

Library Resource Utilization and User Satisfaction Study

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Abstract:

Libraries are collections of books and other information materials. Chosen by experts and defined for reference or borrowing, access to community history, users come to libraries to read, study or reference. Libraries contain a wide variety of materials. In the library we find all kinds of content, such as books, movies, audio and video recordings, maps, photos, computer software, databases, online databases and other media. The libraries of each college play an important role in the improvement of the institution. The main objective of this study was to examine and analysis the consumer satisfaction among the faculty members and students of Satyam College of Polytechnic, Nakodar. The research revealed that most users were satisfied with the availability of information resources and services. Promote awareness and use of electronic information sources.

Keywords: - Awareness, User satisfaction, User needs,

Introduction:

Educational libraries are described as the "heart" of training because we go to the library to learn a lot and to get an education. The Community provides a place for students, faculty and faculty to research and further their knowledge. In the education system, an academic library is the center of academic life as every college library is always committed to providing excellent resources, services, and from the customer's perspective we can evaluate library service. At the same time In order to establish a user-centered service, the library needs to know the users and the user needs. One of the main tools that can be used for assessment and evaluation Library services are user surveys. It is impossible to assess the change. The assessment and evaluation of library users satisfaction is an authentic tool for measuring library performance. The present study attempts to investigate the various aspects of users' satisfaction towards libraries resources and services, conducting such a study will help to determine future plans for the polytechnic college libraries authority and users in reshaping their library resources and services for providing users in a more effective manner.

Objective:

1. To find out the frequency of visit the library.
2. To investigate the purpose of library visit.

Research Methodology

Sample Size

Sample size means the number of sampling units selected from the total students of the institution for analysis. The total sample size is comprised between the studies of 250

Data Collection Method

Source of Data

Both primary and secondary data were used for the data collection.

Primary Data: - The Primary data is collected by using primary methods and questionnaires. For the study questionnaires are used to collect primary data from the students of college Satyam collage of polytechnic four departments like Mechanical engg, Computer science engg, Civil engg, Electrical electronic engg,

Streams	No. of questionnaires distribute	No. of responses received	Percentage (%)
Computer science Engineering Students	20	14	70%
Mechanical Engineering	20	16	80%
Civil Engineering	20	15	75%
Electrical and Electronics Engineering	15	12	60%
Faculty Members	30	25	83%
Total	105	82	78%

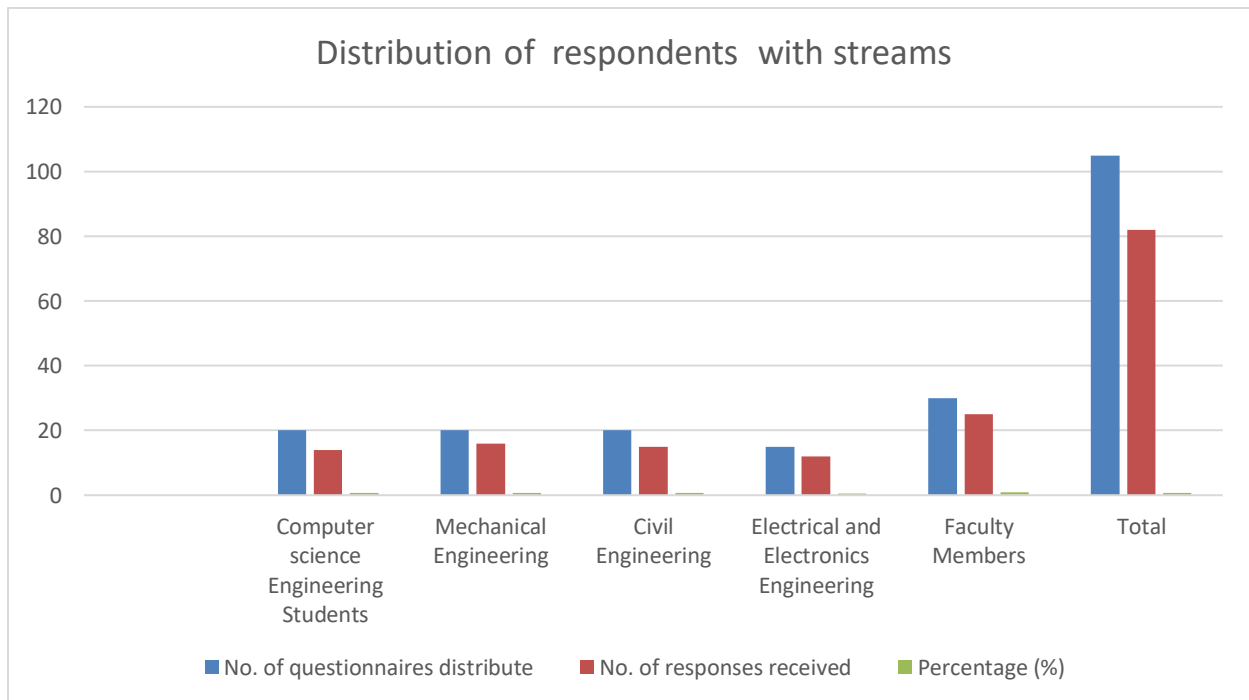
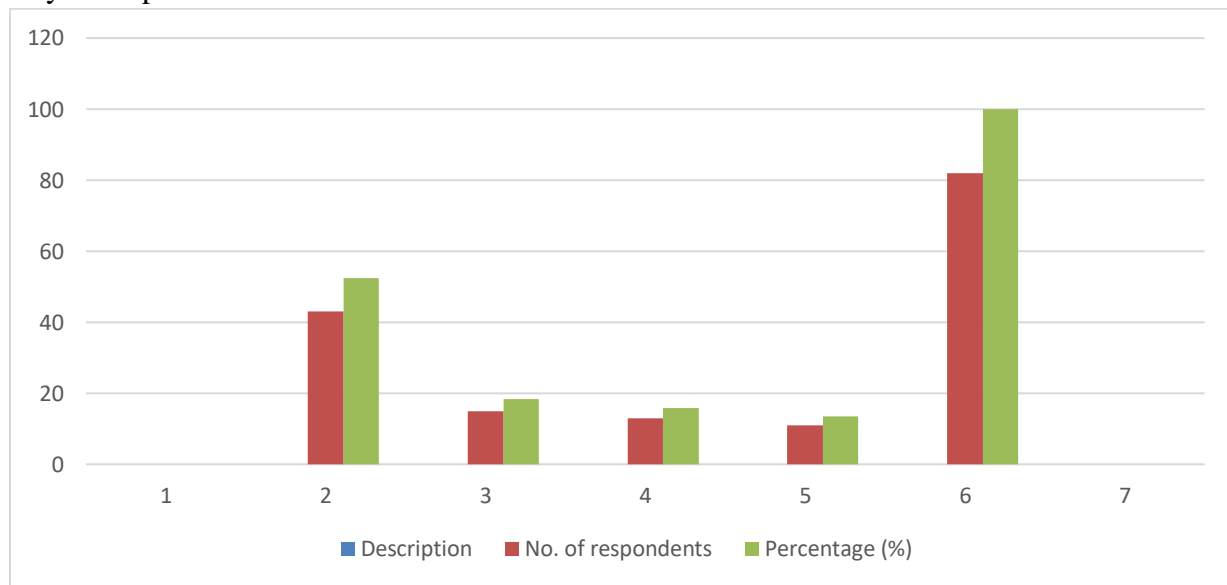


Table 1. Shows the status-wise distribution of respondents. It is observed that 105 questionnaires were redistributed to the users out of which 20 were Computer science Engineering Students, 20 were Mechanical Engineering and 20 were Civil Engineering 15 were Electrical and Electronics Engineering and 30 faculty members. Among these 82 responded and the response rate is 78%

Description	No. of respondents	Percentage (%)
Every day	43	52.43
Once in a week	15	18.29
Once in a month	13	15.85
Occasionally	11	13.41
Total	82	100

Frequency of respondents



It is evident from **Table 2** that 43(52.43%) of the respondents visit the library every day, followed by 15 (18.29%) visiting once in a week, and 13(15.85%) visiting once in a month and 11 (13.41%) are visiting the library occasionally.

Conclusion:

Libraries invest thousands of rupees annually for students to provide books and other resources, services for users to meet their needs. The findings of the Satyam College study concluded that the student resources and the library's source material. But the study found that the library's resources and services were being fully utilized. Almost half of respondents visit the library regularly and read newspaper and book reference the main purpose of visiting the library and regular users is to make effective use of library resources and services. A picture of the student's satisfaction has been clarified

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