



Users' Satisfaction of the Diamond Harbour Women's University Library: A study

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Abstract:

This study examines the user satisfaction of the Diamond Harbour Women's university library in West Bengal. This paper is to examine the users' opinion of library facility, library resources, library services and awareness of library services and user satisfaction of university libraries. This study also highlights the present status and problems of the university library.

This study may be useful for the students, and teachers to know the different types of services provided by the library. Librarians and parent body of the institutions can make use of the findings in their policy making related to the collection development of resources, and awareness of the library services.

Keywords: User Satisfaction, ICT, User awareness program, University Library

1. Introduction:

Diamond Harbour Women's University came in to existence in 2013. It was established under West Bengal Act XXXVII of 2012 on 28th January, 2013. It is the first University in this region and has been envisaged in answer to the long standing requirement of the girl- student of this region and beyond for greater scope in the search for attainment of selfhood. In 2016, the university has recognized under section 2(f) of the University Grant Commission (UGC) act, 1956. (Diamond Harbour Women's University)

About Diamond Harbour Women's University Library:

Diamond Harbour Women's University Library (DHWUL) is located at a convenient position at the ground floor of the academic building. This Library not only caters to the present students, research scholars, and staff, but also the alumni as well as independent researchers and academicians unrelated to the University. DHWUL accommodates about 40 people in its "well-maintained" reading room. The Newspaper, magazine, and reference books etc. are also accessible for the reading room. DHWUL has a "digital reading room" with ample computers providing "high-speed internet connection". (Diamond Harbour Women's University)

2. Objective of the study

1. To know the collection of university library
2. To know the user service offered by the library
3. To know the satisfaction of users with the existing services

4. Methodology:

General data about the university libraries in West Bengal established since 2001 were collected by sending questionnaire and visiting the libraries. The detailed data about reader services have been collected through questionnaire method, supplemented by information discussion with users of the respective university libraries the following methods have been used for data collection:

1. Questionnaires were circulated to the university libraries for getting data.
2. Interviewing of the librarians / Library in charge, staff and users.

The study consists of two categories of users i.e. Students, teachers and few member Staff, office are not considering. Since total no of users is very large for the university library, random sampling have been applied.

3. Library Collections:

The DHWUL has 6790 printed books, 20 printed journals, 150 theses/dissertation 10 newspapers and magazine, 12 maps, , DHWUL are not subscribe e- resources independently or through consortia . Diamond Harbour Women's University library is the members of INFLIBNET, National Digital Library of India (NDLI). Diamond Harbour Women's University library has used open access e-resources viz. DOAJ, DOAB, Project Gutenberg etc. Diamond Harbour Women's University library are not subscribing any-resources independently or through consortium, but only depends on membership of a consortium and open access e-resources.

4. Library Services:

Diamond Harbour Women's University library are providing user services and facilities, generally university Library are providing various kinds of services like circulation, reference, referral, reprography, newspaper clipping, thesis, e-journals, e-books, e -thesis, internet.

5. User opinion :

Users' opinion of the university library is one the important aspect of library. University library have various categories of user viz. students, teachers, research scholars, staff. University library have enrolled the library member every year and needs to various types of information. This chapter is to examine the users' opinion of library facility, library resources, library services and awareness of library services and user satisfaction of university library.

6.1 Population, Sample Size and Response:

Table 6.1: Population, Sample Size and Response

Respondent Category	Total Users	No. of Questionnaire Distributed	% of Questionnaire Distributed	No. of questionnaire received	% of Response
Students	600	120	20%	71	59.16%
Teachers	20	12	60%	11	91.66%

Table 6.1 shows that one hundred twelve Questionnaires were distributed among 120 students (20% out of total students), 12 teachers (60% out of total teachers) and the rate of submission of Questionnaires among Students 71 (53.33%), and teachers 20 (91.66%). Questionnaires were received from Student 71 (11.83 % out of 600 student) and teachers 11 (55 % out 20 teachers).

6.2 Category of Users:

Table 6.2: Category of Users

Category	Students		Teachers	
	Male	0	0	6
Female	71	100.00%	5	45.45%

Here, ratio of male compared with female is quite low. Only 76 out of 82 users (92.68%) are female and 6 out of 82 users (7.32%) are male.

6.3 Purpose of Library Visit:

Table 6.3: Purpose of Library Visit

Purpose	Students		Teachers	
	Borrow Books	42	59.15%	10
Read Printed Journals	13	18.31%	7	63.64%
Read News Paper and Magazine	24	33.80%	6	54.55%
Study In Reading Room	52	73.24%	10	90.91%
Reference Books	51	71.83%	10	90.91%
CD Rom Data Base	0	0.00%	0	0.00%
Internet	40	56.34%	6	54.55%
E Resources	37	52.11%	5	45.45%
Others	0	0.00%	0	0.00%

From the analysis is given above in table 6.3 about the purpose of using library we can found the most of the students prefer to borrow books from the library (59.15 %), use the reading room (73.24%) and read reference books (71.83%).The table also reveals that 90.91% among the teachers borrow books, 63.64 % read printed journals, 90.91% prefer study in the reading room, 90.91 % use reference books and 54.55 % use the internet.

6.4: Frequency Library Visit:

Table 6.4: Frequency Library Visit

Frequency of Library Visit	Students		Teachers	
	Daily	18	25.35%	3
Weakly	43	60.56%	7	63.64%
Monthly	8	11.27%	1	9.09%
Quarterly	2	2.82%	0	0.00%
Half Yearly	0	0.00%	0	0.00%
Yearly	0	0.00%	0	0.00%

From the above table we can conclude that most of the students, research scholars and teachers visit the university library on daily or weekly basis.

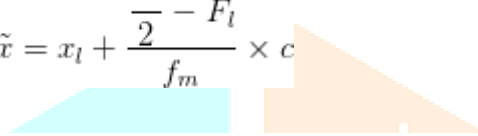
6.5: Duration Library Visit:

Table 6.5: Duration Library Visit

Spent/Day	Students		Teachers	
	Count	Percentage	Count	Percentage
Less Than 1 Hour	20	28.17%	1	9.09%
1-2Hours	37	52.11%	6	54.55%
2-3Hours	12	16.90%	4	36.36%
3-4Hours	2	2.82%	0	0.00%
More Than 4 Hours	0	0.00%	0	0.00%

On computing the appropriate measure of location, we reject Arithmetic mean due to the presence of open class boundaries. So we compute median to find the central tendency among the users. Here the median class is 1-2 hours.

Median or
$$\tilde{x} = x_l + \frac{\frac{N}{2} - F_l}{f_m} \times c$$



where, x_l is the lower-class boundary of the median class,

N is the total frequency,

F_l is the less than type cumulative frequency corresponding to x_l ,

f_m is the frequency of the median class

and c is the class width of the median class.

Using the formula, we get **Median= 1 + {(82/2 – 21) * 1 } / 43 =1.46 hours.**

6.6 Know the Source of Information about New Resources:

Table 6.6: Know the Source of Information about New Resources

Know About New Resources	Students		Teachers	
	Count	Percentage	Count	Percentage
Display	10	14.08%	8	72.73%
List Of Addition	7	9.86%	0	0.00%
Catalogue	11	15.49%	7	63.64%
Library Staff	20	28.17%	7	63.64%
Other Students	8	11.27%	0	0.00%
Teacher	19	26.76%	3	27.27%
Other Staff	0	0.00%	0	0.00%
Website	0	0.00%	0	0.00%

Table 6.6 reveals that the Students usually know about the new resources of the Library mostly from Library staff (28.17 %) and teachers (26.76 %). The teachers get to know about the new resources mostly from catalogue (72.73 %), catalogue (63.64 %) and library staff (63.64 %).

Reading Room Facility

Here we are assigning scores to different responses to calculate and compare the mean response values.

Response	Very good	Good	Average	Poor	Very Poor
Score	5	4	3	2	1

6.7 Seating Capacity of the University Library:

Table 6.7: Seating Capacity of the University Library

Seating	Students		Teachers	
1. Very Good	13	18.31%	5	45.45%
2. Good	30	42.25%	4	36.36%
3. Average	16	22.54%	2	18.18%
4. Poor	12	16.90%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	0	0.00%	0	0.00%

Table 6.7 reveals that the students opined about the seating capacity of the university library to be good (42.25%) and average (22.54 %) and the teachers also remarked as very good (45.45 %) and good (36.36%).

The average score = $(5*18 + 4*34 + 3*18 + 2*12 + 1*0) / 82 = 3.7$

6.8 Lighting Facility of the University Library:

Table 6.8: Lighting Facility of the University Library

Lighting Facility	Students		Teachers	
1. Very Good	39	54.93%	8	72.73%
2. Good	28	39.44%	2	18.18%
3. Average	4	5.63%	1	9.09%
4. Poor	0	0.00%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	0	0.00%	0	0.00%

Table 6.8 reveals that the students opined about the lighting facility of the university library to be very good (54.93%) and good (39.44 %) and the teachers also remarked to be very good (72.73%).

The average score = $(5*47 + 4*30 + 3*5 + 2*0 + 1*0) / 82 = 4.51$

6.9 Working Hours of the University Library:

Table 6.9: Working Hours of the University Library

Working Hours	Students		Teachers	
	1. Very Good	20	28.17%	4
2. Good	36	50.70%	5	45.45%
3. Average	6	8.45%	2	18.18%
4. Poor	9	12.68%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	0	0.00%	0	0.00%

Table 6.9 reveals that the students opined about the working hours of the university library too be very good (28.17%) and good (50.70%) and the teachers also remarked to be very good (36.36 %) and good (45.45 %)

$$\text{The average score} = (5*24 + 4*41 + 3*8 + 2*9 + 1*0) / 82 = 3.97$$

User Opinion about Arrangement of Reading Materials:

Here we are assigning scores to different responses to calculate and compare the mean response values.

Response	Very good	Good	Average	Poor	Very Poor
Score	5	4	3	2	1

6.10: Reading Environment of the University Library:

Table 6.10: Reading Environment of the University Library

Reading Environments	Students		Teachers	
	1. Very Good	30	42.25%	5
2. Good	26	36.62%	6	54.55%
3. Average	7	9.86%	0	0.00%
4. Poor	8	11.27%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	0	0.00%	0	0.00%

Table 6.10 reveals that the students opined about the reading environment of the university library to be very good (42.25%) and good (36.62%) and the teachers also remarked as very good (45.45 %) and good (54.55 %).

$$\text{The Average Score} = (5*35 + 4*32 + 3*7 + 2*8 + 1*0) / 82 = 4.15$$

User Opinion about Arrangement of Reading Materials

Here we are assigning scores to different responses to calculate and compare the mean response values.

Response	Very good	Good	Average	Poor	Very Poor
Score	5	4	3	2	1

6.11: Arrangement of Reading Materials of the University Library:**Table 6.11: Arrangement of Reading Materials of the University Library**

Arrangement Reading Materials	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	13	18.31%	4	36.36%
2. Good	32	45.07%	5	45.45%
3. Average	15	21.13%	2	18.18%
4. Poor	3	4.23%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	8	11.27%	0	0.00%

Table 6.11 reveals that the students opined about the arrangement of reading materials of the university library to be good (45.07 %) and average (21.13%) and the teachers also remarked to be very good (36.36 %) and good (45.45 %).

The average score = $(5*17 + 4*37 + 3*17 + 2*3 + 1*0) / 74 = 3.92$

Users' Opinion about the Library Collection

Here we are assigning scores to different responses to calculate and compare the mean response values.

Response	Very good	Good	Average	Poor	Very Poor
Score	5	4	3	2	1

6.12 Opinion about General Books of the University Library:**Table 6.7.12: Opinion about General Books of the University Library**

General Books	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	5	7.04%	2	18.18%
2. Good	30	42.25%	6	54.55%
3. Average	28	39.44%	1	9.09%
4. Poor	7	9.86%	2	18.18%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	1	1.41%	0	0.00%

Table 6.12 reveals that the students opined about the general books of the university library to be good (42.25 %) and average (39.44%) and the teachers also remarked as good (54.55 %).

The average score = $(5*7 + 4*36 + 3*29 + 2*9 + 1*0) / 81 = 3.51$

6.13 Opinion about Text Book of the University Library:**Table 6.13: Opinion about Text Book of the University Library**

Text Books	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	12	16.90%	1	9.09%
2. Good	31	43.66%	6	54.55%
3. Average	19	26.76%	2	18.18%
4. Poor	8	11.27%	2	18.18%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	1	1.41%	0	0.00%

Table 6.13 reveals that students opined about the text books of the university library to be good (43.66%) and average (26.76 %) and the teachers also remarked to be good (54.55%) and average (18.18 %).

The average score = $(5*13 + 4*37 + 3*21 + 2*10 + 1*0) / 81 = 3.65$

6.14: Opinion about Reference Books of the University Library:**Table 6.14: Opinion about Reference Books of the University Library**

Reference Books	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	5	7.04%	1	9.09%
2. Good	23	32.39%	4	36.36%
3. Average	21	29.58%	2	18.18%
4. Poor	2	2.82%	3	27.27%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	20	28.17%	1	9.09%

Table 6.14 reveals that the students opined about the reference books of the university library to be good (32.39 %) and average (29.58%) and the teachers also remarked to be good (36.36%) and poor (27.27%).

The average score = $(5*6 + 4*27 + 3*23 + 2*5 + 1*0) / 61 = 3.56$

6.15 Opinion about Journals of the University Library:**Table 6.15: Opinion about Journals of the University Library**

Journals	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	2	2.82%	0	0.00%
2. Good	8	11.27%	2	18.18%
3. Average	3	4.23%	5	45.45%
4. Poor	0	0.00%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	58	81.69%	4	36.36%

Table 6.15 reveals that the students opined about the journals of the university library to be good (11.27%) and the teachers also remarked as good (18.18 %) and average (45.45%).

The average score = $(5*2 + 4*10 + 3*8 + 2*0 + 1*0) / 20 = 3.70$

6.16 Opinion about Thesis of the University Library:**Table 6.16: Opinion about Thesis of the University Library**

Thesis	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	3	4.23%	2	18.18%
2. Good	15	21.13%	1	9.09%
3. Average	31	43.66%	3	27.27%
4. Poor	8	11.27%	0	0.00%
5. Very Poor	0	0.00%	2	18.18%
6. No Comment	14	19.72%	3	27.27%

Table 6.16 reveals that the students opined about the thesis of the university library to be good (21.13 %) and average (43.66 %). and the teachers also remarked to be very good (18.18%), very poor (18.18%) and average (27.27%).

The average score = $(5*5 + 4*16 + 3*34 + 2*8 + 1*2) / 65 = 3.22$

6.17 Opinion about Seminar / Conference Papers of the University Library:**Table 6.17: Opinion about Seminar / Conference Papers of the University Library**

Seminar / Conference Papers	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	8	11.27%	0	0.00%
2. Good	14	19.72%	2	18.18%
3. Average	23	32.39%	2	18.18%
4. Poor	16	22.54%	1	9.09%
5. Very Poor	1	1.41%	0	0.00%
6. No Comment	9	12.68%	6	54.55%

Table 6.17 reveals that the students opined about the seminar/conference papers of the university library to be good (19.72 %), average (32.39 %) and poor (22.54%). The teachers also remarked as good (18.18%) and average (18.18 %).

The average score = $(5*8 + 4*16 + 3*25 + 2*17 + 1*1) / 67 = 2.92$

6.18 Opinion about Non-Book Materials of the University Library:**Table 6.7.18: Opinion about Non-Book Materials of the University Library**

Non-Book Materials	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	1	1.41%	0	0.00%
2. Good	16	22.54%	0	0.00%
3. Average	7	9.86%	3	27.27%
4. Poor	13	18.31%	2	18.18%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	34	47.89%	6	54.55%

Table 6.18 reveals that students opined about the non-book materials of the university library to be good (22.54%) and poor (18.31 %). The teachers also remarked to be average (27.27 %) and poor (18.18%).

The average score = $(5*1 + 4*16 + 3*10 + 2*15 + 1*0) / 42 = 3.07$

6.19 Opinion about Map / Chart/ Diagram of the University Library:**Table 6.19: Opinion about Map / Chart/ Diagram of the University Library**

Map/Chart, Diagram	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	0	0.00%	0	0.00%
2. Good	10	14.08%	0	0.00%
3. Average	17	23.94%	3	27.27%
4. Poor	3	4.23%	3	27.27%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	41	57.75%	5	45.45%

Table 6.19 reveals that students opined about the map/chart/diagram of the university library to be good (14.08%) and average (23.94 %). The teachers also remarked to be poor (27.27 %) and average (27.27 %).

The average score = $(5*0 + 4*10 + 3* 20+ 2* 6+ 1*0) / 36 = 3.11$

From the calculated average scores we can conclude Non-book materials and Seminar / Conference papers are not sufficient. Apart from that the opinion about the reading room facilities and services among the users is quite satisfactory.

6.20 Aware and Not Aware of Library Services:

Aware and not aware about the various types of library services are mention in the table 6.20 below.

Table 6.20: Aware and not Aware of Library Services

Types of Library Services	Aware (Y)/ Not Aware (N)	Students		Teachers	
		Count	Percentage	Count	Percentage
Inter Library Loan	Y	33	46.48%	8	72.73%
	N	38	53.52%	3	27.27%
Bibliography	Y	38	53.52%	6	54.55%
	N	38	53.52%	5	45.45%
Current Awareness Service	Y	51	71.83%	9	81.82%
	N	20	28.17%	2	18.18%
Reprography / Xerox	Y	71	100.00%	11	100.00%
	N	0	0.00%	0	0.00%
Translation Service	Y	24	33.80%	7	63.64%
	N	42	59.15%	4	36.36%
Selective Dissemination of Information	Y	18	25.35%	5	45.45%
	N	53	74.65%	5	45.45%
Online Service	Y	47	66.20%	11	100.00%
	N	24	33.80%	0	0.00%
Document Delivery Service	Y	43	60.56%	7	63.64%
	N	28	39.44%	4	36.36%
Indexing and Abstracting Service	Y	32	45.07%	10	90.91%
	N	39	54.93%	1	9.09%
Referral Service	Y	50	70.42%	8	72.73%
	N	21	29.58%	3	27.27%
News Paper Clipping	Y	40	56.34%	11	100.00%
	N	31	43.66%	0	0.00%

6.21 Used and not used about of Library Services:

Used and not used about the various type library services are mentions in the table 6.21 below

Table 6.21: Used and not used about of Library Services

Types of Library Services	Used(Y)/Not Used(N)	Students		Teachers	
		Count	Percentage	Count	Percentage
Bibliography	Y	0	0.00%	0	0.00%
	N	71	100.00%	11	100.00%
Current Awareness Service	Y	0	0.00%	0	0.00%
	N	71	100.00%	11	100.00%
Reprography / Xerox	Y	49	69.01%	8	72.73%
	N	22	30.99%	2	18.18%
Selective Dissemination of Information	Y	0	0.00%	0	0.00%
	N	71	100.00%	11	100.00%
Document Delivery Service	Y	0	0.00%	0	0.00%
	N	71	100.00%	11	100.00%
Online Data Base/ Journals	Y	37	52.11%	5	45.45%
	N	34	47.89%	6	54.55%
Indexing and Abstracting Service	Y	0	0.00%	0	0.00%
	N	71	100.00%	0	0.00%
Referral Service	Y	25	35.21%	7	63.64%
	N	46	64.79%	4	36.36%
News Paper Clipping	Y	9	12.68%	2	18.18%
	N	62	87.32%	9	81.82%

Overall Assessment

Here we are assigning scores to different responses to calculate and compare the mean response values.

Response	Very good	Good	Average	Poor	Very Poor
Score	5	4	3	2	1

6.22 Physical Facility of the University Library:

Table 6.22: Physical Facility of the University Library

Physical Facility	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	4	5.63%	3	27.27%
2. Good	35	49.30%	6	54.55%
3. Average	18	25.35%	1	9.09%
4. Poor	6	8.45%	0	0.00%
5. Very Poor	1	1.41%	0	0.00%
6. No Comment	7	9.86%	1	9.09%

Table 6.22 reveals that the students opined about the physical facility of the university library to be good (49.30 %) and average (25.35 %). The teachers also remarked as good (54.55 %) and very good (27.27 %).
The average score = $(5*7 + 4*35 + 3*18 + 2*6 + 1*1) / 74 = 3.63$

6.23 Library Collections:

Table 6.23: Library Collections

Library Collection	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	10	14.08%	0	0.00%
2. Good	27	38.03%	5	45.45%
3. Average	25	35.21%	4	36.36%
4. Poor	5	7.04%	1	9.09%
5. Very Poor	3	4.23%	0	0.00%
6. No Comment	1	1.41%	1	9.09%

Table 6.23 reveals that the students opined about the collection of the university library to be good (38.03 %) and average (35.21%). The teachers also remarked as good (45.45 %) and average (36.36%).
The average score = $(5*10 + 4*27 + 3*25 + 2*5 + 1*3) / 80 = 3.50$

6.24 Arrangement of Library Collection:

Table 6.24: Arrangement of Library Collection

Library Collection	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	10	14.08%	2	18.18%
2. Good	28	39.44%	5	45.45%
3. Average	22	30.99%	2	18.18%
4. Poor	2	2.82%	2	18.18%
5. Very Poor	0	0.00%	0	0.00%
6. NO COMMENT	5	7.04%	0	0.00%

Table 6.24 reveals that the students opined about the arrangement of collection of the university library to be good (39.44 %) and average (30.99%) and the teachers also remarked as good (45.45 %).
The average score = $(5*12 + 4*28 + 3*22 + 2*2 + 1*0) / 73 = 3.72$

6.25 Attitude of Library Staff:**Table 6.25: Attitude of Library Staff**

Attitude of Library Staff	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	37	52.11%	7	63.64%
2. Good	28	39.44%	4	36.36%
3. Average	3	4.23%	0	0.00%
4. Poor	2	2.82%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	1	1.41%	0	0.00%

Table 6.25 reveals that the students opined about the attitude of the university library to be very good (52.11%) and good (39.44%). The teachers also remarked to be very good (63.64 %) and good (36.36%).

The average score = $(5*44 + 4*32 + 3*3 + 2*2 + 1*0) / 81 = 4.50$

6.26 Service of the University Library:**Table 6.26: Service of the University Library**

Services	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	21	29.58%	5	45.45%
2. Good	36	50.70%	5	45.45%
3. Average	10	14.08%	1	9.09%
4. Poor	4	5.63%	0	0.00%
5. Very Poor	0	0.00%	0	0.00%
6. No Comment	0	0.00%	0	0.00%

Table 6.26 reveals that the students opined about the service of the university library to be very good (29.58 %) and good (50.70%). The teachers also remarked to be good (45.45 %) and very good (45.45 %).

The average score = $(5*26 + 4*41 + 3*11 + 2*4 + 1*0) / 82 = 4.08$

6.27 I T Base Services of the University Library:**Table 6.27: I T Base Services of the University Library**

IT Base Services	Students		Teachers	
	Count	Percentage	Count	Percentage
1. Very Good	4	5.63%	0	0.00%
2. Good	12	16.90%	0	0.00%
3. Average	25	35.21%	4	36.36%
4. Poor	7	9.86%	1	9.09%
5. Very Poor	1	1.41%	0	0.00%
6. No Comment	22	30.99%	6	54.55%

Table 6.27 reveals that the students opined about the IT based services of the university library to be good (16.90 %) and average (35.21%). The teachers also remarked as average (36.36 %).

The average score = $(5*4 + 4*12 + 3*29 + 2*8 + 1*1) / 54 = 3.20$

The calculated average scores of the above data show that the response among the users about different aspects and features of the library is satisfactory overall.

Findings:

1. DHWUL (52.11%) have the highest proportion of users who visit the Library for 1 – 2 hours. A very small percentage of users in all the University libraries prefer to visit the library for 2-3 hours and no user of the university libraries prefer more than four hours to visit the library.
2. The entire university library is the source of information about new resources mostly from the Library staff, other students, library display, catalogue and teachers. It is also found that small proportion of users who uses the catalogue to get information about new resources
3. DHWUL (41.46%) have a high proportion of users who think that the seating capacity of their library is good and DHWUL (14.63%) have the highest percentage of users who consider the seating capacity of their Library as poor.
4. DHWUL (57.32%) have considered the Lighting facility of University library as very good.
5. DHWUL (50%) have the highest proportion of users who consider the working hours to be good. DHWUL (10.98) have the proportion of the users who consider the working hours poor.
6. Users of the University library have consider the Reading environment of the library as good overall.. It is also found that 9.76% of users of DHWUL remarked as poor environment of the University library.
7. DHWUL (43.90%) have the highest proportion of users who consider the general books to be good. It is found that users of DHWUL (10.98%) consider the arrangement of the general books of the university libraries as poor.
8. DHWUL (45.12%) have the highest proportion of users who consider the text book collection to be good.
9. Users of DHWUL (32.93%) consider the reference books of university library as good. It is also found that 27% of teacher remarked about reference books as poor.
10. DHWUL (41.46%) have the highest proportion of users who consider the Thesis papers of the library to be average.
11. DHWUL (18.29%) have a high percentage of users who remarked the non bok materials of the library as poor.
12. It is also found that DHWUL have a poor collection of map/ chart / diagram.
13. Users of the University library (56.10%) are not aware of interlibrary loan services.
14. 52.44% users of University library are not aware of Bibliography services.
15. 26.83% users of university library are not aware of CAS services.
16. 56.10% users of University library are not aware of translation services.
17. 84.51% users of University library are not aware of SDI services.
18. It is also found that 39.02% of users are not aware of Document delivery services
19. All the users of University libraries do not use SDI service and SDI service are not available in all the university libraries
20. It is found that DHWUL 52.11% of users who remarked the attitude of library staff as very poor.
21. DHWUL (50%) have the highest proportion of users who consider the service of the library to be good
22. DHWUL (35.37%), have the highest proportion of users who consider the IT based services to be average. It is found that 30.99% of users who remarked the No comment about IT based services.

8. Suggestions

Based on users' opinion and data analysis, the following suggestions are made

1. Sufficient fund provision should be made to purchase books, journals, e-resources, other library materials, etc. as per the requirements.
2. The books, journals, e-Journals, e-books, and other e-resources should be procured as per the requirements of students, teachers and other users.
3. The university library must have a separate building and sufficient space for modern library services.
4. Facility of Current Awareness Service, Selective Dissemination of Information, Inter-Library Loan, Document Delivery Service, Bibliographic, Indexing / Abstracting Services should be initiated.
5. Modern technology should be introduced for university library,
6. University library should conduct the user awareness programs regularly.
7. Library timing should be changed and increase library timing.

8. Conclusion

This study may be useful for the students, research scholars, and teachers to know the different types of services provided by the library, librarian and parent body of the institutions can make use of the findings in their policy making related to the collection development of resources, user satisfaction and development of university library in a better way to fulfil the objectives of higher education.

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