
User Satisfaction of Resources and Services in Govt./Govt. Aided College Libraries : A Analytical Study

A. Isabella Mary

Librarian

Bon Secours Arts and Science College for Women

Dindigul -624 001

jrithy@gmail.com

Abstract

This study is analyses the user satisfaction about the library Resources and services in Govt./Govt.Aided Colleges in Dindigul District. Questionnaire method was used to collected the data from the user. 400 questionnaire were distributed to the users in Govt./Govt.Aided Colleges among 389 (86.44%) questionnaire were received. The maximum number of 120 (30.00%) questionnaire were distributed and 109(28.10%) were received from M.V.M Govt Arts and Science College Dindigul. 140 (36.08%) of the users were replied to the developments of resources are hampered due to lack of demand from the users, 196(50.51) of the users were replied they can apply previous experiences of using web-based services to access information.

Keywords

Library resources; Library services; User satisfaction;
Dindigul

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INTRODUCTION

In the age of the information explosion, there is no doubt that the internet and e-resources have improved access to information. Internet as an ideal medium through which knowledge and information can be disseminated very effectively to every nook and corner of the world. The demand for e-resources by the academic and research community has increased day by day. The e-resources enable the academic user to access a large number of scholarly journals from reputed publisher, aggregators and societies. The present study is focused on frequently used e-resources and purpose of using these sources. The study evaluates the importance and satisfaction of the sources by getting opinion from the respondents of academic community of pharmacy colleges located in Chennai city. The studies also determine the difficulties experienced while using e-resources by the respondents.

Libraries, which exist to provide comprehensive information to the readers, adopt the principle of economy. Instead of acquiring all information sources published in the world, libraries acquire the important and required information sources by adopting a judicial material selection policy like 'the best reading materials for the large number at the least cost.

In the olden days, the libraries are store house of knowledge which is only used by kings and monarch, Saints, etc. This has been changed and made everything to people in the finger tips. The Librarians and libraries are supporting this trend for accessing and getting information through ICT facilities. Library organization, administration of library functions, technical processing are become very easy even for the bulk quantum of work. User of the library is a person who comes to the library. There are great variety of users, demanding different kinds of library services. A user may be a individual or a group of persons visiting a library.

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REVIEW OF LITERATURE

Liao et al. (2007) conducted a comparative study of the information needs and information seeking behaviour of international graduate students and American graduate students under title “Information-Seeking Behaviour of International Graduate Students vs. American Graduate Students. Study is based on the opinions collected through online survey. Fatima and Ahmad (2008) carried out a study to examine the information seeking behaviour of college students. 51.67% users were visiting libraries daily. Newspapers were the most used documents followed by use of books and journals. Carrier development was the most preferred response for seeking information..Singh and Satija, (2008) executed a survey to find the information seeking behaviour of teachers and research scientists working in ICAR institutions of Delhi and Punjab Agriculture University, Ludhiana. Users depended heavily on the computerized information search facility. The working culture of those who need information, facilities available for seeking information and knowledge about them, chances of getting the required information etc. affect the information seeking behaviour of the users.

OBJECTIVES OF THE STUDY

1. To find out the attitudes of faculty members towards the library services.
2. To determine the quality of services rated by the faculty members
3. To know the opinion about the library resources of the faculty members

METHODOLOGY

This attempts to study User satisfaction about Library Resources and Services in Academic Libraries in Dindigul District. The questionnaires method were

used to collect the data. Totally 450 Questionnaire were distributed to the respondents, out of this 388 were received back, making the response rate 97%. The collected data were classified and tabulated according to the objectives of the study. WAM and simple percentage method were used. In the Dindigul District six Government and Government aided colleges are available out of this only five colleges were taken by the researcher. The Vedasanthur Government colleges has not been taken because it is newly stated and the Library infrastructure not available.

ANALYSIS AND INTERPRETATION

Based on the collected data the analysis were to be made.

Table 1: College wise Distribution of Questionnaires

Sl.No	Name of the Colleges	Distributed questionnaires	%	Received questionnaires	%
1	Arulmigu Palaniyandavar Arts and Culture, Palani	120	26.67	101	26.03
2	Arulmigu Palaniyandavar Arts college for Women, Palani.	75	16.67	63	16.24
3	GTN Arts and Science College	105	23.33	99	25.52
4	Govt.Arts College for Women, Nilakkottai	20	4.44	16	4.12
5	M.V.Muthiah Arts and Science College,Dindigul	130	28.89	109	28.09
	Total	450	100.00	388	100.00

Table 1 shows that the colleges wise distribution of questionnaires to the users in Academic Libraries in Dindigul District.. Totally 450 questionnaires were distributed to the users out of this 388 questionnaire were received. Among the 388, the maximum number of 120 (30.00%) questionnaire were distributed and 109(28.10%) were received from M.V.M Govt Arts and Science College Dindigul. The minimum number of questionnaire 20 (5.00%) were distributed and 16 (4.10%) were received from the Govt Arts College for women, Nilakkottai, Dindigul.

Table 2: Gender wise users in Academic Libraries

Sl. No	Gender	No of the faculty members	%
1	Male	105	27.10
2	Female	283	72.90
	Total	388	100

From the table 2, it is identified that the gender wise users in Academic Libraries. Among the 388, 105 (27.10%) of Male users were replied and 283 (72.90%) of the female users were replied. Compare with male and female users, the female users were maximum because among the five Government and Government aided colleges three of the colleges are women colleges.

Academic Libraries

Sl. No.	Age frequency	No of faculty members	%
1	Up to 30	58	14.90
2	31 – 40	109	28.10
3	41-50	180	46.40
4	51 and above	41	10.60
	Total	388	100

Table 3 shows the age frequency of users in Academic Libraries. The maximum number of users in Academic Libraries 180 (46.40%) of them between age of 41-50, 109 (28.10%) of them between age of 31-40 and 58 (14.90%) of them age of upto 30. The minimum number of users 41(10.60%) age of 51 and above were replied. It concluded that through this table the maximum number of users between 41-50 years in Government and Government aided colleges.

Table 3: Age wise distribution of the users in

Table 4: Attitudes of Faculty towards the library services/features

Sl.No	Types of Information	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree	WAM	SD	Rank
1.	Library is a Quiet Place	25 (6.44)	32 (8.24)	25 (6.44)	194 (50.00)	112 (28.87)	3.87	1.117	12
2.	Documents & CDs/DVDs are Properly Arranged	16 (4.12)	36 (9.27)	27 (6.95)	122 (31.44)	187 (48.19)	4.10	1.134	2
3.	Physical Access is Easy	30 (7.73)	23 (5.92)	4 (1.03)	150 (38.65)	181 (46.64)	4.11	1.184	1
4.	Working Hourse are Convenient	27 (6.95)	21 (5.41)	20 (5.15)	152 (39.17)	168 (43.29)	4.06	1.152	4
5.	Comprehensive Print Resources	28 (7.21)	29 (7.47)	28 (7.21)	168 (43.29)	135 (34.79)	3.91	1.168	10
6.	Collection of CDs/DVDs/E-Books/E-Journals	31 (7.98)	20 (5.15)	28 (7.21)	152 (39.17)	157 (40.46)	3.99	1.186	5
7.	OPAC	11 (2.83)	47 (12.11)	12 (3.09)	154 (39.69)	164 (42.26)	4.06	1.092	3
8.	Remote Access of Library Resources	40 (10.30)	24 (6.18)	29 (7.47)	132 (34.02)	163 (42.01)	3.91	1.291	11
9.	Resources are available through Website	41 (10.56)	18 (4.63)	18 (4.63)	150 (38.65)	161 (41.49)	3.96	1.265	7
10	Library allows on-line reservations/renewals	46 (11.85)	14 (3.60)	41 (10.56)	151 (38.91)	136 (35.05)	3.82	1.280	13
11	Good networking with other libraries	32 (8.24)	29 (7.47)	25 (6.44)	199 (51.28)	103 (26.54)	3.80	1.156	14
12	Photocopying facility	14 (3.60)	61 (15.72)	28 (7.21)	115 (29.63)	170 (43.81)	3.94	1.210	8

13	Internet Connection	39 (10.05)	36 (9.27)	6 (1.54)	136 (35.05)	171 (44.07)	3.94	1.316	9
14	Response of queries via LAN/Internet is Very fast	25 (6.44)	15 (3.86)	18 (4.63)	224 (57.73)	106 (27.31)	3.96	1.027	6

Table 4 shows attitudes of faculty members towards the library services is measured with using five-point scale Strongly Disagree, Disagree, No opinion, Agree and Strongly Agree. Among 388 of the users in Academic Libraries 181 (49.18%) of the users were Strongly agree collection of Physical Access is Easy so they were give the first preference, 187(48.19) of them were strongly agree Documents, CDs and DVD

are arranged properly so the users prefer the second rank . The users were replied 164 (42.26%) of them the OPAC in libraries give the best service to the users. The few users were replied the academic libraries have a Good networking with other libraries. It revealed that the table the physical access is easy in the academic libraries.

Table 5 : Distribution of quality of services rated by the users

Sl.No	Quality of Services	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree	WAM	SD	Rank
1.	Library services are provided in the time	25 (6.44)	32 (8.25)	25 (6.44)	194 (50.00)	112 (28.86)	4.08	1.196	4
2.	Working hours of the library is convenient to the users	16 (4.12)	36 (9.28)	27 (6.96)	122 (31.44)	187 (48.19)	3.96	.982	6
3.	The behavior of the staff members of the library confidence in users	30 (7.73)	23 (5.93)	4 (1.03)	150 (38.66)	181 (46.64)	4.22	.956	1
4.	Library are consistently courteous to provide services	27 (6.96)	21 (5.41)	20 (5.15)	152 (39.18)	168 (43.29)	4.08	1.189	3
5.	Staff members of the library are knowledgeable to answer the queries	28 (7.22)	29 (7.47)	28 (7.22)	168 (43.30)	135 (34.79)	3.76	1.274	12
6.	Staff members of the library are always willing to help	31 (7.99)	20 (5.15)	28 (7.22)	152 (39.18)	157 (40.46)	3.87	1.035	8
7.	Library's physical facilities are visually appealing	11 (2.84)	47 (12.11)	12 (3.09)	154 (39.69)	164 (42.26)	3.86	1.384	9
8.	Library's staff gives individual attention	40 (10.31)	24 (6.19)	29 (7.47)	132 (34.02)	163 (42.01)	4.13	1.016	2
9.	Library services will be performed and prompt services	41 (10.57)	18 (4.64)	18 (4.64)	150 (38.66)	161 (41.49)	3.85	1.291	10
10	Materials associated with library services are visually appealing	46 (11.86)	14 (3.61)	41 (10.57)	151 (38.92)	136 (35.05)	3.80	1.185	11
11	Staff members of the library understand the specific needs of the users.	32 (8.25)	29 (7.47)	25 (6.44)	199 (51.29)	103 (26.54)	4.00	1.294	5
12	A user has a problem,	14	61	28	115	170	3.94	1.164	7

	library shows sincere interest in solving it	(3.61)	(15.72)	(7.22)	(29.64)	(43.81)			
13	Library provides services using modern equipments with ICT Infrastructures	39 (10.05)	36 (9.28)	6 (1.55)	136 (35.05)	171 (44.07)	3.73	1.306	13

Table 5 indicates the distribution of quality of services rated by the users in academic libraries. The findings revealed that 181(46.64) of users strongly agree the behavior of the staff members of the library confidence in users, 132 (34.02%) of the users were answer the Library’s staff gives individual attention so they preferred the second rank. The user

were preferred 3 rank for Library are consistently courteous to provide services to the users. The last rank preferred by the users to Library provides services using modern equipments with ICT infrastructures. It stated through this table the behavior of the staff members of the library confidence in users.

Table 6: User opinion about the Library Resources

Sl.No	Quality of Services	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree	WAM	SD	Rank
1.	The development of Resources is lack of awareness on the part of the academic community.	27 (6.96)	46 (11.86)	34 (8.76)	13 5(34.79)	146 (37.62)	3.84	1.242	5
2.	Developments of Resources are hampered due to lack of demand from the users.	39 (10.05)	28 (7.22)	5 (1.29)	176 (45.36)	140 (36.08)	3.90	1.250	2
3.	Most of the Libraries have not particular process for evaluating the resources before purchase.	19 (4.90)	12 (3.09)	40 (10.31)	163 (42.01)	154 (39.69)	4.09	1.030	1
4.	More computers should be exclusively provided in the Library for the benefit of the faculty members than the present.	53 (13.66)	17 (4.38)	20 (5.15)	151 (38.92)	147 (37.88)	3.83	1.346	6
5.	Resources sharing provides greater access to Information Resources to a wide category of users	42 (10.82)	30 (7.73)	19 (4.90)	177 (45.62)	120 (30.92)	3.78	1.264	8
6.	Resource sharing can be activated by strengthening the existing consortia.	30 (7.73)	44 (11.34)	11 (2.84)	183 (47.16)	120 (30.92)	3.82	1.208	7
7.	Starting new consortia in a way may be helpful to resource sharing.	35 (9.02)	40 (10.31)	13 (3.35)	158 (40.72)	142 (36.59)	3.86	1.268	3
8.	Linking all the consortia may provide a better service.	39 (10.05)	35 (9.02)	19 (4.90)	145 (37.37)	150 (38.65)	3.86	1.298	4

Table 6 shows User opinion about the Library Resources rated by the users in Academic Libraries. Among 388, 154(39.69% of the user were replied to most of the Libraries have not particular process for

evaluating the resources before purchase, 140 (36.08%) of the users were replied to the developments of resources are hampered due to lack of demand from the users.. The users preferred the third rank to Library Starting new consortia in a way

may be helpful to resource sharing to the academic library users. The users preferred the last rank to the resources sharing provides greater access to Information Resources to a wide category of users. It

revealed that the table most of the library users were replied the libraries have not particular process for evaluating the resources before purchase.

Table 7 : Familiarity on Information Access and Information Search

Sl.No	Quality of Services	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree	WAM	SD	Rank
1.	The User can identify similar information from both print and electronic sources and use it appropriately	41 (10.57)	18 (4.64)	33 (8.51)	123 (31.70)	173 (44.58)	3.95	1.292	4
2.	The User can use various search techniques to access information	25 (6.44)	32 (8.25)	21 (5.41)	182 (46.91)	128 (32.98)	3.92	1.136	5
3.	The User can apply previous experiences of using web-based services to access information	24 (6.19)	21 (5.41)	23 (5.93)	124 (31.96)	196 (50.51)	4.15	1.148	1
4.	The User will keep in mind the problems faced and benefits gained in the previous experiences while making an alternate search for information	40 (10.31)	52 (13.40)	16 (4.12)	149 (38.40)	131 (33.76)	3.72	1.330	7
5.	The User know the scope, content and organization of information sources like bibliography, research database etc.	18 (4.64)	36 (9.28)	41 (10.57)	136 (35.05)	157 (40.46)	3.97	1.141	2
6.	User can use the keywords, alternate keywords and related keywords to search for the electronic information	46 (11.86)	18 (4.64)	10 (2.58)	176 (45.36)	138 (35.56)	3.88	1.274	6
7.	User can identify the gaps in the collected information and determine whether the searching method should be revised	18 (4.64)	43 (11.08)	36 (9.28)	134 (34.54)	157 (40.46)	3.95	1.166	3
8.	The User can make suitable search by using various techniques like Boolean operators (AND, OR,NOT) using symbols Like *, ?, etc.,	54 (13.92)	31 (7.99)	24 (6.19)	139 (35.82)	140 (36.08)	3.72	1.386	8

Table 7 shows that the familiarities on information access and information search by the users. Among the users 196(50.51) of them were replied they can apply previous experiences of using web-based services to access information. The second

preference given by the users to know the scope, content and organization of information sources like bibliography, research database etc.. The users third preference given to can identify the gaps in the collected information and determine whether the

searching method should be revised. The faculty members give the last rank to the user can make suitable search by using various techniques like Boolean operators.

CONCLUSION

Users will be provoked to right to use the library only when the library contains strong related collection and provides modern information services to its users. The Academic libraries should build collection of both print and electronic version of information resources. Due to wonderful growth in the area of internet and information technology, more and more of the educational resources are being produced, disseminated and accessed in the digital format. The quality service is about designing the right service proposition with adequate resource and it should realize in experience at the user end and its outcome is high satisfaction. The Academic libraries play major role in the higher educational institution. In Government and Government aided college some of the way they can improve their infrastructure especially the ICT related infrastructure.

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