

Library Services and Users' Satisfaction in Arts & Science Colleges: A view

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Abstract: The prime function of any academic library is to provide efficient services to its users. Users' awareness about the services provided by the library is essential for effective use of its collection. This study is to examine the user's satisfaction in library facilities, resources and services of the users of Arts & Science Colleges Library, in Trichy taluk only. 200 questionnaires were distributed among users to collect relevant data. The findings of the study show that out of 150 respondents, majority of 59 (39.3%) respondents stated that the 'Bibliographic service' is 'very important', and it was found that 51.3% respondents are in 'Very Important' option for the service of 'Current Awareness' whereas in 02.0% of the respondents are considered it is 'Not at all Important'. 57(38%) are 'Satisfied' with collection of 'Theses / Dissertation', and 60(40%) of respondents are 'Satisfied' with 'e-database' resources and only 6(4.0%) are 'Not at all satisfied'. The study suggested that college library should carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors.

Keywords: User, Library services, User studies, Satisfaction, Information seeking behaviour, Collection and Information sources.

Introduction: Satisfying users' information requirements in the educational institutions has been the main aim of academic libraries. It is common in the developed world for libraries to conduct user satisfaction surveys to improve the level and quality of services offered to users. User satisfaction survey has a positive impact on users as they realize that they are given importance, and efforts are being made to improve the services. The libraries of academic institutions serve different categories of users such as students, research scholars, teaching/non-teaching staff, administrators with varied information demands (Oakleaf, 2010). The main purpose of these libraries is to acquire a variety of information sources and provide a multiplicity of services to accomplish the user's information needs (Jacinta and Uzoigwe, 2013). The information services are to be increased not only to meet user wants and to develop current services but also to foresee clients' requirements in the future. The success of any library is based on the satisfaction of the information demands of its users (Rubina, 2013). The effectiveness of a library service can be evaluated only by the level to which its services and resources are utilized (Bawden, and others, 2009). Therefore, academic libraries may have to implement a more planned way for the deliverance of information services to their users. Consequently, there is necessity for academic libraries to be aware of the user wants and fulfill their information needs.

REVIEW OF LITERATURE

Geetha, M., Shurpani, S., Kumar, S., & Supriya. (2016). Use of Library Resources and Services by Students of PESITM and JNN College of Engineering in Shivamogga: A Comparative Study found that 98(100%) students of PESITM College and 96 (100%) students of JNNCE College were found using the library, majority (44.89%) of students from PESITM College used the Digital library services as compared to JNNCE college students (15.62%), and comparatively 69.38 % of PESITM students were found using inadequate audio-visual materials as compared to JNNCE students (79.16%). The studies found that majority of the students from the two colleges studied do not use more resources and services; this may be due to lack of awareness about library resources and services. The study suggested that there is a need for digitization in order to provide quick access of information.

Ijiekhuamhen, O. P., Aghojare, B., & Ferdinand, O. A. (2015). Assess Users ' Satisfaction on Academic Library Performance: a Study conducted to investigate the users satisfaction with library, sources, facilities and information services provided by an academic library in Federal University of Petroleum Resources, (FUPRE) Library. It was found from the study majority 71% of the respondents visits the libraries every day, 76% of respondents are highly satisfied with service rendered by the library, 71% were highly satisfied with space, place and infrastructure facility of the library. The study recommended that library should stay open longer so as to enhance efficiency and effective services delivery and libraries should improve their service, infrastructure and collections so as to serve users' learning and research needs.

Kumar, S. C. M., & Rajan, V. R. (2015). User Satisfaction on Library Services in Anna University with Special Reference to Engineering Colleges in Coimbatore, Tamil Nadu: A Study carried out to find out the user satisfaction of library services provided by engineering colleges in Coimbatore, Tamil Nadu. The survey was conducted in 32 engineering college libraries and the data was collected in the form of questionnaire. The findings of the study indicates that 55.25% of respondents are satisfied with the functioning of the library, 70% of respondents found the library timings convenient, 78.75% of them felt that the lending period is sufficient, 40% of the respondents visit the library weekly. The study recommended that college libraries should adopt appropriate techniques to provide the best information services.

Mohindra, R., & Kumar. A. (2015). User Satisfaction Regarding Quality of Library Services of A.C. Joshi Library, Punjab University, Chandigarh reported that majority 86.36 % of respondents visited the library for study purposes, followed by 129 (58.63 %) to borrow books, 51(23.2 %) respondents use library web-pages daily, 71.49 % were of the view that library service attributes are helpful towards their academic success, 77 (35 %) respondents asked for any assistance only few times in a semester. It was examined that there is major difference in levels of library attributes across users of different streams. It was also noted that the status of students had no association with library attributes except the significant difference in their satisfaction level.

Gurikar, R., & Gurikar, R. (2015). Use of Library Resources and Services by Karnataka University

Research Scholars: A Case Study, they are jointly conducted a study to know the available information sources and its usage pattern among the research scholars in different faculties in several Departments of the Karnataka university Library. The study shows that 71.06 %, of research scholars use reference services and bibliography services more frequently, research scholars use the strategy of browsing through shelves (78.35 %), and consulting bibliography (41.7 %), are most commonly used search strategies among science scholars. The study concluded that almost all scholars visit the library to consult the material and borrow books for their research. It is suggested that libraries and librarians should initiate to procure and disseminate e-resources to its users.

OBJECTIVE OF THE STUDY

1. To study the use of library resources, facilities and services by the users.
2. To determine the level of satisfaction of users towards library resources and services.

METHODOLOGY

To accomplish the above objectives of the study, a survey method was conducted using a well-structured questionnaire. In a total 200 questionnaires were distributed to various Arts and Science Colleges in Tiruchirappalli District, out of which, 150 filled questionnaires were received back. The collected data were classified, analyzed and tabulated using statistical methods.

DATA ANALYSIS AND INTERPRETATION

I. KINDS OF LIBRARY SERVICES

Bibliographic Service (Compilation of books and articles)

Table: 1

Opinion	No. of Respondents	Percentage
Very Important	59	39.3
Important	58	38.7
Neutral	25	16.7
Not Important	03	2.0
Not at all Important	05	3.3
Total	150	100.0

The above table indicates that 59 (39.3%) of respondents stated the 'bibliographic service' is 'very important', only 5(3.3%) stated that this service is 'Not at all Important' while 25 (16.7%) respondents considered it is as 'Neutral'.

Library services through social network

Table: 2

Opinion	No. of Respondents	Percentage
Very Important	44	29.3
Important	54	36.0
Neutral	31	20.7
Not Important	14	09.3
Not at all Important	07	04.7
Total	150	100.0

The above table shows that 54(36.0%) of respondents considered 'Social Network Services as 'Important', while only 07(4.7%) stated that it is 'Not at all Important', whereas 31(20.7%) of respondents are 'Neutral'.

News paper clippings service

Table: 3

Opinion	No. of Respondents	Percentage
Very Important	58	38.7
Important	42	28.0
Neutral	37	24.7
Not Important	09	6.0
Not at all Important	04	2.7
Total	150	100.0

Table: 3 showed that 38% of respondents identified, 'News paper clippings service' as 'very important', whereas 2.7% of the respondents considered it is 'Not at all important', while 24% of the respondents are 'Neutral'.

Reprographic service

Table: 4

Opinion	No. of Respondents	Percentage
Very Important	39	26.0
Important	33	22.0
Neutral	50	33.3
Not Important	21	14.0
Not at all Important	07	4.7
Total	150	100.0

Table: 4 shows that 33.3% respondent's are 'Neutral' for the need of 'Reprographic service' whereas 4.7% of the respondents are 'Not at all Important', while for 26% of respondent's, it is 'Very Important'.

Notification of New Arrivals

Table: 5

Opinion	No. of Respondents	Percentage
Very Important	49	32.7
Important	50	33.3
Neutral	35	23.3
Not Important	07	04.7
Not at all Important	09	06.0
Total	150	100.0

From Table: 5, analysis showed that for 33.3% of the respondents it is 'Important' for the service of 'Notification of New Arrivals' while 04.7% considered it is 'Not Important' whereas 23.3% of the respondents favoured 'Neutral' option.

Current Awareness Service

Table: 6

Opinion	No. of Respondents	Percentage
Very Important	77	51.3
Important	47	31.3
Neutral	16	10.7
Not Important	07	04.7
Not at all Important	03	02.0
Total	150	100.0

Table: 6 shows that for 51.3% respondents it is a 'Very Important' for the service of 'Current Awareness', whereas 02.0% of the respondents considered it is 'Not at all Important', while for 10.7% of the respondent's it is 'Neutral' option.

Reference Service

Table: 7

Opinion	No. of Respondents	Percentage
Very Important	56	37.3
Important	56	37.3
Neutral	26	17.3
Not Important	09	06.0
Not at all Important	03	02.0
Total	150	100.0

The above table: 7, indicates that 56 (37.3%) of respondents preferred 'Reference Service' is both 'very important' and 'important', and only 03(02.0%) stated that this service is 'Not at all Important' while 26 (17.3%) respondent's considered 'Reprographic Service' as 'Neutral'.

II. LEVELS OF SATISFACTION:**TABLE: 8 USERS' LEVEL OF SATISFACTION IN LIBRARY SOURCES**

Sources	Highly Satisfied	Satisfied	Neutral	Not Satisfied	Not at all satisfied	Total
Textbook/Reference book	81(54%)	49(32.7%)	13(8.7%)	3(2.0%)	4(2.7%)	150(100%)
Dictionaries	64(42.7%)	53(35.3%)	25(16.7%)	4(2.7%)	4(2.7%)	150(100%)
Expert consolation in the field	33(22.0%)	79(52.7%)	29(19.3%)	2(1.3%)	7(4.7%)	150(100%)
Periodicals	47(31.3%)	61(40.7%)	31(20.7%)	6(4.0%)	5(3.3%)	150(100%)
Proceedings of conferences/seminars	45(30%)	54(36%)	38(25.3%)	7(4.7%)	6(4.0%)	150(100%)
Theses/ Dissertation	54(36%)	57(38%)	30(20%)	4(2.7%)	5(3.3%)	150(100%)
e-databases	47(31.3%)	60(40.0%)	26(17.3%)	11(7.3%)	6(4.0%)	150(100%)
Bibliographic	59(39.3%)	54(36.0%)	30(20.0%)	5(3.3%)	2(1.3%)	150(100%)

The above table shows that majority 81(54.0%) of respondents are highly satisfied with the collection of Textbook / Reference books, followed by 4(2.7%) respondents who are not satisfied. Majority 64(42.7%) are highly satisfied with collection of 'Dictionaries' only 4(2.7%) are 'Not at all satisfied', 79(52.7%) are 'Satisfied' with 'Expert consolation in the field' and only 2(1.3%) are 'Not satisfied', 61(40.7%) of respondents are 'Satisfied' with the collection of recommended 'Periodicals' and only 5(3.3%) are 'Not at all satisfied', the majority 54(36%) of respondents are 'Satisfied' with the collection of 'Proceedings of Conferences / Seminars' followed by 6(4.0%) respondents are 'Not at all satisfied', majority 57(38%) are 'Satisfied' with collection of 'Theses / Dissertation' only 4(2.7%) are 'Not satisfied', 60(40%) are 'Satisfied' with 'e-database' resources and only 6(4.0%) are 'Not at all satisfied', 59(39.3%) of respondents are 'Highly satisfied' with the collection of 'Bibliographic' sources, followed by 2(1.3%) respondents are 'Not at all satisfied'.

Findings:From Library Services:

1. Out of 150 respondents, majority of 59 (39.3%) respondents stated that the 'Bibliographic service' is 'very important'.
2. Most of 54(36.0%) of respondents considered 'Social Network Services as 'Important', while only 07(4.7%) stated it is 'Not at all Important'.
3. 38% respondents identified the option of 'very important', whereas 2.7% respondents are considered it is 'Not at all important' in 'News paper clipping services'.
4. 33.3 % (50) respondent's opted 'Neutral' option for the need of 'Reprographic service'.
- 5 The majority 33.3% of the respondents favoured 'Important' option for the service of 'Notification of New Arrivals' while 04.7% of the respondents are considered it is 'Not Important'.
6. It was found that in 51.3% respondents preferred 'Very Important' option for the service of 'Current Awareness' whereas 02.0% of the respondents considered it is 'Not at all Important'.
7. About 56 (37.3%) of respondents stated that the 'Reference Service' is 'very important'.

From Level of Satisfaction:

8. The majority 81(54.0%) of respondents are highly satisfied with the collection of 'Textbook / Reference books'.
9. Most of 64(42.7%) are highly satisfied with collection of 'Dictionaries' only 4(2.7%) are 'Not at all satisfied'.
10. It was found that 79(52.7%) are 'Satisfied' with 'Expert consultation in the field' and only 2(1.3%) are 'Not satisfied'.
11. About 61(40.7%) of respondents are 'Satisfied' with the collection of 'Periodicals'.
12. The majority 54(36%) of respondents are 'Satisfied' with the collection of 'Proceedings of Conferences / Seminars' followed by 6(4.0%) respondents are 'Not at all satisfied'.
13. Most of 57(38%) are 'Satisfied' with collection of 'Theses / Dissertation'.
14. That there are 60(40%) of respondents 'Satisfied' with 'e-database' resources and only 6(4.0%) are 'Not at all satisfied'.
15. About 59(39.3%) of respondents are 'Highly satisfied' with the collection of 'Bibliographic' sources, followed by 2(1.3%) respondents are 'Not at all satisfied'.

CONCLUSION AND SUGGESTION:

In order to meet the requirements of users' needs, academic libraries spend lot of amount every year on the collection of information sources. Moreover, for the effective use of library resources, every academic library should build up their resources, keeping in mind the users need and should plan with altering information environment.

This study suggested that college library should carry out 'User Studies' at regular intervals, in order to identify user's information needs and their information seeking behaviors. Every academic library should organize 'user orientation/ user awareness program' at the commencement of every educational session. This will help the learners and research scholars to make effective use of library resources. From time to time the infrastructure facilities, information sources, and services of the college library can be advanced and developed. So, Libraries are established to meet the information needs of people and therefore, opinions of users always count in improving the library services.

In conclusion from the above endings, such studies may be conducted at regular intervals to understand users' perceptions about the library services that may be lead to achieve their satisfaction.

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