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## USER SATISFACTION OF THE INFORMATION SERVICES IN GOVERNMENT ENGINEERING COLLEGE LIBRARY SALEM: A STUDY

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### Abstract

This study has been evaluating the user's satisfaction of government engineering college Salem. In this study most of the respondents satisfied with the services. This paper reports the results of a survey of 178 patrons of an engineering library which demonstrate that (1) the construct is potentially useful for evaluating the performances of services within a library; (2) since the construct is affected by the demographic characteristics of the users, it should not be used to compare presumed levels of performance for libraries serving different communities; and (3) the construct is not related to the user's degree of library use.

### Keywords

User satisfaction, library, services, Engineering College Library.

### Electronic access

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### Introduction

A library is a collection of information sources, resources, books and services and the structure in which it is housed. It is organized for use and maintained by a public body an institution or private individual. In the more traditional sense a library is a collection of books. The construct of user satisfaction, a user's self-reported degree of satisfaction with library services, is presumed to be a subjective measure of library performance. It has been used to evaluate the performances of various services within a library; to measure, in general, a given library's overall level of performance.

### User satisfaction

User satisfaction is also presumed to be positively related to the user's degree of library use. With respect to customer orientation, quality in the library sector is defined as permanent customer satisfaction. It is important that quality is defined from the customer's perspective and that it is not predefined by the library's standards. Only a customer who regards the services as being of a high quality from his subjective point of view will remain a satisfied library customer in the long run.

Against this background in particular, it becomes apparent that it is not the outputs of a library which are decisive for user satisfaction but rather the outcomes. The outcomes are defined as "the uses made by the consumer of a given output and the degree of satisfaction felt with those outputs" [Abbott 1994]. There are sufficient standards for defining the quality of physical goods, and design codes for safeguarding this quality. A standard itself is relatively easy to define where as values and parameters for the quality of services are difficult to determine and standardization is only possible to a limited extent.

### Government Engineering College Library, Salem

The Government College of Engineering Salem was started during the third five year plan period in 1966. This is the third Government Engineering institution formed in Tamilnadu. Since its inception the college has striven incessantly to provide quality education and produce skilled and knowledgeable engineers. It is an autonomous institution. The college has a library located as a separate block containing books pertaining to the various courses of study in this institution as well as limited number of books of general value and interest. The number of volumes at present is 55,000 and more books are being added. Besides books, more than 60 journals

and other periodicals are subscribed so .The current issues of the journals are displayed on the racks and the back volumes are bound together. Under TEQUIP, 1023 books have been procured. A book bank with 688 books is available SC/ST students.

**Objectives of the study**

1. To find out the personal details and respondents visiting the Library.
2. To evaluate the usage of library in a respondents.
3. To examine the users needed/expected services provided by the Library.
4. To study the level of satisfaction about the library resource collection and customized services provided to the users.

**Methodology**

The questionnaire method was followed by this study. The questionnaires consist of only open questions. The questionnaire was personally distributed among the sample of the study by the Library users. Total number of 200 of questionnaire was distributed and and178 questionnaires were received properly. The collected data was analyzed both quantitatively and qualitatively, by users satisfaction of resource collections and customized services of the Salem engineering college library.

**Data analysis and Interpretation**

**Table 1 shows the users statistics**

Sl. No.		Variables	Respon-dents	%
1	Age Wise	19-20	51	28.65
		21-22	48	26.97
		23-24	40	22.47
		25-26 and above	39	21.91
2	Gender Wise	Male	104	58.43
		Female	74	41.57
3	Categories of User	UG Students	55	30.90
		PG Students	40	21.35
		Research Scholars	38	22.47
		Faculty	45	25.28
4	Department Wise	Mechanical	41	23.03
		Civil	29	16.29
		ECE	45	25.28
		EEE	35	19.66
		Others	28	15.73
		Total	178	100

Table.1. shows the users statistics of the government engineering college library salem. It appears from the above table that the majority of the students are in the age group between 19 -20 years. It is observed that majority of the respondents were male 58.43 %, and female is 41.57%.. The Category of UG students (30.90) are most used for library. The Faulty, Research Scholars, and PG Students are also the rest of positions. The department wise ECE students are the most 25.28 (45) percent of library users.

**Table 2 Frequency of library visit by respondents**

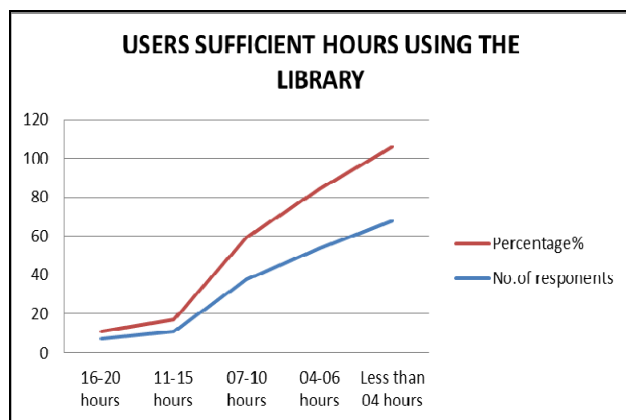
Sl.No.	Frequency of visit	No. of respondents	%
1.	Daily	47	26.40
2.	Once in a week	44	24.73
3.	More than once in a week	29	16.29
4.	Once in a fortnight	24	13.48
5.	Once in a month	22	12.36
6.	Occasionally	12	06.74
	Total	178	100

Table 2 shows the frequency of library visit by the respondents in the Government Engineering College Library Salem. The 47 (26.40) respondents are using the library daily and 44 users are using the library once in a week.

**Table 3 identify the Users are sufficient hours for using library**

Sl.No.	Sufficient hours for using library	No. of respondents	%
1.	16-20 hours	7	03.93
2.	11-15 hours	11	06.18
3.	07-10 hours	38	21.35
4.	04-06 hours	54	30.34
5.	Less than 04 hours	68	38.20
	Total	178	100

Table 3 explain the identify the user are sufficient hours for using the Government Engineering College Library Salem. In above table Less than 4 hours are 38.20 (68) percentages of user are sufficient hours for using the library.



Figures 1. Users are sufficient hours for using library

Table 4 identify the Users are sufficient hours for using the Digital Library.

Sl.No.	sufficient hours for using the Digital Library	No. of responents	%
1.	Less than 1 hr	27	15.17
2.	One hr	68	38.20
3.	Two hrs	32	17.98
4.	Three hrs	19	10.67
5.	More than three hrs	17	9.55
6.	Uncertain	15	8.43
Total		178	100

Table 4 identify the user are sufficient hours for using the Digital Library . Most of the respondents are denote One hours is the 38.20(68) percentage sufficient hours for using the Digital Library.

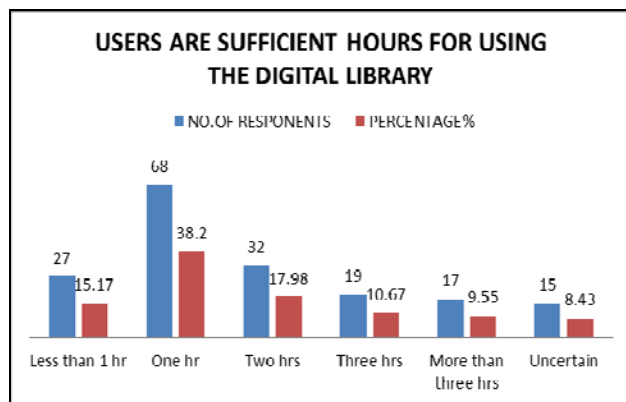


Figure 2. user are sufficient hours for using the Digital Library

Table 5 usage in types of books.

Sl.No	Usage In Types of Book	No. of Responents	%
1.	General	46	25.84
2.	Subject	50	28.09
3.	Competitive Exam	44	24.72
4.	Other item on the above	38	21.35
	Total	178	100

Table 5 reveals the users are sufficient usage in types of books. In the books are categorized by general, subject, competitive exam, other item on the above. Highest 28.09 percentage of users are read only the subject books.

Table 6 the user satisfactions of the Library

Sl. No	User satisfactions	No. of responents			%		
		Yes	No	Total	Yes	No	Total
1.	Collection of Library Materials	96	82	178	53.93	46.07	100
2.	Library Lending Services	94	84	178	52.81	47.19	100
3.	Library working hours	92	86	178	51.69	48.31	100
4.	Library rules and regulations	95	83	178	53.37	46.63	100

Table 6 denotes the user satisfactions of the Government Engineering College Library Salem. Most of the respondents are satisfied.

Table 7 Users opinion of the performing the Library staff members.

Sl.No	Users opinion of the about library staff	No. of responents	%
1.	Always ready to help	78	43.82
2.	Helpful	65	36.52

3.	Too busy to help	24	13.48
4.	Not very helpful	11	06.18
	Total		100

Table 7 Users opinion of the performing the Library staff members. Most of the(78) 43.82% respondents are denote always ready to help for the library staff members.

### Findings:

The major findings of research are:

1. Students have sufficient reading and library use habits;
2. Many students read books on subject oriented.
3. Students visit library regularly,
4. Library collection of materials and services of the library staff members are satisfied, and
5. Library working hours, Library rules and regulations are also satisfied.

### Conclusion and Recommendations

The main purpose of any library is to provide relevant and up- to-date materials with a view to satisfying the information needs of users. Based on the findings, it is clear that the library users are satisfied with some facilities but not satisfied with the information resources and services of the Engineering College Library Salem. On the whole, the study revealed that information resources, facilities and services influence users' satisfaction.

In other for the library to meet the satisfaction level of users, the following recommendations were made; the state government should as a matter of urgency provide the necessary funds to stock the library with relevant information resources and ICT facilities for effective functioning of the Engineering College Library, library staffs are expected to change their attitude to work and towards users and render the necessary assistance to facilitate user's search in order to satisfy their hunger for relevant information resources needed; In addition, the operations of the library should be automated to enhance library services provided by the library and the easy of location and retrieval of information resources by library users. The library may also improve in the efficiency of their services to users to increase their satisfaction level.

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