



User Satisfaction Of Library Services With Reference To Central Library, L.N.M.U. Darbhanga

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Abstract: The primary objective of academic libraries and librarians within educational institutions is to meet the information needs of their users. Each year, newly enrolled students arrive at colleges and universities with varied expectations and requirements. The academic library is often regarded as the "heart" of any educational institution. This study seeks to evaluate library services and user satisfaction at the central library of L.N.M.U. Darbhanga. The researcher distributed 100 questionnaires to various users, including faculty members, research scholars, and students. The results indicate that 85 (85%) of the respondents utilized the university library for reading and contemplation, while 61% visited to access new journals and magazines.

Index Terms - Library services, Users, Expectation, User satisfaction, L.N.M.U. Darbhanga

I. INTRODUCTION

User satisfaction is the primary objective for academic libraries and their librarians, acting as an essential measure of the effectiveness and relevance of library services in today's educational context. Annually, a fresh group of students enrolls in universities and colleges, each bringing a unique set of needs, expectations, and learning preferences. These students seek not only conventional resources but also innovative methods to interact with information that resonate with their experiences as digital natives. Consequently, academic libraries are required to consistently evolve in order to address these changing demands within a fluid educational landscape.

The emergence of advanced technologies, intricate databases, and cutting-edge information access systems has made the library environment more complex and demanding for both librarians and patrons. Although these innovations hold the promise of improving the user experience by offering access to a vast array of information, they also bring about a degree of complexity that may be daunting. Librarians are responsible for maneuvering through this elaborate framework, ensuring they can proficiently assist users in navigating the numerous resources at their disposal.

The extensive range of resources at one's disposal, such as e-books, online journals, multimedia materials, and specialized databases, adds complexity to the user experience. Individuals may struggle to identify which resources are most pertinent to their particular research objectives or academic interests. This difficulty is exacerbated by the need to assess the credibility and reliability of these resources, a skill that

numerous students may not have adequately cultivated. Consequently, users may experience feelings of frustration or confusion when trying to find and make use of the information they need.

II. REVIEW OF LITERATURE

Reviewing existing literature is essential in research, particularly regarding college libraries. While many studies are relevant, some are only indirectly related. The main goal is to provide current information on a specific area, which helps in developing valuable hypotheses and recommendations for key inquiries.

Dr. Nand Kishore Patidar, Dr. V.T. Kamble, and Ghalappa (2024) conducted a study titled "Library Services with User Satisfaction in Selected University Libraries in Karnataka," aiming to evaluate user satisfaction with library services in various Karnataka universities. These libraries, equipped with strong infrastructure and quality resources, significantly impact user satisfaction. Satisfied users are more likely to return and recommend the library. However, many users are unaware of services like Current Awareness, reprographic services, and OPAC. Most users primarily visit to read newspapers and borrow books, and nearly all express satisfaction with library staff. To better serve students and faculty, libraries should adopt innovative services.

M. Mahalakshmi (2024) conducted a study titled "Users' Satisfaction with Library Information Resources, Services, and Facilities: A Case Study of Stella Maris College, Chennai," aimed at evaluating user satisfaction with the library's resources, services, and facilities. Out of 900 online questionnaires distributed via Google Forms, 855 were completed. Data analysis involved frequency counts, percentages, tables, and charts, revealing overall user satisfaction. Key reasons for library visits included borrowing books (62.2%), seeking assignment help (53.8%), and studying in a quiet space (33.21%). The findings will help the college library develop strategies to enhance service quality and attract more users.

Kiran Butt, Muhammad Arif, and Muhammad Rafiq (2023) studied "Assessing University Students' Satisfaction with Web-Based Library Services Based on SERVQUAL Model" at a Pakistani university. The research evaluated service quality and user satisfaction through a quantitative survey of postgraduate students using a modified SERVQUAL questionnaire. Results indicated satisfaction with the "Empathy" dimension, highlighting positive staff interactions, but revealed gaps in "Tangible," "Reliability," "Responsiveness," and "Assurance." The findings aim to assist library professionals in improving web-based services and contribute to existing literature.

In 2022, researchers Murtala Aminu and Mayank Trivedi studied user satisfaction at the Shrimati Hansa Mehta Library, Maharaja Sayajirao University of Baroda, India. Their findings indicated that librarians should proactively improve collections and services to better meet user needs and boost patronage. The study emphasized the vital role of information resources in supporting academic activities, highlighting the importance of accessibility and quality in enhancing the educational experience.

Muhammad Adamu Ahmad, Dr. Nor Zafir Bt. Md. Saleh, and Dr. Nurhanan Syafiah AbdulRazaq (2022) studied "Indicators of Library Service Quality and Satisfaction Among Students of Nigerian Higher Education Institutions," analyzing 41 studies to identify 21 factors influencing student satisfaction with library services. Their Principal Component Analysis revealed five key factors accounting for 81.1% of the variance: organized resource arrangement, regular user education, expert reference systems, backup generators, and access to physical and electronic resources. These findings can guide library policy development, and future research could replicate the study in other developing countries.

Punith (2022) studied the "Utilization of College Library Resources and Services in G.F.G. College, Thirthahalli," finding that the main role of an academic library is to support education and disseminate information. The college library operates as a non-profit, providing essential resources for the institution's educational programs and contributing to personal growth and human development. Its goals include

enhancing classroom instruction, meeting undergraduate needs, and fostering a reading culture beyond the curriculum. Evaluating the library's effectiveness should focus on its ability to meet user needs.

III. OBJECTIVE OF THE STUDY

1. To know the purpose of visit to the library.
2. To assess the opinion about library services.
3. To aware the user satisfaction with the information services offered by the library staff.

IV. RESEARCH METHODOLOGY :

Research methodology plays a crucial role in scientific inquiry, as the objectives of any research cannot be achieved without a systematic and well-organized approach. Scientific investigation requires meticulous planning of the research design, the application of standardized tools and tests, and the selection of an adequate sample through appropriate statistical methods for data analysis. In the current study, various techniques such as questionnaires, observations, interviews, and documentary analysis were employed. In alignment with the research objectives, a tailored questionnaire was developed and disseminated.

V. RESULTS AND DISCUSSION

This section covers the tabulation, analysis, and interpretation of collected data, including discussions and conclusions from specific metrics. It explores relationships among data groups, with statistical tests applied to assess the significance of differences that support or contradict existing or new hypotheses.

(i) Purpose for Library Visit

Table No. 1

Sl. No.	Purpose	Percentage of Respondents
1.	Research Work	35%
2.	General Awareness	54%
3.	For recreation	18%
4.	Preparing to class notes	36%
5.	Reading / Thinking	85%
6.	Read Journals and Magazines	61%
7.	Discussion	23%
8.	Internet Browsing	31%

Source : Computed from the survey data.

The table shows the following observed frequencies: Research work (35), General work (54), Recreation (18), Preparing class notes (36), Reading for thinking (85), Reading journals and magazines (61), Discussion (23), and Internet browsing (31). Notably, Internet browsing is low due to financial constraints and lack of management support for maintaining computers. Overall, library usage primarily focuses on Reading/Thinking, Preparing class notes, and general awareness, as illustrated in Figure 1.

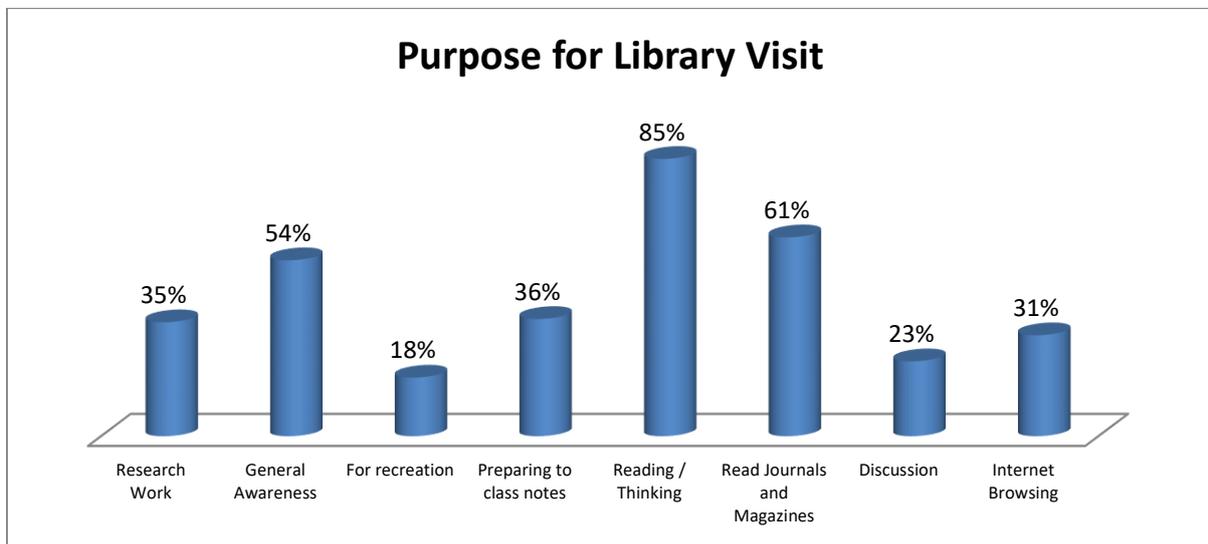


Figure No. 1 Purpose for library visit.

(ii) How satisfied arc you with the following print resources available m the Library.

Table 2 : Satisfaction of Text Book

Sl. No.	Opinion	Frequency	Percentage
1.	Dissatisfied	3	3%
2.	Fairly Dissatisfied	2	2%
3.	Fairly satisfied	13	13%
4.	Satisfied	54	54%
5.	Very satisfied	28	28%
Total		100	100%

Source : Computed from the survey data.

The table shows that 3% of respondents were dissatisfied, 2% fairly dissatisfied, 13% fairly satisfied, and 54% satisfied with the statement. Additionally, 28% strongly disagreed. Overall, at least 82% of respondents endorsed the statements, indicating general contentment and attraction to the library's textbook resources.

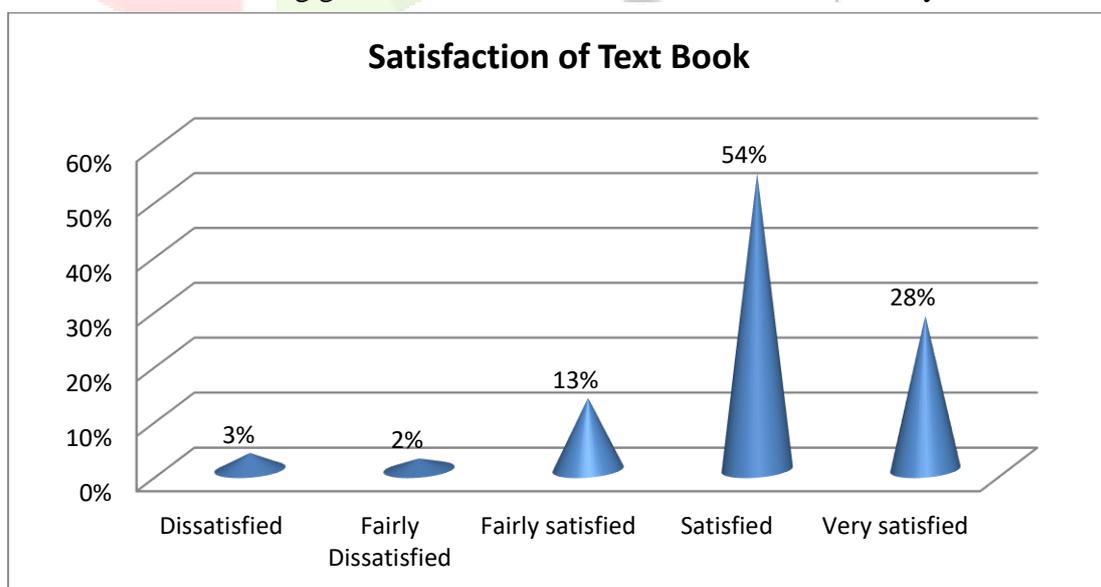


Fig. 2 : Satisfaction of Text Book

(iii) Satisfaction of Computerized Services ?

Table 3 : Satisfaction of Computerized Services

Sl. No.	Opinion	Frequency	Percentage
1.	Dissatisfied	15	15%
2.	Fairly Dissatisfied	12	12%
3.	Fairly satisfied	17	17%
4.	Satisfied	39	39%
5.	Very satisfied	17	17%
Total		100	100%

Source : Computed from the survey data.

The table shows that 15 respondents (15%) were dissatisfied, 12 (12%) were fairly dissatisfied, 17 (17%) were fairly satisfied, 39 (39%) were satisfied, and 17 (16%) were very satisfied. Overall, at least 56% of respondents expressed satisfaction with the library's computerized services.

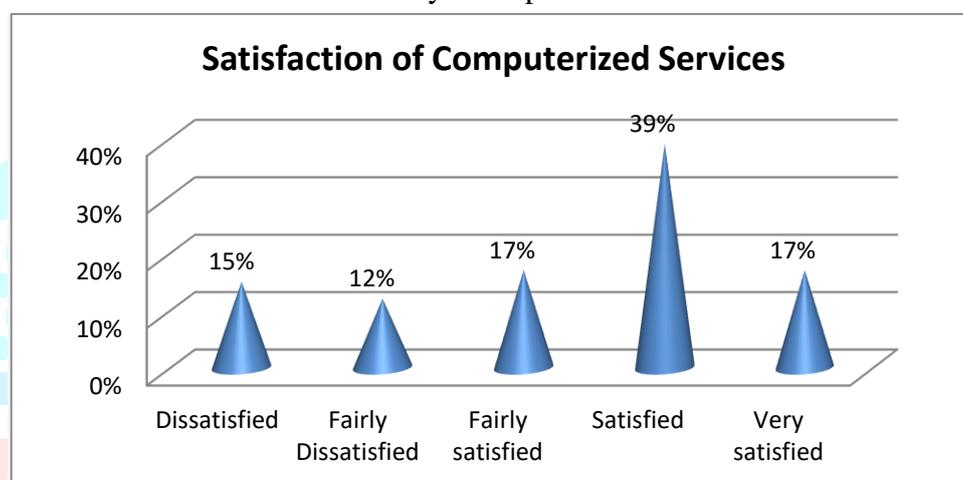


Fig. 3 : Satisfaction of Computerized Services

(iv) The printers and photocopiers were adequate

Table 4 : Satisfaction of printers and photocopiers

Sl. No.	Opinion	Frequency	Percentage
1.	Dissatisfied	25	25%
2.	Fairly Dissatisfied	21	21%
3.	Fairly satisfied	19	19%
4.	Satisfied	25	25%
5.	Very satisfied	10	10%
Total		100	100%

Source : Computed from the survey data.

The table shows that 25 respondents (25%) were dissatisfied, 21 (21%) moderately dissatisfied, 19 (19%) moderately satisfied, 25 (25%) satisfied, and 10 (10%) very satisfied. Overall, at least 55% of respondents did not endorse the statements, indicating general discontent with the library's printing and photocopying services.

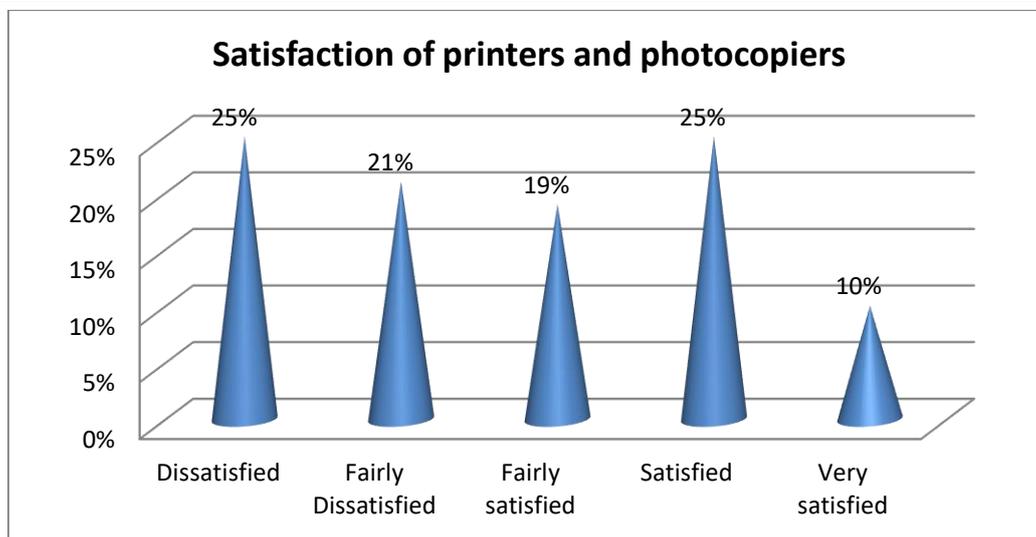


Fig. 4 : Satisfaction of printers and photocopiers

(v) *Online Journals and databases services*

Table 5 : Satisfaction of Online Journals and databases services

Sl. No.	Opinion	Frequency	Percentage
1.	Dissatisfied	26	26%
2.	Fairly Dissatisfied	20	20%
3.	Fairly satisfied	19	19%
4.	Satisfied	24	24%
5.	Very satisfied	11	11%
Total		100	100%

Source : Computed from the survey data.

The table shows that 26 respondents (26%) were dissatisfied, 20 (20%) were fairly dissatisfied, 19 (19%) were fairly satisfied, 24 (24%) were satisfied, and 11 (11%) were very satisfied. Overall, at least 46% of respondents expressed dissatisfaction with the library's online journal and database services.

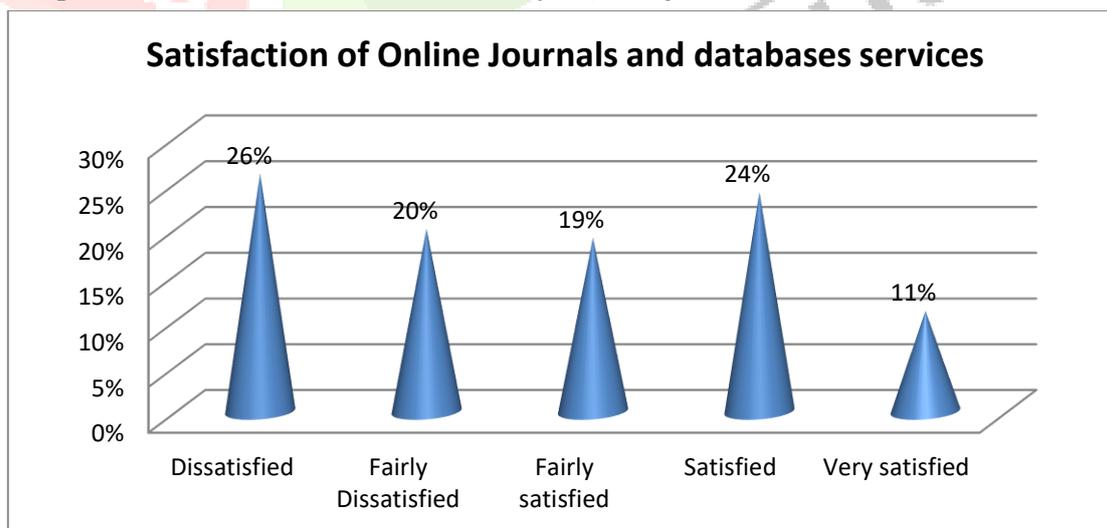


Fig. 5 : Satisfaction of Online Journals and databases services

(vi) *The Library provides enough study space to meet my needs:*

Table 6 : The Library provides enough study space to meet my needs:

Sl. No.	Opinion	Frequency	Percentage
1.	Dissatisfied	6	6%
2.	Fairly Dissatisfied	5	5%
3.	Fairly satisfied	13	13%
4.	Satisfied	49	49%
5.	Very satisfied	27	27%
Total		100	100%

Source : Computed from the survey data.

The table shows that 6 respondents (6%) were dissatisfied, 5 (5%) were fairly dissatisfied, 13 (13%) were fairly satisfied, 49 (49%) were satisfied, and 27 (27%) were very satisfied. In total, at least 76% of respondents expressed contentment with the library's study space.

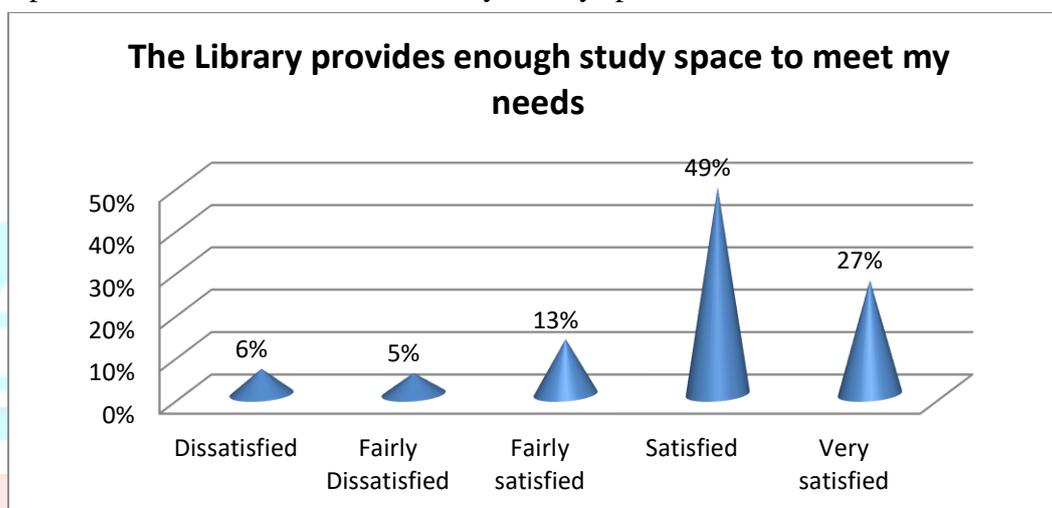


Fig. 6 : The Library provides enough study space to meet my needs:

VI. FINDINGS

1. The information-seeking behavior study at L.N.M.U. Darbhanga found: 35% engaged in research, 54% in general tasks, 18% in leisure, and 36% in class note preparation. Reading and reflection had an 85% frequency, while journal and magazine engagement was 61%. Discussions were at 23%, and internet browsing at 31%.
2. A survey on print resources showed that 54 respondents (54%) were satisfied, and 28 (28%) were very satisfied, indicating a strong majority pleased with the library's print materials.
3. In assessing electronic resources, 43 respondents (43%) were satisfied, and 19 (19%) were very satisfied.
4. The survey on Internet access revealed 37 respondents (37%) were satisfied, and 14 (14%) were very satisfied.
5. Regarding library printers and photocopiers, 25 respondents (25%) were satisfied, and 9 (9%) were very satisfied.
6. The survey on online journals and databases found 24 respondents (24%) satisfied, and 10 (10%) very satisfied.
7. In evaluating study space adequacy, 49 respondents (49%) were satisfied, and 27 (27%) were very satisfied.

VII. SUGGESTIONS :

Based on the findings presented above, several suggestions have been proposed for the continued enhancement of the library of Central Library, L.N.M.U. Darbhanga.

1. *Equipment*: Regular assessments of library facilities and equipment are essential to ensure smooth operations and prevent service interruptions. The library must maintain adequate, functional equipment for efficient access to information resources for staff and patrons.
2. *Collection Development Program*: Libraries should maintain a robust collection of popular publications to remain relevant in their communities. Central University L.N.M.U. Darbhanga must expand access to diverse scholarly resources, including textbooks and research articles, to support students and faculty.
3. *Group Study Facilities*: The rise of group study among students highlights the benefits of collaborative learning. Central University L.N.M.U. Darbhanga should support this trend by providing comfortable, quiet spaces with flexible seating, whiteboards, and soundproof areas for study groups.
4. *Resource Sharing*: The library should engage in consortia and networks to access information resources it cannot provide alone, ensuring alignment with its mission and reflecting the diverse interests of the community.
5. *Use of the Internet*: The Internet is a vital resource for libraries. It is important to equip users with the skills needed to effectively navigate and utilize online resources.

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