

Library Services with User Satisfaction in Selected Universities Libraries in Karnataka: A Study

Dr. Nand Kishore Patidar¹, Dr. V.T.Kamble², Ghalappa³

¹Assistant Professor and Head, Department of Library & Information Science, Sri Satya Sai University of Technology & Medical, Sciences, Sehore, (M.P.), INDIA

²Dean, & HOD, Department of Library and information Science, Gulbarga University, Kalaburagi, 585106, India.

³Research Scholar, Department of Library & Information Science, Sri Satya Sai University of Technology & Medical, Sciences, Sehore, (M.P.), INDIA

Abstract:

The present study aims to assess the Library services with user satisfaction in selected Universities libraries in Karnataka. The investigator has distributed 200 questionnaires to the users, out of which 160 (80%) questionnaires were received back. The findings of the study shows that, 146 (91.25 %) respondents visited selected universities libraries for borrowing library books and to read materials in their specific subjects and they opined that ‘arrangement of text books’ as impressive. In terms of news paper clippings service, majority 91 (56.88%) of respondents are satisfied.

Keywords: Library services, User satisfaction, Universities.

Introduction:

In this present digital and knowledge era, the library is considered as an important centre and is the heart of any institute / University. The libraries are acquiring different types of resources and providing services to fulfill the needs of their clients. To strengthen the collection and services of the library the user’s feedback helps much. By considering this, the libraries are frequently conducting satisfaction level of the users and it is the key purpose to the success of any library. According to Lerdinand (2015) the level of using the library depends on users’ satisfaction with the available information resources and services rendered to them. Kaur (2010) says the library has positive impact on academic staff’s research, teaching and learning purposes in university libraries in karnataka. There were many studies conducted on general college libraries. Universities libraries are having different kind of users and the collections also quite differ. Hence the investigators tried to conduct a study in selected university libraries in Karnataka.

Review of literature:

A review of previous literature on the topic is an essential component of study. It logically connects the previous body of literature with the current work. This step helps to provide useful hypothesis and helpful suggestions for significant investigations. Thus review of related literature plays a very

important role in research activities. This paper presents an overall review of studies conducted in India as well as in abroad, in chronological order regarding the study. Some studies are directly related and some are related only indirectly. Its ultimate goal is to provide up-to-date information on a particular area during a certain period

Rajev and Sriram (2014) conducted a study to identify the various services and facilities required by the academic library users of Sur University College Sultanate of Oman and their degrees of impact on its users' satisfaction. Gohain (2013) investigate the use of library resources, user's satisfaction in library resources and services and information seeking behaviors of the students and research scholars of Tezpur University. The study revealed that, library is playing a vital role to meet multidimensional demands of students and research scholars for information and knowledge. It is felt that the user guidance is necessary to help library users to meet their information needs and make users aware of the available library resources and services.

Poll and Payne (2006) say that the diverse projects all over the world are trying to establish that the usage of library services can optimistically persuade competences and skills, attitude and actions of users. They suggested that, the advantages that academic library users practice by using library services can be evaluated in terms of information gained, information literacy, educational and professional achievement, social addition, and amplify in entity well-being.

Nwalo (1997) classified the term evaluation of the library as the assessment and quantification with the help of standards and regulations of the library services and provisions. Cullen and Calvert (1993) observed that the evaluation of input based on collection, budget, staff resources and process competence measures are the indicators of the library users' perception of the resources and services offered by the library.

Sowole (1995) study revealed that by providing the required information resources and services the library users' satisfaction shall be attained. Nnadozie(2006) study revealed that the facilities required to deliver the qualitative services of the library are either available in insufficient quantities or totally not available. Abagai (1993) explored that the usage of the library users and certainly their satisfaction with the services of the library depends on the availability of the skilled staff, knowledge materials and accommodation in the library.

Objective of the study:

1. To rectify the purpose of visit to the library.
2. To rectify the time spent for using library resources.
3. To know the opinion regarding arrangement of books.
4. To assess the opinion about library services.
5. To aware the user satisfaction with the information services offered by the library staff.

Research Methodology:

Research methodology has its importance in the scientific investigation because objectives in any research investigation cannot be obtained unless it is carried out in a systematic and planned manner. The scientific investigation involves careful and prospered amputation of research design, use of standardized tool and test identifying adequate sample by using appropriate statistical techniques for analyzing the data of the study. Questionnaire, observation, interviews and documentary technique were used in the present study. Keeping in view of the objectives, a suitable questionnaire was designed and distributed

among the selected university libraries in Karnataka state. The investigator has collected data through questionnaire from selected university libraries in Karnataka. The interview was conducted to overcome the problem in the questionnaire. Total 200 questionnaires were distributed, out of which 160 users responded were taken for analysis.

Data analysis and interpretation

Table - 1. Gender-wise distribution of the respondents

Gender	No. of respondents	Percentage
Male	110	68.75
Female	50	31.25
Total	160	100

The above table shows the gender wise distribution of respondents. Out of 160 respondents 110(68.75%) were male and 50(31.25%) were female.

Table-2. College wise distribution of respondents

Sl. No	Name of the colleges	Questionnaires distributed	Questionnaires received	Percentage
1	University of Mysore, Mysuru,	50	43	86.00
2	Karnataka University, Dharwad	50	46	92.00
3	Bangalore University, Bangaluru	50	36	72.00
4	Gulbarga University, Kalaburagi	50	35	70.00
Total		200	160	80.00

Table 2 state that, the investigators distributed 50 questionnaires each among users of four selected university libraries in Karnataka. There are 46(92.00%) responses received from K.U.D library. followed by 43(86.00%) are from University of Mysuru, 36(72.00%) are from Bangalore University and 35(70.00%) are from Gulbarga University. The highest responses were from the Mysore University.

Table-3. Time Spent for using library resources

Sl. No	Hours spent	Respondents	Percentage
1	Over 20 hours a week	47	29.38
2	21-30 hours a week	7	4.38
3	6-10 hours a week	66	41.24
4	5 or less hours a week	40	25.00
Total		160	100.00

The table 3 depicts that, 66 (41.25%) of users spent 6-10 hours a week for use the library resources, 47(29.38%) of spent 20 hours a week to use library resources. There are 40 (25.00%) of users spent 5 or less hours a week for use the library resources, and 7(4.38%) of users spent 21-30 hours a week for use

of library resources.

Table-4. Purpose of visit to the library

Sl. No	Purpose of visit to the library	Respondents (N=160)	Percentage
1	To borrow books	146	90.25
2	To read materials in their subject	146	90.25
3	To read news papers and magazines	135	84.37
4	To prepare for semester examinations	115	70.88
5	To prepare for seminar/assignments	100	61.50
6	To consult the question papers of previous years	100	61.50
7	To consult reference books	100	62.50
8	To prepare competitive examinations	78	47.75
9	For discussion with friends	76	46.50
10	For self improvement	75	45.88
11	For leisure reading	58	35.25
12	To prepare for teaching	55	33.38
13	To gain current and general information	55	33.38
14	To use Internet /access CD/Online resources	50	30.25
16	For seeking information on Jobs	28	16.50
17	For recreation	28	16.50

The table 4 shows that 146 (90.25%) respondents visit library for the purpose of borrowing books and to read material in their subject, followed by 135(83.35%) to read newspaper and magazines, 115 (70.88%) to prepare for semester examinations, There are 100 (61.50%) users each visit the library to prepare for seminar/assignments, to consult the question papers of previous years & to consult reference books. Followed by 76(48.75%) to prepare competitive examinations, 74 (47.50%) for discussion with friends, 73(46.88%) for self improvement, 57(36.25%) users visit the library for reading when they have leisure, 54(34.38%) to prepare for teaching and to gain current and general information. and 50(30.25%) to use internet/ to access CD/ Online resources and only 28(16.50%) respondents visit the library for the seeking information on jobs and for recreation. Thus it is clear that a majority of the users visit the library to borrow books and read subject materials.

Table-5. Opinion regarding arrangement of books

Sl. No	Print resources	Options		
		Excellent	Good	Poor
1	Books (Text books)	145 91.25%	13 8.75%	0 0.00%
2	Journals	30 18.75%	117 73.75%	12 7.50%
3	Magazines	31 20.00%	111 70.00%	16 10.00%

4	science reports	82 51.88%	56 35.63%	20 12.50%
5	Teaching materials	60 37.50%	50 31.25%	50 31.25%
6	Printed literature abstracts	40 25.00%	100 62.50%	20 12.50%
7	Reference sources (Dictionaries, encyclopedias etc.)	74 46.88%	60 37.50%	24 15.63%
8	News papers	78 49.38%	77 48.75%	3 1.88%
9	Students and faculty generated contents like (Project reports, Assignments, papers, etc.)	55 35.00%	78 49.38%	24 15.63%

Table 5 states that the arrangements of different types of books, 145 (90.25%) respondents opined the books (Text Books) as excellent and only 13(8.75%) are good, 117(73.75%) respondents found journals as good and only 11(7.50%) are poor, 111(70.00%) respondents found magazines are good and only 14(10.00%) are poor, 82(51.88%) respondents found the science reports as excellent and only 20(12.50%) are poor, 60(37.50%) respondents opined that arrangement teaching materials are excellent and 20(12.50%) are poor, 100(62.50%) respondents found printed literature abstracts as good and 20(12.50%) are poor, 74(45.88%) respondents opined that arrangement of reference sources (Dictionaries, encyclopedias etc.) as excellent and 24(15.63%) are poor, 78(49.38%) respondents the newspapers as excellent and 3(1.88%) are poor and 78(49.38%) respondents the arrangement of students and faculty generated contents like (project reports, assignments, papers, etc.) as good and only 24(15.63%) are poor.

Table -6. Satisfaction level about library services

Sl. No	Library services	Satisfaction levels				
		5	4	3	2	1
1.	Issue and return of books	6 (4.37%)	2 (1.87%)	9 (6.24%)	89 (56.24%)	39 (24.15%)
2.	Proper arrangement of Library resources (books, journals etc)	3 (2.49%)	1 (1.24%)	5 (3.74%)	67 (42.40%)	49 (31.24%)
3.	User guidance/orientation	1 (1.24%)	3 (2.40%)	4 (3.12%)	44 (28.12%)	27 (17.50%)
4.	News paper Clippings	2 (1.87%)	6 (4.37%)	5 (3.12%)	90 (56.87%)	27 (17.50%)
5.	Reference Service	4 (3.12%)	4 (3.12%)	9 (6.24%)	80 (50.62%)	37 (24.37%)

6.	Library Catalogue/OPAC	1 (1.24%)	3 (2.40%)	3 (2.40%)	49 (31.15%)	29 (18.74%)
7.	Help in searching/locating the required information	7 (5.10%)	8 (5.62%)	17 (11.24%)	64 (40.62%)	30 (18.75%)
8.	New Arrival Lists	2 (1.87%)	9 (6.24%)	5 (3.74%)	41 (26.24%)	9 (6.23%)

The table 6 shows that majority (89 ; 56.24%) of respondents are satisfactory with the issue and return of books, followed by 2(1.87%) respondents are highly unsatisfactory, 90(56.87%) are satisfactory with the news paper clippings and only 2(1.87%)are undecided, 80(50.62%) are satisfactory with the reference Service and only 4(3.12%) are highly unsatisfactory and undecided, 67(42.40%)are satisfactory with proper arrangement of library resources (books, journals etc) and only 1(1.24%) are highly unsatisfactory, 64(40.62%) are satisfactory with the help in searching/locating the required information and only 7(5.00%)are undecided. 49(31.24%) are satisfactory with Library Catalogue/OPAC and 1(1.24%) are undecided and 41(26.24%) are satisfactory with new arrival list and 2(1.87%) are undecided. So library should focus on new arrival list, OPAC and user guidance orientation these services in order to improve its performance.

Table-7. Users opinion about seeking assistance from library

Response	Respondents	Percentage
Assistance Seeking	130	81.25
Assistance Don't Seek	30	18.75
Total	160	100

The table 7 states Majority of 160 users 130 (81.25%) of respondents have expressed that they seek assistance from library staff in locating the required information resources. 30 (18.75%) of respondents they do not seek the assistance of library staff are respectively.

Table -8. Different Kinds of assistance sought by the users from library

Sl. No	Assistance	Respondents	Percentage
1	To search information on the Internet	121	75.00
2	To search online journals	51	31.25
3	To search on CD-ROMs	71	43.75
4	To search information in Audio/Visual sources	21	12.50
5	To search OPAC	11	6.25

The table 8 states that, 121(75 %) of respondents expressed that they seek assistance from library staff to search information on the net and 71 (43.75%) users have expressed that they need assistance from library staff to search CD-ROMs, followed by 51(31.25%) to search online journals, 21 (12.50%) to search information in audio/visual sources and 11(6.25%) of respondents expressed that they need assistance of library to search catalogue/OPAC.

Table-10. User satisfaction about the services provided by the library

Opinion	Respondents	Percentage
Satisfied	149	93.75
Not satisfied	11	6.25
Total	160	100

Table 10 reveals that there are 150 (93.75%) of respondents are satisfied with the information services by library staff and 10 (6.25%) of respondents are not satisfied.

Table-11. Extent of user satisfaction about the services provided by the library staff

Sl. No	Extent of satisfaction	Respondents	Percentage
1	Highly satisfied	95	56.25
2	Moderately satisfied	55	31.25
3	Slightly	8	5.00
4	Seldom	2	1.25
Total		160	93.75

The table 11 shows that, 95 (56.25%) of respondents highly satisfied with the library staff and 50 (31.25%) are moderately satisfied with the library staff, 8 (5.00%) of respondents are slightly satisfied and 2 (1.25%) users are seldom satisfied with the library staff.

Table-12. Reasons for dissatisfaction about the services provided by the library staff

Sl. No	Reasons for dissatisfaction	Respondents	Percentage
1	Library staff is not interested to help users	5	50.00
2	Library staff is non co-operative	1	10.00
3	Library staff has less knowledge	1	10.00
4	Library staff is occasionally available	1	10.00
Total		8	80.00

Table 12 shows that, 5 (50.00%) of respondents library staff is not interested to help others and 1 (10.00%) of users library staff is non co-operative. Each 1(10.00) of user opined that library staff has less knowledge and library staff is occasionally available.

Table-13. Suggestions given by the users for improving the information resources, facilities & services

Sl. No	User suggestions	Respondents	Percentage
1	Needed more information resources	80	50.63
2	Needed more computers for Internet browsing	54	35.00
3	Needed more qualified staff members	35	22.49
4	Needed more CD- ROM collection	20	12.49

Table 13 shows that, 80(50.62%) of respondents users suggested that needed more information

resources to improve the library resources. Followed by 54(35%) users suggested that needed more computers for internet browsing, 35(22.49%) of respondents suggested that needed more qualified staff members, and 20(12.49) of respondents suggested that needed more CD ROM Collection for improving library resources and services.

Suggestions:

- Librarians should create awareness about library resources and services among users.
- Library OPAC facility should be improved to maximum use.
- This will help better utilization of library services offered in the library.
- Awareness should be created on the use of e-resources.
- The library has to Information Literacy programmes frequently to give more awareness towards the library resources and services.

Conclusion:

The selected universities in Karnataka are having very good infrastructural facilities and having well developed libraries. The availability of quality information resources and services in libraries do have a significant influence on users' satisfaction. When users are satisfied with library information services, they not only come back but speak well of the library to other users. Like any institution the libraries under the study are also having some lacunas. A good percentage of users are not aware of Current awareness, reprographic and OPAC services. It is found from the study that majority of users visit the library to read newspapers and borrow books. Almost every reader is satisfied with the behavior of library staff. Innovative services have to be provided by the libraries to the students and teachers then they will get the maximum benefit.

References

1. Abagai, T. "The use of library in a non-residential college: A case study of Kaduna State college of education". Forum Academia: Multidisciplinary J. Edu., 1.1 (1993):104.
2. Cullen, R.J. and Calvert, P.J. "Further dimensions of public library effectiveness: Report on a parallel New Zealand Study". Library and Information Science Research 5.2 (1993): 143-64.
3. Kaur, K. "Service quality and customer satisfaction in academic libraries: Perspectives from a Malaysian University". Library Review 59.4 (2010): 261-73.
4. Library. (2017, December 13). In Wikipedia, The Free Encyclopedia. Retrieved 07:19, December 18, 2017, from <https://en.wikipedia.org/w/index.php?title=Library&oldid=815163420>Liu
5. Nwalo, K.I.N. "Measures of library effectiveness in Nigerian polytechnic libraries with emphasis on user satisfaction. University of Ibadan". Unpublished doctoral dissertation. (1997).
6. Poll, R., and Payne, P. "Impact measures for libraries and information services". Library Hi Tech 24.4 (2006): 547-62.
7. Rosa, L., and Allmang, N. "Assessing customer satisfaction at the NIST Research Library: Essential tool for future planning". Issues in Science and Technology Librarianship, (2008): 54. Available from <http://www.istl.org/08-summer/article3.html> (22-03-09).
8. Sriram, B., and Rajev, M.K.G. "Impact of academic library services on user satisfaction: Case study of Sur University College, Sultanate of Oman". DESIDOC Journal of Library & Information Technology 34.2 (2014): 140-146.

9. Uganneya, S.A., and Idachaba, J.A. “Information system effectiveness: A user’s satisfaction approach study of Francis Sulemanu (F. S.) Idachaba Library, University of Agriculture, Makurdi, Benue State, Nigeria”. *International Library Movement* 27. 3(2005): 165-172.
10. Zeitham, V., and Bitmar, M. J. “Service. Marketing: Integrating customer focus across the firm”. McGrawHill. (2000).
11. Tiemo, P. A., and Ateboh, B. A. “Users` satisfaction with library information resources and services: A case study college of Health Sciences Library Niger Delta University, Amassoma, Nigeria”. *Journal of Education and Practice* 7.16 (2016).54- 59.www.iiste.org.