

Users' Satisfaction Towards Satellite Libraries: A Study of MD University Rohtak

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ABSTRACT

Library is the heart of any university system, where students, research scholars, teaching faculty as well as retired academician, use the library and spent their valuable time to gain information throughout the years. Users are the key persons of any library system. All the luxuries of information – revolution and problems of information explosion are centered on the user and his convenience. Understanding the user needs is half the battle won in providing information services. The success of any information system depends considerably on how best the system design is based on a close and accurate understanding of the user. To put it paradoxically, the user is not only the most important aspect, but is also a dynamic component of information system. As such, understanding the user is an important and a continuous activity. The performance of any library can be evaluated on the basis of the extent of satisfaction of users. Hence, there is a need to conduct the use and the users' survey studies to evaluate the existing print and non-print resources, services, and facilities.

Key words: Users' studies; Users' satisfaction; Users' survey; Library survey.

INTRODUCTION

Library is a social and non-profitable organization. Here the user is given the most preference and attention. All sincere efforts are made to know his/her needs and to satisfy these to the best of library professionals' level. The four major abilities of a library professional which help him in satisfying the needs of his users' are:

- i. Knowledge of information sources
- ii. Knowledge of the user community and their needs
- iii. Capacity of analysis, interpretation and consolidation of information
- iv. Communication skills

No doubt, all the areas mentioned above are included in the curriculum of almost every library school and being taught there. Still the

area of knowing the user community and their needs is neglected one. There is a need to understand that the basic determinant of the nature and norms of any library should be its user. It is they who should, ultimately speaking, determine the stock and acquisition policy and type of services to be provided to meet their expressed and unexpressed needs.

Thus, every academic and research institution has at least one library. In big institutions like a University, there are departmental libraries as well in addition to the main library.

Maharshi Dayanand University has a central library named as 'Vivekananda Library'. The library is situated in the centre of the university campus having a huge collection of books (3,00,000), back volumes (48,000) along with e-journals and other printed and non printed materials. The have a computer laboratory with fifty computers equipped with internet facility and also have a multimedia lab. All the teaching departments are situated in the surrounding of the Vivekananda Library. The registration of users is done by the Vivekananda Library.

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Besides the Vivekananda Library, 5, Departmental libraries are also established in the university campus. Departmental libraries are known as:

1. Law Library
2. UIET Library
3. IMSAR Library
4. Math. Library
5. HTM Library

Objectives of the study

The major objectives of the study are:-

1. To find out the satisfaction level of the users about infrastructure of departmental libraries
2. To find out the satisfaction level of the users about the collections in the departmental library
3. To find out the satisfaction level of the users about services provided by the departmental library
4. To find out the level of helpfulness of library staff

METHODS

To achieve the above objectives, a questionnaire containing 16 questions was prepared. The questionnaire was distributed among the users (Students, Research Scholars, Faculty members etc.) of all five departmental libraries. About 300 questionnaires were distributed but only 145 filled questionnaires were received back. The data so collected was then coded, tabulated and analyzed.

Literature review

Somarathna and Peiris (2011)¹ conducted a study to know the service quality in University of Colombo Libraries. The study used the questionnaire to collect the data. The results indicated that around seventy percent respondents used the library very frequently. They observed that users are concerned with

staff attitude, complete collection and ease of access, e-resources available in the library and user awareness programmes, physical facilities provided by the library, the library catalogue as well as the security status of the library when experiencing library services.

Mahapatra (2011)² in his study of Odisha University of Agriculture and Technology found that more than 44% users are satisfied with the latest collection of the library whereas 35% users are dissatisfied. As far as collection of journals is concerned 22.5% respondents found it as very helpful are helpful whereas 45% respondents indicated that collection of journals are not helpful. In case of the use of library in their personal academic success, 3\4th of the respondents mentioned that very helpful followed by 17.5% as helpful and the remaining as somewhat helpful.

Natarajan and others (2010)³ found that majority of faculty members and research scholars are aware about the e-resources of the library. As much as 58.97% faculty members and 62.02% research scholars were using e-resources available in Annamalai University Library. They found that e-journals are extensively used by faculty members (49.57%) and research scholars (37.96%). The majority of users were agreed that if training is provided, it would lead to better utilization of e-resources.

Padmamma and others (2002)⁴ conducted a study to evaluate the use of resources and services and seek the users opinion on the adequacy of the users satisfaction at JJM Medical College, Karnataka. The study found that a majority of users visit library to consult books and journals. Text books are found to be the most used resource. Most of the users were satisfied with the physical facilities of the college library.

Veeranjaneyulu (1993)⁵ in his study on the use of resources and services of a S.V. Medical College library, Tirupati found that respondents were not satisfied with the services provided by the college library. The resources available with the library were also found inadequate.

Lohar and Kumbhar (2005)⁶ in their study on Teachers' attitude towards library resources and services in aided and unaided first grade colleges in Shimoga District concluded that text books were used more frequently than any other material. They also indicated that faculty was not aware of using library resources and services properly due to the lack of proper orientation programmes.

RESULTS

The results of the survey conducted are discussed under various sub-headings:

Physical Infrastructure

The basic framework of any organization must be aesthetic and attractive. A well designed library invites the users to visit it. The library should be equipped with best comfortable furniture (such as reading tables, chairs, stools etc.), computers, printers and others equipments required for using library services. The buildings of the library must be airy and clean. The views of the users of the departmental libraries of M D University are provided in the Table 1.

The results indicate that 27 respondents are highly satisfied and 66 respondents are satisfied with the seating capacity in their respective departmental libraries whereas 40 respondents are somewhat satisfied and only 12 respondents are dissatisfied in this regard. In case of reading area environment a majority of respondents are satisfied and another 18 respondents are highly satisfied. Only 22 respondents have shown their dissatisfaction. Other 27 respondents are somewhat satisfied and there are 2 respondents who have not expressed their opinion. Regarding climatic conditions most of respondents i.e. 84 respondents are satisfied and 36 respondents are highly satisfied. Only ten respondents are dissatisfied and there is one respondent who did not express his opinion. As far as computer and printing facilities are concerned 73 respondents are dissatisfied and 24 respondents are satisfied. It is the ground reality that computer/printing facilities are provided in the departmental libraries at a very small scale.

Documents Collection

A rich collection of books, journals etc enhance the prestige of a library. The library

Table 1: Assessment of infrastructure and other facilities

Particulars	Highly Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	No Opinion
How much satisfied you are with the seating capacity of your departmental library	27	66	40	12	
How much satisfied you are with the reading area environment of your departmental library.	18	76	27	22	2
How much satisfied you are with the climatic conditions like lightning/heal/cooling exhaust of air reading area environment of your departmental library.	36	84	14	10	1
How much satisfied you are with the computer and printing facility provided by your departmental library	14	24	16	73	18

Table 2: Assessment of library collection

Particulars	Highly Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	No Opinion
How much satisfied you are with the book collection of your departmental library	15	63	45	22	
How much satisfied you are with the collection of current journals of your departmental library	10	39	41	39	16
How much satisfied you are with the collection of news papers/magazines of your departmental library	25	50	26	25	19
How much satisfied you are with the collections of back volumes of journals of your departmental library	12	35	45	38	15

Table 3: Assessment of library services

Particulars	Highly Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	No Opinion
How much satisfied you are with the circulation services of your departmental library	29	63	30	21	2
How much satisfied you are with the OPAC of your departmental library	4	42	19	59	21
How much satisfied you are with the internet services of your departmental library	9	27	19	71	19

always tries to provide documents best suited to its users and in this way the library collection is developed. As far as the collection of departmental libraries is concerned, it limited to the specific subject of the department concerned.

A perusal of Table 2 shows that 63 respondents are satisfied and 15 respondents are highly satisfied with the book collection in their respective libraries. Another 45 respondents are somewhat satisfied and 22 respondents are dissatisfied. In the matter of collection of current journals 39 respondents are satisfied and 10 respondents are highly satisfied. Similarly 41 respondents are somewhat satisfied and 39 respondents are dissatisfied. It can be noticed that 16 respondents did not express their opinion. A

good number of respondents are somewhat satisfied and dissatisfied. In case of news papers and magazines 50 respondents are satisfied and 25 respondents are highly satisfied whereas 26 respondents are somewhat satisfied and 25 respondents are dissatisfied. However, 19 respondents mentioned that news papers and magazines are not available in their library. Regarding collection of back volumes 45 respondents are somewhat satisfied and 38 respondents are dissatisfied. Other 15 respondents showed no opinion/not available. Only 35 respondents are satisfied and 12 respondents are highly satisfied. The reason behind it is that except law library no other departmental library maintains the collection of Back volumes. The back volumes pertaining to the subjects of

others departmental libraries are maintained by the Vivekananda Library.

Library Services

A library is known by its services. To provide quality services at the right time in the right manner is the basic aim of any library. The quality of services of a library really enhances its reputation among the users.

The library collection of whatsoever quality has a limitation of use until and unless it is open for circulation. As departmental libraries are established to reach to the users, the circulation of documents particularly books is one of the most used library service. The opinions of the respondents are shown in Table 3. It is indicated that 63 respondents are satisfied and 29 respondents are highly satisfied with the circulation of books whereas 30 respondents are somewhat satisfied and 21 respondents are dissatisfied. Only 2 respondents did not express their opinion. Online Public Access Catalogue (OPAC) is a very good tool for the users of a library to search the bibliographical details of the collection. Further they can also know the available document is whether issued to anybody else, if yes when it is expected to be returned. The results of the study indicate that 42 respondents are satisfied and only 4 respondents are highly satisfied. 19 respondents are somewhat satisfied, 59

respondents are dissatisfied and 21 respondents expressed no opinion. The authors perceive that this might be due to lack of awareness of How to use OPAC among the users. Hence there is a need to conduct special training programme on the use of OPAC.

Nowadays, even it cannot be imagined that one can complete his studies or research or teaching without the proper use of internet. MD University has a very well knit Local Area Network. The access to the internet at every terminal of the LAN is through a lease line of 1GBPS bandwidth. The access points are provided in the rooms of faculty, computer laboratories, offices, departmental libraries, etc. At some places the Wi-Fi connectivity is also provided. When speaking of internet services only 27 respondents are satisfied and 9 respondents are highly satisfied. Near about half of respondents i.e. 71 respondents are dissatisfied and 19 respondents are somewhat satisfied. Other 19 respondents expressed no opinion. Internet services are provided to the users in Vivekananda Library and these are not provided in the departmental libraries.

Staff

The services of a library are largely dependent upon the knowledge, attitude and willingness of its staff. Where the library staff is well knowledgeable, qualified, co-operative, helpful and willing to serve the users, the

Table 4: Assessment of attitude of library staff

Particulars	Highly satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	No Opinion
How much satisfied you are with the co-operation of the staff of your departmental library	32	39	19	55	
How much satisfied you are with the helpfulness of the staff to assist you in retrieving books	22	44	27	50	2
How much satisfied you are with the helpfulness of staff in searching the required information.	28	33	28	55	1
How much satisfied you are with the knowledge of resources by the staff.	27	39	37	40	2

quality of service automatically improves significantly.

Only the bearer can tell where the shoe pinches, in the same manner the users of a library are the best judges. Their feedback about the services and attitude of library staff can considerably guide the library to improve the quality of services. Table 4 shows that majority of respondents have a positive impression about the library staff. It is found that 39 respondents are satisfied, 32 respondents are highly satisfied, 19 respondents are somewhat satisfied and 55 respondents are dissatisfied with the co-operation of their respective departmental library. As far as helpfulness of staff to assist the users in retrieving books is concerned, 44 respondents are satisfied and 22 respondents are highly satisfied. Other 27 respondents are somewhat satisfied and 50 respondents are dissatisfied. Only 2 respondents expressed no opinion. About the Helpfulness of staff in searching the required information, 33 respondents are satisfied, 28 respondents are highly satisfied, 28 respondents are somewhat satisfied and 55 respondents are dissatisfied. Only one respondent expressed no opinion. In the matter of knowledge of resources by the staff 39 respondents are satisfied and 27 respondents are highly satisfied. Other 37 respondents are somewhat satisfied and 40 respondents are dissatisfied. Only 2 respondents expressed no opinion.

It is really a matter of concern that almost one third of the respondents are not satisfied with the helpfulness of the library staff of the departmental libraries. The authority at top level of the library administration should look into this position. The efforts should also be made to arrange some motivational programs for library staff. The reward system for the most helpful library official judged by the users can also be introduced.

CONCLUSION AND SUGGESTIONS

The present era is era of technology. Now e-books and e-journals are available on internet in both modes open source and

subscription-based. So it is almost mandatory for a modern library to provide computers along with internet connection so that more and more documents can be accessed and used by its users. As per the suggestions received in response to the questionnaire, there is a need and demand from the users to provide proper internet facilities in the departmental libraries as well. The users of University Institute of Engineering and Technology, and Institute of Hotel and Tourism Management have indicated a lack of books in UIET and HTM library. Hence there is a need to cater their need and provide the required resources to the users. In some departmental libraries like Maths Library and UIET library there is need, as felt by the users, for News papers and magazines relating to current affairs for competitive exam. A few users have suggested that Library staff should be more co-operative, skillful and knowledgeable.

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