

User Satisfaction with Library Resources, Services and Facilities: A Study

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Abstract - This study is an investigation of use of user's satisfaction in library facilities, resources and services of the students of C. S. Bembalagi Arts, SHA. M. R. Palaresha Science and G. L. Rathi Commerce College Library, Ramdurg. 200 questionnaires were distributed among students to collect relevant data and 170 received back. The findings of the study shows that 70 (41.18%) of respondents have the habit to visit to the library daily, majority 95 (55.88%) of respondents are highly satisfied with the collection of general books, majority 90 (52.94%) are satisfied with collection of text books 95 (53.3%) respondents considered circulation services as excellent. The study suggested that college library should carry out user studies at regular intervals and user guidance is necessary to help library users to meet their information needs and make users aware of the available library resources and services.

Keywords: Library Resources, Library Services, Library Collection, User's Satisfactions, College Library

Introduction

All the educational institutions academic libraries and librarians main aim is to satisfying user's information requirements. Every year newly admitted students come to the college/ university with diverse requirements and hopes. The academic library status as the "heart" of the any educational institutions. The libraries of academic institutions serve different categories of users such as students, research scholars, teaching/non-teaching staff, and administrators with varied information demands. The main purpose of these libraries is to acquire a variety of information sources and provide a multiplicity of services to accomplish the user's information needs and offered information services will differ with type of library or information centers, the kind of clients.

C.S.Bembalagi Arts, SHA.M.R.Palaresha Science and G.L.Rathi Commerce College, RamdurgA band of well-meaning gentlemen constituted Vidya Prasaraka Samiti Ramdurg in 1965.

- It took of certain social causes. First among them is the setting up a degree college named after a generous donor. C.S.Bembalagi Arts College was inaugurated at the hands of his Holiness Shri. Duradundeshwar Mahaswamigalu in the year 1966.
- Another generous donation given by SHA.M.R.Palaresha and Science College is running on his name.
- Our Commerce College is named on G.L.Rathi a great business man after his generous donation. Today we are proud to have all Arts, Science & Commerce faculty in Ramdurg taluka.

The library, which is a source of all knowledge, is an important and internal part of an academic institute of higher learning. Our library had a modest beginning. In the last 50 years our college library has grown to fill up the needs of the students year by year. We thank University Grant Commission for its timely financial aid under various projects and plan to purchase the books of various departments and to improve the infrastructure of the library. Some citizens of Ramdurg have donated valuable books to strengthen our library. As a result of generous donation given by Shri. S.I.Puranik V.P.S. member Ramdurg, our college library is named after his father Late Shri. I.A.Puranik. Today we are proud to have the library housed in a second floor of main building of the college with all learning resources. Our library is quite spacious. It provides seating arrangements for 250 students and 20 for faculty. No of books, journals, periodicals, CD/DVD and online e-journals & e-books are made available apart from newspaper in Kannada and English.

A well-housed and well-managed library is the foundation of modern educational structure. To keep pace with the ever-expanding field of knowledge the library is being updated from time to time. Our library is completely automated by making use of the Information Technology. The library users are given free of cost access to INTERNET along with e-journals & e-books (N-List). We are sure to keep ourselves in the mainstream by sensitizing library to the ever-changing needs of the stakeholders. The library is having a wide range of collection on various disciplines. It is mainly divided into Circulation Book, Text Book Reference, Encyclopedia & Dictionary Book, Multiple Volume Book, and Rare Book. The books are arranged according to 21st ed. of DDC in each section. Total Volumes: 41,068, Titles: 19, 993.

Statement of problem

Changing information environment, application of ICT in library and availability of electronic information sources both in online and offline has made both library professionals and users confused to locate appropriate information as and when required. The study of information seeking behavior of library users has great impact on use of library resources and user's satisfaction. Undergraduate students in C.S.Bembalagi Arts, SHA.M.R.Palaresha Science and G.L.Rathi Commerce College, Ramdurg are most important segment of user Communities for this study. This study is intended to know the use of library resources and user's satisfaction on library resources & services and it will help to revise collection development policy and design new library services.

Literature Review

The literature review is most essential process of research and it provides the theoretical foundation of a research problem to the researcher.

Veena and Kotari (2016) their study shows that 177 (59.0%) of respondents have the habit to visit to the library daily, majority 260 (86.7%) of respondents are highly satisfied with the collection of general books, majority 210 (70.0%) are highly satisfied with collection of text books 160 (53.3%) respondents considered circulation services as excellent. **Mohindra and Kumar (2015)** reported that majority (86.36%) of respondents visited the library for study purposes, followed by (58.63%) to borrow books. (71.49%) were of the view that library service attributes are helpful towards their academic success. **Chinnadurai & Balamurugan (2014)** in their study a total of 150 questionnaires were distributed but 120 were returned duly filled in. The study found that ninety seven percent of students were using the library for study activities while (2.5%) do not feel so. (30.84%) of students were using the textbooks as the most consulted source whereas (40.83%) were using electronic resources; (28.33%) of users were using print journal, Internet and other sources. **Sohail and Upadhyay (2012)** studied the use of library resources by the students of University of Kalyani. Authors found that guidance in the use of library resources and services was necessary to help students to meet their information needs. Authors also found that journals, text book and lecture notes were the most popular sources of information for the students. Authors suggested that the latest edition of text book and reference materials should be added to the library collection and users should be guided to use the resources of the library. **Ranganathan and Babu (2012)** studied the awareness and use of library resources and services at Osmania University, Hyderabad. Author studied that the adequacy of library resources, opinion on e-resources or print sources, reasons for using e-resources, satisfaction on sources of information provision. **Siddiqui (2011)** studied the information seeking behavior of Bachelor and Master degree students to identify sources consulted and information gathering systems, and information seeking behavior. This study emphasized the importance of considering individual pattern of information seeking behavior of users. **Mahajan (2009)** studied the information seeking behavior of undergraduate post graduate students and research scholars in Science, Social Sciences and Humanities at the Punjab University. The findings revealed that users were more or less satisfied with collection and services.

Objective of the Study

1. To identify the frequency of visiting library by the undergraduate students.
2. To find out purpose of visiting library by the undergraduate students.
3. To study the use of library resources, facilities and services by the undergraduate students.
4. To determine the level of satisfaction of users towards library resources and services.

Methodology

To accomplish the above objectives of the study, a survey method was conducted using a well-structured questionnaire. In a total 200 questionnaires were distributed to undergraduate students in, C.S.Bembalagi Arts, SHA.M.R.Palaresha Science and G.L.Rathi Commerce College, Ramdurg. Out of which, 170 filled questionnaires were received back. The collected data were classified, analyzed and tabulated by using statistical methods. The present study limited to only undergraduate students in various departments in the College.

Data Analysis and Interpretation

Table-1. Gender wise distribution of respondents

Gender	No. of Respondents	Percentage
Male	74	43.53%
Female	96	56.47%
Total	170	100%

The above table indicates that Out of 170 respondents, 96(56.47%) of the respondents were female, 74 (43.53%) were male respondents.

Table-2. Frequency of visiting library

Frequency	No. of Respondents	Percentage
Daily	70	41.18%
Once in two day	60	35.29%
Once in a week	25	14.70%
Very rarely	15	8.83%
Total	170	100 %

The above table shows that 70 (41.18%) of respondents have the habit to visit to the library daily, while 60(35.29%) students visit library once in two day, 25 (14.70%) once in a week ,and Very few respondents 15 (8.83%)of respondents point out that they visit library very rarely.

Table-3 Purpose of visiting library

Purpose	No. of Respondents	Percentage
For Newspaper and Magazines Reading	45	26.47%
For study	42	24.70%
To locate information in books and journals	18	10.59%
To borrow books	50	29.41%
For spending leisure time	15	8.83%
Total	170	100%

The above table shows that 50 (29.41%) of respondents visit library for the purpose of borrowing books, followed by 45 (26.47%) respondents visit library to read newspaper and magazines, 42 (24.70%) for study purpose, 18 (10.59%) to locate information in books and journals and only 15 (8.83%) respondents visit library for the purpose to spend leisure time.

Table-4. Students' level of satisfaction in library resources.

Resources.	Highly satisfied	Satisfied	Not satisfied	Total
General books	95(55.88%)	59 (34.70%)	16 (9.42%)	170 (100%)
Text books	70 (41.17%)	90 (52.94%)	10 (5.89%)	170 (100%)
Recommended subject books	65 (38.24%)	78 (45.88%)	27 (15.88%)	170 (100%)
Reference books	68 (40%)	88 (51.76%)	14 (8.24%)	170 (100%)
Supplementary reading materials	85 (50%)	65 (38.24%)	20 (11.76%)	170 (100%)
Online/Web resources	60 (35.29%)	89 (52.36%)	21 (12.35%)	170 (100%)

The above table shows that majority 95 (55.88%) of respondents are highly satisfied with the collection of general books followed by 16 (9.42%) respondents are not satisfied with collection of general text, majority 90 (52.94%) are satisfied with collection of textbooks only 10 (5.89%) are not satisfied, 88 (51.76%) are satisfied with reference books and only 14 (8.24%) are not satisfied, 85 (50%) are highly satisfied with the Supplementary reading materials and 20 (11.76%) are not satisfied, 78 (45.88%) of respondents are satisfied with the collection of recommended subject books 27 (15.88%) are not satisfied.

Table-5. Students' level of satisfaction in library services.

Services.	Excellent	Good	Average	Poor	Very poor	Total
OPAC Service/Web OPAC	20 (11.76%)	95 (55.88%)	28 (16.47%)	15 (8.83%)	12 (7.06%)	170 (100%)
Circulation service	65 (38.24%)	60 (35.29%)	22 (12.95%)	03 (1.76%)	20 (11.76%)	170 (100%)
Current awareness Service	63 (37.05%)	45 (26.47%)	39 (22.95%)	18 (10.59%)	05 (2.94%)	170 (100%)
Reference Service	55 (32.36%)	49 (28.82%)	46 (27.05%)	07 (4.12%)	13 (7.65%)	170 (100%)

The above table indicates that 95 (55.88%) of respondents stated OPAC Service/Web OPAC service as good, only 12 (7.06%) stated OPAC Service/Web OPAC service as very poor while 65 (38.24%) respondents considered circulation services as excellent and 03 (1.76%) poor, 63 (37.05%) respondents considered Current Awareness Service as excellent and 05 (2.94%) very poor, 55 (32.36%) reference Service as excellent 13 (7.65%) felt very poor.

Table-6. Students' level of satisfaction in library facilities

Facilities	Satisfied	Moderately satisfied	Not satisfied	Percentage
Space for reading room	85 (50%)	55 (32.35%)	30 (17.65%)	170 (100%)
Lighting and Ventilation	105 (61.76%)	50 (29.42%)	15 (8.82%)	170 (100%)
Drinking Water	141 (82.94%)	25 (14.70%)	4 (2.36%)	170 (100%)
Equipment's	99 (58.23%)	52 (30.59%)	19 (11.18%)	170 (100%)

This table indicates that 85 (50%) of respondents are satisfied with space for reading in available the college library, only 30 (17.65%) are not satisfied, whereas 105 (61.76%) of respondents satisfied with lighting and ventilation available in the college library, 141 (82.94%) of respondents satisfied with drinking water facility 99 (58.23%) are satisfied with equipment's.

Findings

1. Out of 170 respondents, 96 (56.47%) of the respondents were female, 74 (43.53%) were male respondents.
2. Among 170 respondents 70 (41.18%) of respondents have the habit to visit to the library daily, while 15 (8.83%) of respondents visit library very rarely.
3. 50 (29.41%) of respondents visit library for the purpose of borrowing books.
4. 95 (55.88%) of respondents are highly satisfied with the collection of general books and 16 (9.42%) respondents are not satisfied with collection of general books

5. 89 (52.36%) are satisfied with Online/Web resources and 21 (12.35%) are not.
6. 95 (55.88%) of respondents stated OPAC Service/Web OPAC service as good
7. Maximum numbers of respondents are satisfied with Library facilities.

Conclusion

Libraries attached with the educational institutions have a very vital role to play to meet multidimensional demands for information and knowledge of students, teachers and research scholars. Management/ Parent body of the library invests huge amount of money every years on the purchase, process and storage of information resources to serve its user, But changing information environment, application of Information Communication Technology in library and availability of electronic information sources both in online and offline has made both library professionals and users confused to locate appropriate information as and when required. The effectiveness of a library service can be evaluated only by the level to which its services and resources are utilized. Therefore, academic libraries may have to implement a more planned way in which the construction and deliverance of information services to their users.

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