

## Are the University Librarians Satisfied with the Quality of Library Services?

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### Abstract

The library authorities acquire the materials and prepare for library services in anticipation of users demands. Many times they have to look towards university authorities and government policies in order to get trained manpower, funds, infrastructures etc. The present paper describes the satisfaction level observed in six university libraries.

**Key words:** Library services; Library service quality.

University libraries are considered as the hub of academic and research activities. Increasing enrolment in the universities/colleges, increasing number of government and private universities and availability of information, in digital form, over internet has posed a serious challenge before the libraries to provide the information to its patrons up to their satisfaction level. Users are not concerned with the problems of the library authorities in providing the services; they just want information in the format which suits to them. Costly contents, shrinking budgets, and increasing fees have enhanced the accountability of university libraries and so as the library professionals.

It has become a challenge for the university libraries to filter and deliver the most useful information from the vast quantity available anywhere. For this purpose, library professionals need to manage the resources of the libraries i.e. men, money, machines, materials using various methods and techniques, in order to provide quality library

services to their users. To manage the resources, librarians are now applying management practices and information communication technologies. During the last two decades, developments in information technology have made it possible to overcome many of the problems with regard to selection, acquisition, processing, storage, retrieval and dissemination of information to the right user at a right time and through right communication media. The intensive use of information communication technology (ICT) in the libraries has resulted in evolution of digital libraries.

Hernon[1] stated that historically, library quality has been regarded as 'synonymous with collection size - an assessment of what the library has-rather than with what the library does. Quality is now recognized as a multifaceted concept, one that can be approached from different perspectives. One perspective focuses on the library user, or customer, and assumes that 'if customer say there is quality service, then there is. If they do not, then there is not. It does not matter what an organization believes about its level or service'. Another perspective focuses on educational programs and the extent to which they achieve their missions and goals. Outcomes assessment examines these programs with the content of a formal assessment plan and the behavioral change they intend to produce.

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In the search to demonstrate quality, librarians need to address wider issues with regard to organizational effectiveness, and in translating strategic planning into effective action. By examining market-driven mechanisms, such as the building of score cards, we may show that we are learning organizations, which respond to the needs and requirements of our stakeholders. Unless we have such a planned approach to service delivery and the measurement of quality, we will find it very difficult to survive and establish our role as information providers in the next millennium Broady-Preston and Preston.[2]

### Objectives

The objectives of the study includes:-

- To know the satisfaction level of university librarians/ library In-charges in science & technology universities with regard to the library resources and services.
- To know the satisfaction level of university librarians/library In-charges in agricultural universities with regard to the library resources and services.
- To find out the major areas where university librarians/library In-charges are more satisfied.
- To find out the major areas where university librarians/library In-charges are more dissatisfied.
- To compare the results of science &

technology universities and agricultural universities.

- To give suggestions to improve the satisfaction level of university librarians/ library In-charges of science & technology universities and agriculture universities.

### Methodology

To know the satisfaction level of the university librarians/library In-charges of science & technology universities and agricultural universities with regard to the library services, a questionnaire, consisting of 21 statements was prepared and got filled. Collected data is analyzed by calculating mean score and using %age method. After analyzing the data in tabulated form the most satisfied and dissatisfied areas are identified in order to make improvement in dissatisfied areas.

### Scope

The scope of the study includes the following six University Libraries of Northern India:-

It is important for the librarians to understand the needs of the library patrons but at the same time it is again important to study to know that how much the librarians/ library in-charges are satisfied with the library service?

The average level of satisfaction of three universities of science & technology, which are arranged in ascending order, is shown in Table

**Table 1: List of Select Universities**

Sr. No.	Name of the University	State	Type of University
1	Guru Jambheshwar University of Science & Technology, Hisar (GJUST)	Haryana	Science & Technology
2	DeenbandhuChhotu Ram University of Science & Technology, Murthal (DCRUST)	Haryana	Science & Technology
3	Guru Gobind Singh Indraprastha University, New Delhi (IPU)	New Delhi	Science & Technology
4	ChaudharyCharan Singh Haryana Agricultural University, Hisar (HAU)	Haryana	Agriculture
5	Punjab Agriculture University, Ludhiana (PAU)	Punjab	Agriculture
6	Y. S. Parmar University of Agriculture and Floriculture (YSPUA)	Himachal Pardesh	Agriculture

**Table 2: Satisfaction Level - University wise (Science & Technology Universities)**

Sr. No.	Statements	GJUST	DCRUST	IPU	Average
6	OPAC/Catalogue of the library	1.00	2.00	2.00	1.67
9	Power backup-UPS/Generator	1.00	2.00	2.00	1.67
3	Budget provided to the library	1.00	3.00	2.00	2.00
7	Book Reservation to patrons	1.00	2.00	3.00	2.00
8	Application of ICTs in the library	2.00	2.00	2.00	2.00
10	Photocopy/ scanning service	2.00	2.00	2.00	2.00
11	Classification and cataloguing work of the library	2.00	2.00	2.00	2.00
12	Checking of members at the library gate	1.00	2.00	3.00	2.00
13	An atmosphere of trust and confidence in the library	1.00	3.00	2.00	2.00
2	Present library collection	2.00	3.00	2.00	2.33
4	The present purchase policy/ procedure	2.00	2.00	3.00	2.33
18	Proper lighting and ventilation	1.00	3.00	3.00	2.33
21	Overall satisfaction with the library services	1.00	4.00	2.00	2.33
1	Present staff provided in the library	3.00	3.00	2.00	2.67
5	Software for House -keeping operations of the library	3.00	2.00	3.00	2.67
14	Desire in the staff to improve the quality of the library services	2.00	4.00	2.00	2.67
15	Comfortable furniture	1.00	4.00	4.00	3.00
16	Cleanliness and hygiene	1.00	4.00	4.00	3.00
20	Security & Maintenance of library material	1.00	4.00	4.00	3.00
17	Cooling and heating facilities for reading halls	2.00	4.00	4.00	3.33
19	Seating capacity for readers	2.00	4.00	4.00	3.33
	<b>Total Average</b>	<b>1.57</b>	<b>2.90</b>	<b>2.71</b>	<b>2.40</b>

1= Fully Satisfied, 2= Satisfied, 3= indifferent, 4= Dissatisfied, 5= Fully Dissatisfied

2. It was observed that regarding 'OPAC' and 'Power backup', these librarians were more than satisfied. They were satisfied with 'budgetary provisions', 'book reservation system', 'application of ICT's in library', 'photocopy/scanning service', 'classification & cataloguing work', 'checking of users at the gate' and 'an atmosphere of trust and confidence in the library'. They seemed to be satisfied with 'present library collection', 'purchase policy', 'lighting and ventilation' and 'overall satisfaction with the library services'. At the same time they seemed to be indifferent with the 'present staff available in the libraries', 'library housekeeping software' and 'desire in the staff to improve the quality of the library

services'.

The average satisfaction level of librarians/ library in-charges of science & technology universities was indifferent i.e. neither satisfied nor dissatisfied with the statements related to 'comfortable furniture', 'cleanliness & hygiene' and 'security & maintenance of library material'. Their satisfaction level tended towards dissatisfaction (3.33) with regard to the statements of 'cooling & heating facilities in reading halls' and 'seating capacity for readers'.

The total average of all statements in all university was 2.40 which was less than satisfied level. The average of all statements in

**Table 3: Satisfaction Level - University wise (Agricultural Universities)**

S. N.	Statements	HAU	PAU	YSPUA	Avg
2	Present library collection	1.00	1.00	2.00	1.33
4	The present purchase policy/ procedure	1.00	1.00	2.00	1.33
6	OPAC/Catalogue of the library	1.00	1.00	2.00	1.33
7	Book Reservation to patrons	1.00	1.00	2.00	1.33
8	Application of ICTs in the library	1.00	1.00	2.00	1.33
9	Power backup-UPS/Generator	1.00	1.00	2.00	1.33
10	Photocopy/ scanning service	1.00	1.00	2.00	1.33
11	Classification and cataloguing work of the library	1.00	1.00	2.00	1.33
13	An atmosphere of trust and confidence in the library	1.00	1.00	2.00	1.33
15	Comfortable furniture	1.00	1.00	2.00	1.33
16	Cleanliness and hygiene	1.00	1.00	2.00	1.33
18	Proper lighting and ventilation	1.00	1.00	2.00	1.33
19	Seating capacity for readers	1.00	1.00	2.00	1.33
12	Checking of members at the library gate	2.00	1.00	2.00	1.67
14	Desire in the staff to improve the quality of the library services	2.00	1.00	2.00	1.67
17	Cooling and heating facilities for reading halls	1.00	2.00	2.00	1.67
20	Security & Maintenance of library material	1.00	2.00	2.00	1.67
21	Overall satisfaction with the library services	2.00	1.00	2.00	1.67
1	Present staff provided in the library	1.00	2.00	3.00	2.00
3	Budget provided to the library	2.00	2.00	2.00	2.00
5	Software for House-keeping operations of the library	2.00	1.00	3.00	2.00
	<b>Total Average</b>	<b>1.24</b>	<b>1.19</b>	<b>2.10</b>	<b>1.51</b>

1= Fully Satisfied, 2= Satisfied, 3= Indifferent, 4= Dissatisfied, 5= Fully Dissatisfied

GJUST was 1.57 which was the middle level of fully satisfied and satisfied. The average satisfaction level 2.71 was observed in IPU and 2.90 was observed in DCRUST which is tended towards the level of "neither satisfied nor dissatisfied" (3.00).

The librarian of GJUST was fully satisfied with 'OPAC', 'power backup', 'budgetary provision', 'book reservation', 'checking of users at the gate' and 'the atmosphere of trust and confidence in the library', 'lighting & ventilation', 'furniture', 'cleanliness & hygiene', 'security & maintenance of library material' and 'overall library services'. The librarians/ library in-charges of DCRUST and IPU were not fully satisfied even with a single statement.

The librarian of GJUST was satisfied with the 'application of ICTs in the library', 'photocopy/ scanning service', 'classification & cataloguing work', 'present library collection', 'purchase policy', 'desire in the staff to improve the quality of the library services', 'cooling and heating facilities for reading halls' and 'seating capacity for readers'. The library in-charge of DCRUST was satisfied with 'OPAC', 'power backup', 'book reservation', 'application of ICTs in library', 'photocopy/ scanning service', 'classification & cataloguing work', 'checking of members at the library gate', 'purchase policy' and 'software for library housekeeping operations'. The librarian of IPU was satisfied with the

'OPAC', 'power backup', 'budgetary provision', 'application of ICTs in library', 'photocopy/ scanning service', 'classification & cataloguing work', 'an atmosphere of trust and confidence in the library', 'present library collection', 'overall library services', 'present staff provided in the library' and the 'desire in the staff to improve the quality of the library services'.

The librarian of GJUST was indifferent with the 'present staff provided in the library' and 'software for housekeeping operations'. The library in-charge of DCRUST was indifferent with 'budget provided in the library', 'an atmosphere of trust and confidence in the library', 'present library collection', 'proper lighting & ventilation' and 'present staff provided in the library'. The librarian of IPU was indifferent with 'book reservation to patrons', 'checking of members at the gate', 'proper lighting & ventilation' and 'software for housekeeping operations'.

The librarian of GJUST was not dissatisfied with any statement whereas the library in-charge of DCRUST was dissatisfied with 'desire in the staff to improve the quality of the library services', 'comfortable furniture', 'cleanliness & hygiene', 'security & maintenance of library material', 'cooling & heating facilities for reading halls', 'seating capacity for readers' and 'overall library services'. The librarian of IPU was dissatisfied with 'comfortable furniture', 'cleanliness & hygiene', 'security & maintenance of library material', 'cooling & heating facilities for reading halls' and 'seating capacity for readers'.

No librarian/ library in-charge was fully dissatisfied with any statement.

The average level of librarians' satisfaction of three agricultural universities, which is arranged in ascending order, is shown in Table 3. It was observed that they seemed to be 'fully satisfied' with thirteen statements - 'present library collection', 'the present purchase policy/ procedure', 'OPAC/Catalogue of the library', 'book Reservation to patrons', 'application of ICTs in the library', 'power

backup', 'photocopy/ scanning service', 'classification and cataloguing work of the library', 'an atmosphere of trust and confidence in the library', 'comfortable furniture', 'cleanliness and hygiene', 'proper lighting and ventilation' and 'seating capacity for readers'.

They seemed to be satisfied with 'checking of members at the library gate', 'desire in the staff to improve the quality of the library services', 'cooling and heating facilities for reading halls', 'security & Maintenance of library material', and 'overall satisfaction with the library services'.

They were just satisfied with 'present staff provided in the library', 'budget provided to the library' and 'software for House-keeping operations of the library'.

The librarian of HAU was fully satisfied with all the statements except five statements, where he was just satisfied. These are - 'checking of members at the gate', 'desire in the staff to improve the quality of library services', 'overall satisfaction with the library services', 'budget provided to the library', and 'software for library housekeeping operations'.

The library in-charge of PAU was fully satisfied with all the statements except four statements, where he was just satisfied. These are - 'cooling and heating facilities for reading halls', 'security & maintenance of library material', 'present staff provided in the library' and 'budget provided to the library'.

The librarian of YSPUA was not fully satisfied even with a singly statement. He was satisfied with all the statements except one i.e. 'software for library housekeeping operations' where he was indifferent.

The total average of all statements in all universities was 1.51 which was in the middle of 'fully satisfied' and 'satisfied' levels. The average of all statements in PAU was 1.19 and HAU was 1.24 which was near to 'fully satisfied' level. The average satisfaction level 2.10 was observed in YSPUA which is very near to 'satisfied' level (2.00).

*A comparison of Science & Technology Universities and Agricultural Universities*

A comparison of two types of universities has been made on the basis of mean scores observed in three universities of each type.

Table 4 is used to show the comparative satisfaction levels of librarians/ library in-charges of science & technology universities and agricultural universities. The average level of librarians' satisfaction observed in six libraries of two types i.e. 'science & technology' and 'agricultural' university libraries, is arranged in ascending order.

A peep on the table shows that the satisfaction level of the librarians/library in-charges of agricultural universities was higher in all statements except one statement i.e. 'budget provided in the library' which was equal in both types of universities and falls in 'satisfactory' category (2.0).

It was observed that two statements 'OPAC' and 'power backup' had average level of 1.50 which was exactly in the middle of 'fully satisfied' and 'satisfied' levels. The librarians/library in-charges of agricultural universities had the satisfaction level of 1.33 (seemed to be

**Table 4: Satisfaction Level of Librarians**

Sr. No.	Statements	Type of Universities		Average
		Science & Technology	Agricultural	
6	OPAC/Catalogue of the library	1.67	1.33	1.50
9	Power backup-UPS/Generator	1.67	1.33	1.50
7	Book Reservation to patrons	2.00	1.33	1.67
8	Application of ICTs in the library	2.00	1.33	1.67
10	Photocopy/ scanning service	2.00	1.33	1.67
11	Classification and cataloguing work of the library	2.00	1.33	1.67
13	An atmosphere of trust and confidence in the library	2.00	1.33	1.67
2	Present library collection	2.33	1.33	1.83
4	The present purchase policy/ procedure	2.33	1.33	1.83
12	Checking of members at the library gate	2.00	1.67	1.83
18	Proper lighting and ventilation	2.33	1.33	1.83
3	Budget provided to the library	2.00	2.00	2.00
21	Overall satisfaction with the library services	2.33	1.67	2.00
14	Desire in the staff to improve the quality of the library services	2.67	1.67	2.17
15	Comfortable furniture	3.00	1.33	2.17
16	Cleanliness and hygiene	3.00	1.33	2.17
1	Present staff provided in the library	2.67	2.00	2.33
5	Software for House -keeping operations of the library	2.67	2.00	2.33
19	Seating capacity for readers	3.33	1.33	2.33
20	Security & Maintenance of library material	3.00	1.67	2.33
17	Cooling and heating facilities for reading halls	3.33	1.67	2.50
	<b>Total Average</b>	<b>2.40</b>	<b>1.51</b>	<b>1.95</b>

1= Fully Satisfied, 2= Satisfied, 3= Indifferent, 4= Dissatisfied, 5= Fully Dissatisfied

fully satisfied) whereas the average level of librarians/ library in-charges of science & technology universities had the satisfaction level of 1.67 (between 'fully satisfied' and 'satisfied' but tended towards 'satisfied').

Five statements- 'book reservation', 'application of ICTs in library', 'photocopy/scanning service', 'classification and cataloguing work' and 'an atmosphere of trust and confidence in the library' had average level of 1.67 which was in the middle of 'fully satisfied' and 'satisfied' levels but tended towards 'satisfied' level. For all the statements, the average level of librarians/library in-charges of science & technology universities had the satisfaction level of 2.00 (satisfied) whereas the librarians/library in-charges of agricultural universities had the satisfaction level of 1.33 (seemed to be fully satisfied).

Four statements-'present library collection', 'present purchase policy/ procedure', 'checking of members at the library gate' and 'proper lighting and ventilation' had satisfaction level of 1.83 (more than 'satisfied'). Out of the four statements, the librarians/library in-charges of science & technology universities for three statements had the average satisfaction level of 2.33 (less than 'satisfied') whereas the librarians/library in-charges of agricultural universities for these three statements had the average satisfaction level of 1.33 (seemed to be 'fully satisfied'). For one statement i.e. 'checking of members at the library gate' the librarians/library in-charges of science & technology universities had the average satisfaction level of 2.00 ('satisfied') whereas the librarians/ library in-charges of agricultural universities for this statement had

the average satisfaction level of 1.67 ('more than satisfied').

The satisfaction level of 2.00 ('satisfied') was observed, in both types of universities, only for two statements - 'budget provided to the library' and 'overall satisfaction with the library services'. The satisfaction level of 2.00 ('satisfied') was observed for the statements 'budget provided to the library', in both types of universities. For the statement 'overall satisfaction level with library services' the librarians/library in-charges of science & technology universities had the average satisfaction level of 2.33 (less than 'satisfied') whereas their counterparts in agricultural universities for this statement had the average satisfaction level of 1.67 (more than 'satisfied').

Average satisfaction level of 2.17 (less than 'satisfied') was observed in three statements-'desire in the staff to improve the quality of the library services', 'comfortable furniture' and 'cleanliness and hygiene in the library'. For the statement 'desire in the staff to improve the quality of the library services' the librarians/library in-charges of science & technology universities had the average satisfaction level of 2.67 whereas their counterparts in agricultural universities had the average satisfaction level of 1.67. For the rest of two statements 'comfortable furniture' and 'cleanliness and hygiene in the library' the librarians/ library in-charges of science & technology universities had the average satisfaction level of 3.00 whereas their counterparts in agricultural universities had the average satisfaction level of 1.33.

Less than 'satisfied' (2.33) level was observed

**Table 5: Percentage of Librarians' Satisfaction Levels**

Satisfaction Level	GJUST	DCRUST	IPU	HAU	PAU	YSPUA	MEAN
Fully satisfied	52.38%	0.00%	0.00%	76.19%	80.95%	0.00%	<b>34.92%</b>
Satisfied	38.10%	42.86%	52.38%	23.81%	19.05%	90.48%	<b>44.44%</b>
Indifferent	9.52%	23.81%	23.81%	0.00%	0.00%	9.52%	<b>11.11%</b>
Dissatisfied	0.00%	33.33%	23.81%	0.00%	0.00%	0.00%	<b>9.52%</b>
Fully dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
<b>MEAN</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

in four statements - 'present staff provided in the library', 'software for House-keeping operations of the library', 'seating capacity for readers' and 'security & maintenance of library material'. The librarians/library in-charges of science & technology universities had the average satisfaction level of 2.67, 2.67, 3.33 and 3.00 whereas their counterparts in agricultural universities had the average satisfaction level of 2.00, 2.00, 1.33 and 1.67 for these statements respectively.

The lowest satisfaction level 2.50 (middle of 'satisfied' and 'indifferent') was observed in only one statement "cooling and heating facilities for reading halls" where the librarians/library in-charges of science & technology universities had the average satisfaction level of 3.33 and their counterparts in agricultural universities had the average satisfaction level of 1.67.

The total average of all 21 statements was observed as 1.95 which is very near to 'satisfied' levels against the average satisfaction level 1.51 observed in agricultural universities and the average satisfaction level 2.40 observed in science & technology universities.

Percentage of librarians' satisfaction level has been shown in Table 5. The maximum percentage of 44.44% was observed for 'satisfied' level.

For all the 21 statements in 6 universities, library authorities were 34.92% 'fully satisfied', 44.44% 'satisfied', 11.11% indifferent and 9.52% were 'dissatisfied'. No librarian or library in-charge was 'fully dissatisfied' with any statement. Library authorities of HAU and PAU were either 'fully satisfied' or 'satisfied'. They were not 'indifferent', 'dissatisfied' and 'fully dissatisfied'.

#### *Finding & Suggestions*

The analysis of data speaks that:

- The library authorities in agricultural universities were more satisfied with the library resources and services in comparison to science & technical universities.

- The lowest mean score observed in science & technology universities relates to furniture, building and security of materials. These statements are - Comfortable furniture', 'Cleanliness and hygiene', 'Security & Maintenance of library material', 'Cooling and heating facilities for reading halls' and 'Seating capacity for readers'. It was further observed that amongst science & technology universities, the library authority of GJUST, Hisar was either 'fully satisfied' or 'satisfied' whereas his counterparts in DCRUST, Murthal and IPU, New Delhi were 'dissatisfied' with all these five statements. University higher authorities must take appropriate action to provide basic infrastructural facilities- including furniture, building, reading halls, heating and cooling devices, professional and supportive staff. University library authorities must convince the university authorities at every occasion in order to get financial and administrative support.
- The main reason for less satisfaction in DCRUST, Murthal and IPU, New Delhi was that these were new universities and didn't have their separate library building failing which the basic infrastructure was not available upto the satisfaction level of users as well of library authorities.
- The library authorities of HAU, Hisar was most satisfied not only amongst agricultural universities but amongst all the universities.
- The lowest mean score observed in last five statements were- 'security & maintenance of library material', 'overall satisfaction with the library services', 'present staff provided in the library', 'budget provided to the library' and 'software for house -keeping operations of the library'. However, these statements observed lowest mean score and occupied positions in last five statements but the average satisfaction



ranges from 1.67 to 2.00 which mean the average score in agricultural universities was between 'fully satisfied' to 'satisfied'. University library authorities must convince the university authorities at every occasion in order to get financial and administrative support.

### Conclusion

It was observed that the library authorities in science and technology universities were not fully satisfied. They had shown their dissatisfaction, especially DCRUST, Murthal and IPU, New Delhi universities, with regard to basic infrastructural facilities such as library building, separate reading halls, comfortable furniture, heating and cooling devices, competent professional and supportive staff.

However, in most of the universities, higher universities authorities do not give due attention to the libraries. Whenever, a university faces any financial crunch, the first budgetary cut is imposed on libraries. University higher authorities must give due attention to libraries. University librarians must convince the university authorities in order to get financial and administrative support.

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