satisfied with the resources; two thirds are partially satisfied. These lead one to infer that getting resources always is a difficulty. But there is nothing to suggest that the respondents don't get the resources always, since only 2.26% respondents express the view that they never get the resources they need.

Table-6: Signboards and OPAC are helpful in locating books.

Responses	Yes	No	Partly
Total	266	14	73
Percentage (%)	75.35	3.96	20.67

Table-6 shows the signboards and OPAC are helpful in locating books. Responses indicate that most of the users are satisfied with the signboards and OPAC. This was possible because of the uninterrupted OPAC services and good bay guides.

Table-7: Opinion about the lending facility of the library.

Responses	Good	Average	Poor
Total	245	103	5
Percentage (%)	69.40	29.17	1.41

Opinion of the lending facilities of the library shown in the table-7. The degree college library issues 2 books to each student for a period of 14 days with one conditional renewal. It is seen that the books are returned in time by giving notices to the students who err in returning the books in time and also with better coordination with the respective departments. To have a smooth and good lending facility, efforts the library staff is paramount. Most of the students are satisfied with the lending services as only 1.41% respondents opine that the lending services is poor.

Table-8: Satisfaction of library staff.

Responses	Always	Never	Sometimes
Total	194	22	137
Percentage (%)	54.95	6.23	38.81

Library staff act as the intermediary between the library resources and the user. Without good and cooperative staff, even the library with big collection will be ineffective. In making the

users utilise the library to the maximum extent, the part of the library staff is significant. Table-8 shows the satisfaction of the library staff, majority 194(54.95%) of the them said ‘always’ helpful, 137(38.81%) of them ‘sometimes’ helpful and only 22(6.23%) of the respondensts expressed their ‘never’ not satisfied with the library staff.

Table-9: Internet/e-resource centre facilities are adequate.

Responses	Yes	No	Partly
Total	221	25	107
Percentage (%)	62.61	7.08	30.31

Table-9 shows the adequacy of the internet and e-resource facilities. Maority 221(66.61%) of the expressed their opinion ‘yes’ and only 25(7.08%) of the respondents expressed ‘no’ they are not satisfied with the internet and other e-resources.

Conclusion:

The first five questions are regarding the library resources. The responses receive the similar responses and suggest that a third of the respondents are partially satisfied with the library resources, though in the question no. 4, total dissatisfaction is negligible (0.84%). The responses for the question no. 5 suggest that the students are not getting the required resources whenever they need them. The reason may be lack of resources proportional to the student strength. This indicates that the authorities must make an effort to augment the printed, electronic and other materials and see that the resources are available in plenty. The next four questions get good responses from the students, where the total dissatisfaction is negligible. In the question regarding cooperation by the library staff (Q. No. 8), a third of the respondents opine that they don’t get their queries answered by the library staff. This means that library staff must be oriented more in handling the users.

- Nevertheless, it is to be noted that, for only the questions 2 and 3, more than 10% of the students gave total dissatisfaction responses.
- Comparing the services and resources, it can be seen that the services fare better than the resources. This speaks well of the work of the librarian and the staff.
- Charles P Bourne discussed about 90% concept in a library (93-110). “It is unrealistic to expect an information system to satisfy every need of every user” (Seethapathy275). It is reasonable to expect a system to satisfy at least 90% of the demands of the users. Let us examine whether the library services in Alva’s degree college library met 90% concept of Bourne.
- It is seen that none of the services meets the 90% concept of Bourne. Only the services mentioned in question nos. 6 and 7 show a closer percentage to Bourne concept.
- In the questions numbered 7, 8 and 9, though more than half of the students express satisfaction about the services, almost a third of the respondents are partially satisfied. This suggests that though these services are doing a good job in meeting the users’ demands, there is scope for improvements. The lacunae must be found and the efforts must be made to improve the services so as to satisfy 90% concept of Bourne.
- If the responses for each question are graded on the total satisfaction responses received, the following table may be constructed.

Overall, it can be concluded that the undergraduate library is on the right path and evolving. If suitable modifications or improvements are made, the library, no doubt, will excel in its endeavour to take a big part in academic activities and be an asset to the institution.

Acknowledgements:

The author acknowledges the assistance of Mrs. Deepa, Mrs. Soumya and Ms. Lolakshi, library assistants in collecting the responses and tabulating them.

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