

Users' Satisfaction Towards Library Resources and Services in Maharaja Surajmal Institute of Technology of GGSIP University, Delhi : An Evaluation

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Abstract

The present study evaluates the Users' satisfaction towards library resources and services at Maharaja Surajmal Institute of Technology of Guru Gobind Singh Indraprastha University, Delhi. The Users have been a key component of modern libraries for evaluating their resources and services in the information technology environment provide to their users. The study has been using Survey Method and 100 structured questionnaires were distributed between the faculty members and students and 82 questionnaires were received duly filled and found suitable for data analysis. The study found that a majority of the respondents was agreed with the availability of library printed resources like books, reference source, and journals, but the majority of the respondents was not agreed with the availability of electronic resources like E-books, E-journals and online databases. The results also founds that majority of respondents were satisfied with services provided by the library such as circulation, reference and book bank, whereas the majority of respondents were dissatisfied with OPAC and photocopying services.

Keywords: Users Satisfaction; Library Resources; Services; ICT; Engineering Colleges.

Introduction

In present competitive Information world users' emerged a key element for evaluation of Library effectiveness and main motive of any library is to satisfy the needs of their users. Satisfaction can be defined as highly personal sentimental and intellectual reactions of users about uses of resources and services provided by the library according to users' expectation, perception and needs and reactions may be in negative and positive. The present study is based on evaluation of user satisfaction towards library resources and services to find out the information needs, information seeking behavior of faculty members and students and impact of ICT application for users of engineering college. As stated by (Swanson, 1979)¹ that for a library to be sure that it is carrying out its mandate to its users, "the totality of features and characteristics of its resources and services must be able to satisfy all users as stated or implied needs".

In the Engineering College libraries, users are more aware about information technology compared with other library users towards different information needs, expects, and information gathering skills. The rapid technological advancement, innovation and different types of information resources are easily available to the users, libraries may have to adopt a new strategic plan in which the creation and providing satisfactory services for their users. Library resources and services are most important and influencing component to users' satisfaction in an ICT based environment. The availability of resources and quality of services can have significant influence on user's satisfaction and dissatisfaction (White & Abels, 1995)².

Need for the Study

The various research works have been done in European countries since last four decades on users' satisfaction towards library resources and services, but in India very few research works have been observed on the library users' centric theme. (National Knowledge Commission Report, 2006)³ also have been emphasizing for conducting more research on library users opinion to evaluate resources and library services. There is a need for engineering College libraries understand the user's need and satisfy their library resources and research needs for support in ongoing learning activities. The Govt. of NCT of Delhi established the first University

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by the name Guru Gobind Singh Indraprastha (GGSIIP) University in 1998. It is a teaching and colleges affiliating university with the explicit objectives of facilitating and promoting the study, research work in emerging areas of higher education with focus on professional education (www.ipu.ac.in, 2014)⁴The present study attempts to examine and investigate the various issues related to the study on users' satisfaction towards libraries resources and services, provided by the Maharaja Surajmal Institute of Technology (MSIT) library to their users of GGSIP University. This will help to the engineering college library in reconstructing their library information resources and services to provide users in a more effective manner.

Maharaja Surajmal Institute of Technology (MSIT): A Profile

The Govt. of NCT of Delhi established first Technical affiliated University with the name Guru Gobind Singh Indraprastha University (GGSIPU) in 1998, with the explicit objectives of facilitating and promoting "study, research and extension work in emerging areas of higher education with focus on professional education". MSIT is a private self-financing institution of Guru Gobind Singh Indraprastha University; established in 2001. It offers Bachelor of Technology course in the different streams of Engineering like Electronics & Communication, Computer Science, Information Technology, Mechanical & Automation and Instrumentation & Control Engineering (www.msit.in, 2014)⁵. The Library has a well-stocked fully computerized library with latest editions of books by eminent authors & is having a huge collection of books on education, management, computer science, engineering, science and humanities to cater to the needs and requirements of the faculty as well as students. The library has a rich quality collection of 51,299 books, 90 printed journals, 449 CD/DVD. The Library is also subscribed to 4833 e-journals and 363 E-books (Springer Link, Science direct and IEL).

Literature Review

The review of related literature is the key process of any research, which helps to understand about of a subject or a problem. (Bailey and Pearson, 1983)⁶ defined satisfaction in a broader sense, "Satisfaction as the sum of feelings or attitudes, both positive and negative, affecting the specific situation exhausted all necessary avenues to find an answer to the query". As (Zeithalm & Bitner, 2003)⁷ defined satisfaction as

"the customer evaluation of a product or service in terms of whether that product or service has met their needs and expectations. Failure to meet the needs and expectation is assumed to result in dissatisfaction with the product and service". The various reviews of related literature describe about users' satisfaction measurement towards library resources and services in earlier and contemporary studies.

A case study conducted by (Singh & Chand, 2014)⁸ on users' satisfaction in engineering institution libraries among 250 users. The study found that the large numbers of users preferred use of print information resources and satisfied with availability of library resources and facilities. (Halder & Chandra, 2013)⁹ also conducted the study on library facilities provided by the private engineering colleges in Kolkata. They investigate the gap between available library services and information demands of the users. It also concluded that the library and information science professionals are to make them relevant by reaching out to users. A user survey conducted by (Walton & Leahy, 2013)¹⁰ at university of Loughborough about frequency of use of the library building, frequency of use of the library's digital services, importance and satisfaction levels with 15 library services. They found that were, 16% of respondents visit the library daily, 90% of academic staff uses the library online on at least every week. The people ranked the enquiry desk services as the they were most important, 57% of library users indicated the library was the best place for their study, 91% agreed to the library was providing a good level of services and 35% users would like an increase in PC provision in building improvements. Another study conducted by (Velnamy & Sivesan, 2013)¹¹ they evaluated the service quality of University libraries in Sri Lanka and measured service quality on the basis of 23 variables and found finally extracted four factors using factor analysis, such as Current Information, Convenient opening hour, comprehensive collection, current information and convenient access to the collection.

(Saufi, 2012)¹² have evaluated in their study on the "Outcome Budget Evaluation (OBE)" for gauging the level of space, services and facilities available in the library of past and present among 60 degree-level students across seven faculties was selected and these students who have been using both infrastructures; both the old and new UTHM libraries, are involved with parameters as space, services and facilities. In overall, results of this study reveal that 98 percent of respondents are very satisfied with the present library including space, facilities and services. Lesson

learned in this study has implications not only on student satisfaction, however much more internal perspectives on space, facilities and services in the library. (Norliya, 2009)¹³ have evaluated the library performance by measuring the users' satisfaction with the library services, collection/ information about the library as a whole among 650 students from three faculties. The respondent was relatively most satisfied with the infrastructure, followed by collection or information, and library services to users in that order. The result also indicated about significant differences in the satisfaction on services, infrastructure and libraries' collection/information. In other words, his study mainly concerned and identified about user satisfaction towards library resources like printed and e-resources and services, Information needs, different information seeking behavior of users and impact of ICT application on users. Therefore users' satisfaction should be considered an essential part of evaluating library performance, which are depends to some extent on users' needs, expectations and the availability of resources and services.

Objectives

The objectives of the study are as follows:-

- To identify the available variety of Library Resources to meet users information needs

- To identify most preferred service use by users
- To find out the Impact of ICT on users
- To measure user satisfaction levels with library resources and services in college library
- To evaluate and suggests the new recommendations in order to improve the library resources and services on the basis of users feedback.

Research Methodology

Research Methodology is an important and crucial process to solve the research problem by logically adopting different steps. The Survey Method and questionnaire tool have been employed for collection of data. A well designed questionnaire was distributed personally to 100 users' and 82 questionnaires were received back. The correctly filled questionnaire has been selected for data analysis. To find out the User satisfaction towards library resources and services, data have been collected from Library, faculty members and students of MSIT.

Data Analysis

The data have been analyzed by using MS-Excel 2007. The simple tabular representations with percentage analysis were made to show the findings.

Table 1: Distribution and Response of Questionnaires

S.No.	Users	Distribution of Questionnaire	No of Response	%
1	Faculty	20	15	75
2	Student	80	67	83.75
	Total	100	82	82

The table 1 shows that categories wise distribution of questionnaire among faculty members and students of the college. This table indicates that the 83.75% highest respondents were students, 75% respondents were faculty members and the overall response rate was 82 %.

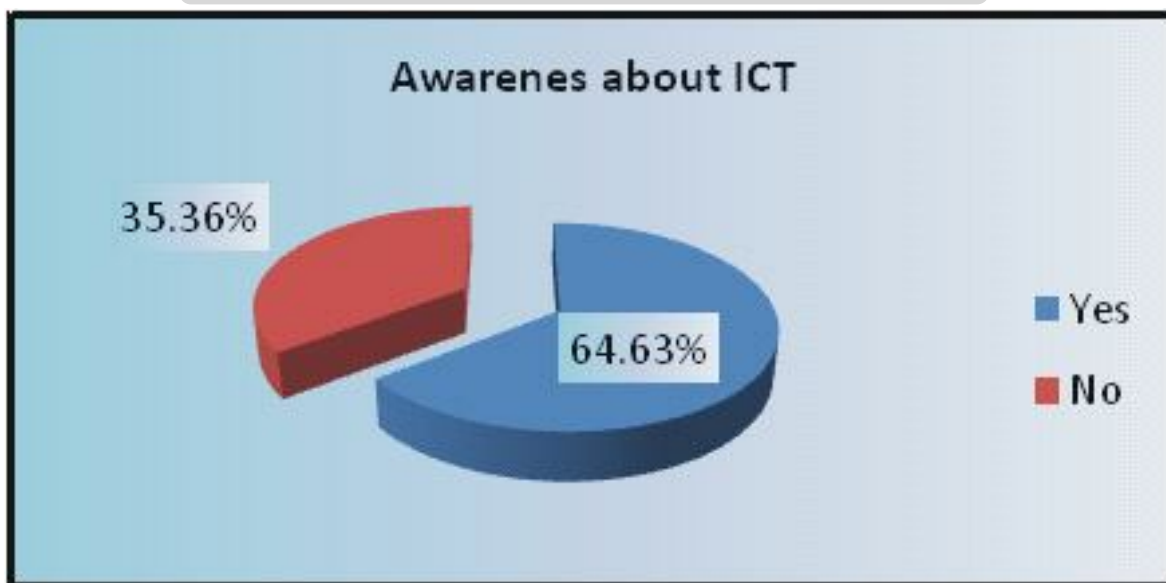
The respondents were asked about the availability and use of different variety library printed and electronic resources in the library to meet information needs of users. The table 2 indicates that a majority of respondents said "Yes" about the printed resources like Books (82.93%), followed by the Reference Sources (76.83%), Journals/magazine

(57.32 %) and in regards of E-Resources, majority number of respondents said "Yes" on the Internet (69.51%), CD/DVD (57.32%) to meet their information needs. Whereas the majority of respondent said "No" about the Project Reports (64.63%), Conference/Seminar proceedings (58.54%). and majority of respondents said "No" about E-resources like E-books (62.20%), E-Journals (52.44%) and databases (51.22%).

The figure 1 shows that 53(64.63%) respondents knew about Information communication Technology and but 29(35.36%) respondents were unaware of Information communication technology.

Table 2: Variety of Printed and Electronic Resources Availability and Use in library to meet user's information needs

S.No.	Types of Resources	Response Yes (%)	Response No (%)
1	(Printed Resources)	68	14
	Books	(82.93%)	(17.07%)
2	Reference Sources	63	19
		(76.83%)	(23.17%)
3	Journals/Magazines	47%	35
		(57.32%)	(42.68%)
4	Project Report	29	53
		(35.37%)	(64.63%)
5	conference/seminars proceedings	34	48
		(41.66%)	(58.54%)
6	(E- Resources)	47	35
	Audio-Video /CDs/DVDs	(57.32%)	(42.68%)
7	Internet	57	25
		(69.51%)	(30.49%)
8	E-Books	31	51
		(37.80%)	(62.20%)
9	E-journals	39	43
		(47.56%)	(52.44%)
10	Databases	40	42
		(48.78%)	(51.22%)

Fig. 1: Awareness about Information Communication Technology

The above figure 2 illustrates that 31(37.80%) respondents were agreed, 19(23.17%) were strongly agreed on that the adequate computers and ICT application important for the betterment and efficient library services and, 15(18.29 %) were not sure, 9(10.98%) were disagreed and 8(9.76%) respondent were strongly disagreed with that above opinion.

The respondents were asked to indicate that ICT has affected and motivated their library visit.

The above Figure 3 shows that 57(69.51%) respondents were said "Yes" that ICT has affected and motivated their library visit and only 15(18.29%) respondents said "No".

The respondents were asked to their satisfaction level about printing and e-resources .The table 3 reveals that total majority **85.37 %** (29.27% VS,32.93% S,23,17% PS) of respondents were satisfied with books, followed by **82.93 %** (30.49 % VS,35.37%

Fig. 2: Adequate computers and ICT application are essential for efficient service

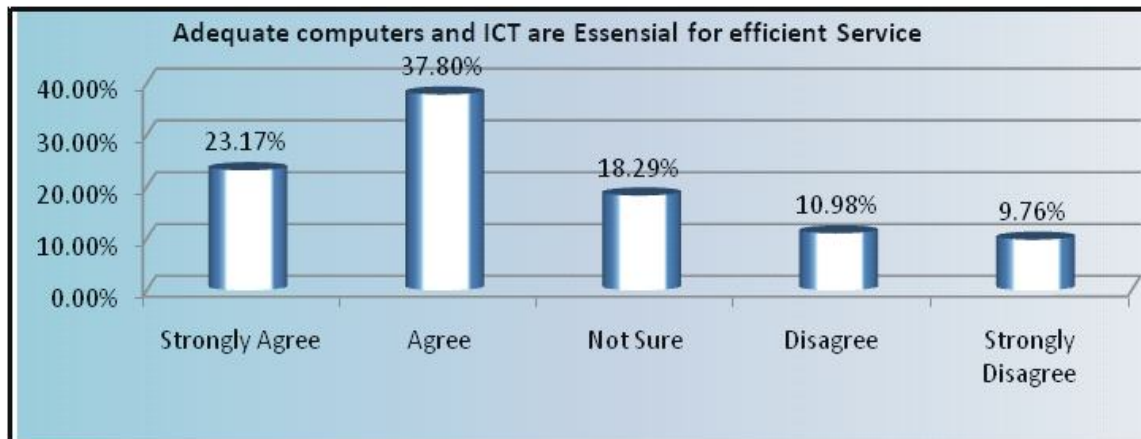
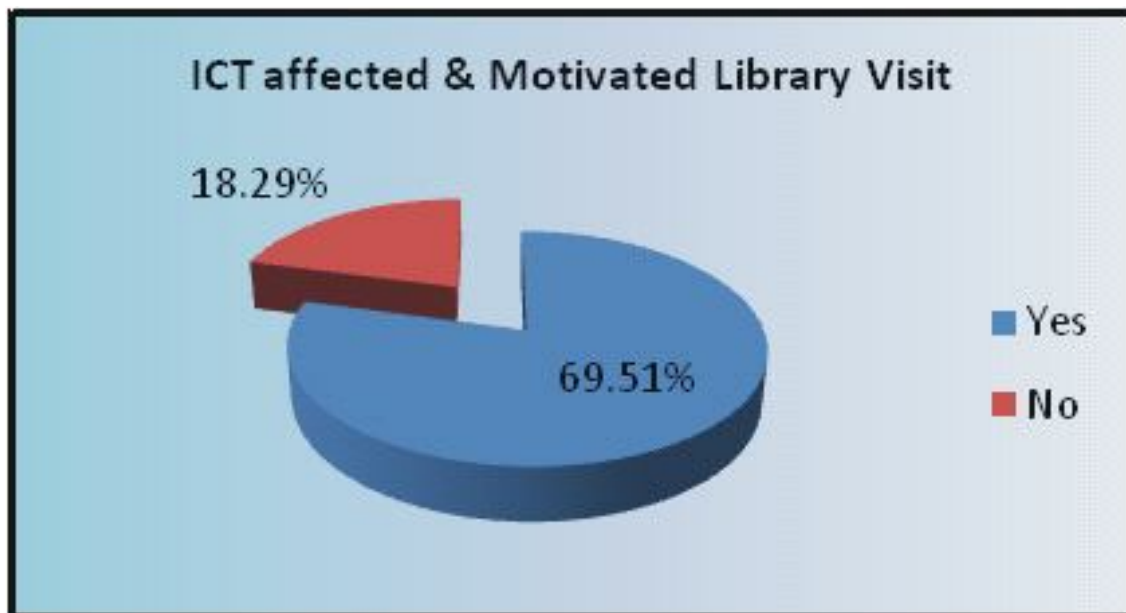


Fig. 3: ICT affected and motivated users' library visit



S,17.07% PS) satisfied with Reference source, **74.4%** (14.63% VS,24.40% S,35.37 % PS) satisfied with E-journals, **68.29 %** (13.41% VS,47.57% S,7.31% PS) with Journals/magazines , **60.97 %**(15.85% SV,12.19% S,32.93% PS) satisfied with E-books. Whereas **56.1 %** (34.15% PD, 21.95% D) were dissatisfied with Online databases, followed by **54.89%** (20.74% PD, 34.15% D) dissatisfied with CDs/DVDs and **53.66 %** (28.05% PD, 25.61% D) dissatisfied with Project Reports,

The respondents were asked to their satisfaction level about the services provided by the library. The table 4 reveals that total majority **79.27 %** (25.61%VS, 37.80% S,15.86% PS) of respondents were satisfied with the circulation services, followed by **76.83 %** (21.95% VS ,29.27% S,25.61% PS) satisfied with

Internet service, **68.3 %** (24.39% VS,36.59% S,7.32% PS) satisfied with Book-bank Service **67.07 %** (13.41% VS,47.57 % S,6.09 % PS) satisfied with Reference service, **54.88 %** (17.07% VS,12.20% S,25.61% PS) satisfied with CAS and **52.45 %** (12.20% PS,20.74 %19.51% D) satisfied with Newspaper paper clipping,

Whereas total majority **54.88%** (26.83% PD,28.05% D) dissatisfied with photocopying service followed by **52.44 %** (26.83% PD, 25.61% D) of respondents were dissatisfied with Inter library Loan service and **51.23 %** (20.74% PD, 30.49% D) dissatisfied with OPAC service and.

The respondents were asked to indicate most preferred Library Services used by them. The Figure

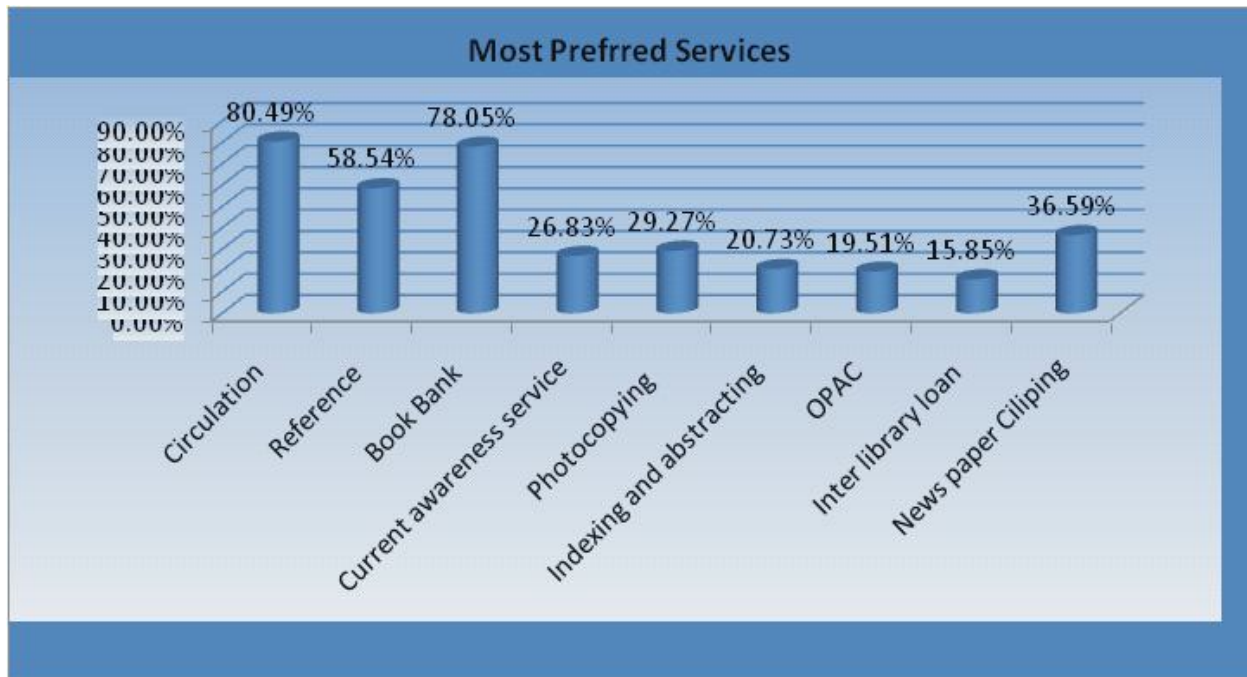
Table 3: Users satisfaction level with printed and electronic resources of library

S.No	Resources	Options				
		Very Satisfied(VS)	Satisfied(S)	Partially Satisfied(PS)	Partially Dissatisfied(PD)	Dissatisfied (D)
1	(Printed) Books	24 (29.27%)	27 (32.93%)	19 (23.17%)	8 (9.75%)	4 (4.88%)
2	Reference Source	25 (30.49%)	29 (35.37%)	14 (17.07%)	9 (10.97%)	5 (6.10%)
3	Journals/magazines	11 (13.41%)	39 (47.57%)	6 (7.31%)	10 (12.19%)	16 (19.52%)
4	Project Reports	11 (13.41%)	17 (20.74%)	10 (12.19%)	23 (28.05%)	21 (25.61%)
5	(E-Resources)	13 (15.85%)	10 (12.19%)	27 (32.93%)	21 (25.61%)	10 (12.19%)
6	E-books	12 (14.63%)	20 (24.40%)	29 (35.37%)	12 (14.63%)	9 (10.97%)
7	E-Journals	10 (12.19%)	15 (18.29%)	12 (14.63%)	17 (20.74%)	28 (34.15%)
8	Multimedia (CD/DVD)	11 (13.41%)	21 (25.61%)	4 (4.88%)	28 (34.15%)	18 (21.95%)
	Online databases					

Table 4: Users Satisfaction Levels with Library Services

S. No	Services	Options				
		Very Satisfied(VS)	Satisfied(S)	Partially Satisfied(PS)	Partially Dissatisfied(PD)	Dissatisfied (D)
1	Circulation	21 (25.61%)	31 (37.80%)	13 (15.86%)	12 (14.63%)	6 (7.31%)
2	Reference	11 (13.41%)	39 (47.57%)	5 (6.09%)	8 (9.75%)	19 (23.18%)
3	Book Bank	20 (24.39%)	30 (36.59%)	6 (7.32%)	14 (17.07%)	12 (14.63%)
4	Newspaper clipping	10 (12.20%)	17 (20.74%)	16 (19.51%)	10 (12.19%)	29 (35.37%)
5	Inter library Loan	6 (7.31%)	21 (25.61%)	12 (14.63%)	22 (26.83%)	21 (25.61%)
6	Current Awareness Service(CAS)	14 (17.07%)	10 (12.20%)	21 (25.61%)	24 (29.27%)	13 15.85%
7	Internet	18 (21.95%)	24 (29.27%)	21 (25.61%)	9 (10.97%)	10 12.20%
8	OPAC	13 (15.85%)	12 (14.63%)	15 (18.29%)	17 20.74%	25 (30.49%)
9	Photocopying	6 (7.31%)	12 (14.63%)	19 (23.17%)	22 (26.83%)	23 28.05%

Fig. 4: Most Preferred Library Service used by Users



4 reveals that 80.49. % majority of respondents was most preferred to circulation services, as a core service followed by 78.05 % of the book-bank services, 58.54 % to reference services, 36.59% of News paper clipping 29.27 % of photocopying service. 26.83 % to CAS, 20.73 % to Indexing and abstracting, 19.51 % to OPAC, and 15.85 % for interlibrary loan services as a least preferred service.

Findings

The following major findings are as:

1. A Majority of respondents were agreed on the availability of using the printed and e-resources resources like books, reference sources, journals/magazines and CDs/DVDs, Internet to meet their information needs, whereas the majority of respondents were not agreed of using resources like project reports, conference proceedings-books, E-journals and online databases.

2. The majority of respondents were known about Information communication, majority of respondent was agreed with the statement of adequate computer and ICT application are essential tools for library for providing efficient service, and the majority of respondents was affected and motivated from ICT to visit the library.

3. The total majority of respondents were satisfied with books, reference sources, Journals/Magazines, Internet, E-books and E-journals, whereas the

majority of respondents were dissatisfied with Project Reports, online database and CDs/DVDs.

4. The total majority of respondents were very satisfied with circulation services, reference services, book bank services, newspaper clipping service and Current Awareness service, whereas total respondents were partially dissatisfied with interlibrary loan, OPAC and photocopying services.

5. The circulation service is a most preferred used by users as a core service and interlibrary loan services least preferred service.

Suggestions

The following suggestions are based on various users' comments as follows:

- The some of the users desired more textbooks should be procured based on the syllabus of GGSIP University and students' demands.
- The numbers of borrowing tickets should be increased.
- More computer system should be installed in the library for access to the students and internet speed should be increased.
- Students should allow downloading data from Internet into personal devices
- Awareness should be generated towards different types of resources specifically on E-resources available in the library.

Conclusions

Today any modern academic library has prime concerns to users' information needs and satisfaction. The study will support for MSIT libraries to understand the user's information needs, information seeking behaviours and satisfaction level towards library resources and service in ongoing learning activities. Today library needs to adopted new information technology application for reconstructing in library resources and services to providing satisfactory services for their users. The library working culture currently undergone radical change due to revolutionary advancement of Information technology and emergence of E-resources has a significant impact on library users and uses of resources and services. MSIT library has a rich collection of printed and electronic resources with good infrastructure. But library should conduct some users' orientation programs to improve usages of project reports and electronic resources such as CDs/DVDs, databases and services such as interlibrary loan, photocopying and OPAC service make available to users.

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