Usage And Satisfaction Pattern Of Library Resources And Services By The Faculty Members Of Veterinary Science Colleges Affiliated To Sri Venkateswara Veterinary University, Tirupati

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Abstract

The research paper aimed to determine the usage and satisfaction levels of library resources and services available to fulfil the academic needs of faculty members in the veterinary science college libraries. A questionnaire tool was used for collecting the data. A total of 322 questionnaires were distributed, and 275 questionnaires were received, indicating 85%. A majority of them are visiting to the library once in a week. There is no significant difference in the frequency of visit the library between the faculty members of female and male, and junior and senior faculty members. Faculty members preferred to use text books and borrowing facility heavily as compared to other library resources and services. The results shows an absolute negative performance gap as indicated in various library print resources and services by the faculty members regarding the usage and satisfaction levels.

Keywords: Usage pattern, Satisfaction pattern, Library resources and services, Faculty members, Veterinary Science

INTRODUCTION

The user plays a crucial role in any library. It's fascinating how all the benefits and challenges of the information revolution revolve around the user and their convenience. Truly understanding the user is a significant step towards providing effective information services. The success of a library largely hinges on how well its system is designed, taking into account a thorough and precise understanding of its users. The user is not only essential, but they also represent a dynamic element within the library environment. Therefore, continuous efforts to understand the user are vital. The principle of "know thy customer" is fundamental in any business endeavor. Libraries should engage in extensive user research, behavior studies, and demand forecasting; however, many formal information centers do not prioritize these practices consistently. It is essential to grasp the information needs, motivations, and methods

users employ to seek and collect information while also considering their attitudes and behaviors related to it.

Conducting user studies in libraries is vital for ensuring that library services remain relevant, user-focused, and adaptable to the changing needs of their patrons. As libraries expand their offerings—from traditional print collections to digital resources like e-books, online journals, and databases—it becomes increasingly crucial to understand how users interact with these services. Such studies provide critical insights that guide decision-making and help optimize resource allocation. Through surveys, interviews, and usage data analysis, libraries can discern which services are most valued and pinpoint areas requiring improvement. For instance, if feedback indicates that users struggle with navigating online resources, the library can work to streamline its user interface. These studies also uncover service gaps, such as underutilized resources or overcrowded study spaces, enabling targeted solutions. Additionally, user studies generate reliable data that supports evidence-based decisions and justifies investments or changes. This data not only tracks trends and usage patterns but also helps libraries adapt to evolving user demands—such as increased mobile access—by distributing resources efficiently. Ultimately, user studies are instrumental in the continuous evolution of libraries, enhancing the overall user experience and the quality of services offered. By understanding and addressing user needs, libraries can deliver more effective services that contribute to academic success and research advancement.

STATEMENT OF THE PROBLEM
"Usage and Satisfaction Pattern of Library Resources and Services by the Faculty Members of in Veterinary Science Colleges Affiliated to Sri Venkateswara Veterinary University, Tirupati".

OBJECTIVES
The objectives of the present study are:
1. To find out the frequency of visiting to the library;

2. To evaluate the usage and satisfaction levels of Veterinary Science faculty members with regard to library resources and services;

3. To determine the ranking of library resources and services as per veterinary science faculty members usage and satisfaction levels; and

4. To find out the gap between the veterinary science faculty members usage and satisfaction levels of library resources and services.

METHODOLOGY
Keeping in view the above objectives, a questionnaire is prepared to collect data from faculty members of the following veterinary science colleges affiliated to Sri Venkateswara Veterinary University, Tirupati, Andhra Pradesh, India:
- College of Veterinary Sciences, Tirupati
- NTR College of Veterinary Sciences, Gannavaram
- College of Veterinary Sciences, Proddatur
- College of Veterinary Sciences, Garividi

At present, there are 322 faculty members/teaching assistants working in the selected four Veterinary Science Colleges affiliated to Sri Venkateswara Veterinary University, Tirupati. Since the population is limited, the researcher has selected all the faculty members by following the census sampling method. The researcher distributed 322 questionnaires and received responses from 275 (85%) faculty members. Out of 275 faculty members, 145 male faculty members and 130 female faculty members, while 185 junior faculty members and 90 senior faculty members.

DATA ANALYSIS AND INTERPRETATION

FREQUENCY OF VISITING THE LIBRARY

The distribution of faculty members according to their frequency of visiting the library, gender and status is shown in Table 1.

Table 1: Distribution of faculty members according to their frequency of visiting the library

Level of Frequency	Gender		Status		Total
	Female	Male	JFM	SFM	
Every Day	17 (13.08)	21 (14.48)	27 (14.60)	11 (12.22)	38 (13.82)
Once in a week	41 (31.54)	44 (30.35)	57 (30.81)	28 (31.11)	85 (30.91)
More than once in a week	19 (14.62)	28 (19.31)	33 (17.84)	14 (15.56)	47 (17.09)
Once in a fortnight	19 (14.62)	19 (13.10)	25 (13.51)	13 (14.45)	38 (13.82)
Once in a month	15 (11.54)	19 (13.10)	22 (11.89)	12 (13.33)	34 (12.36)
Occasionally	19 (14.62)	14 (9.66)	21 (11.35)	12 (13.33)	33 (12.00)
TOTAL	**130 (100.00)**	**145 (100.00)**	**185 (100.00)**	**90 (100.00)**	**275 (100.00)**

χ^2 (Female – Male)   : 2.6683   **DF**: 5   **TV**: 11.070   **NS**   @ 0.05 Level
χ^2 (JFM – SFM)   : 0.7707   **DF**: 5   **TV**: 11.070   **NS**   @ 0.05 Level

It is evident from Table 1 that 30.91 percent of the faculty members are visiting the library once in a week, 17.09 percent more than once in a week, 13.82 percent every day, 13.82 percent once in a fortnight, 12.36 percent once in a month and 12 percent occasionally.

It is also evident from Table 1 that there is no significant difference in the frequency of visit the library between the faculty members of female and male, and junior and senior faculty members. It is evidenced by the Chi-Square values, which are not significant at 0.05 level with five degrees of freedom.

RELATIVE USE OF LIBRARY PRINT RESOURCES AND SERVICES

In order to know the relative use of different library print resources and services by the veterinary science faculty members, wieghtages of 5,4,3,2, and 1 are assigned for the response of highly, frequently, occasionally, rarely and never used respectively. Total weightage is calculated for each resource and service. Mean weightage is calculated by dividing the total weightage by the number of users included in the sample. Based on the mean weightages, the resources have been ranked. The different print resources and services along with their total weightage, mean weightage and ranks are shown in the following Table 2 and Table 3.

Table 2: Rank list of library print resources are using by the veterinary science faculty members

S.No	Resources	Total weightage	Mean	Rank
1	Text books	1114	4.05	1
2	Competitive books	1105	4.02	2
3	Dissertations/projects	1092	3.97	3
4	Newspapers	1086	3.95	4
5	Reference books	1084	3.94	5
6	Periodicals/journals	1081	3.93	6
7	Old question papers	1055	3.84	7

It is evident from Table 2 that the faculty members preferred to use text books heavily as compared to other print information resources, which is followed by competitive books, dissertations/project reports, newspapers, reference books at the second, third, fourth and fifth ranks respectively. The periodicals/journals and old question papers are less used as compared to other resources, finishing among the lowest ranks.

Table 3: Rank list of library services are using by the veterinary science faculty members

S.No	Resources	Total weightage	Mean	Rank
1	Borrowing facility	1036	3.77	1
2	IT based services	1012	3.68	2
3	Reference service	1007	3.66	3
4	Reprographic service	961	3.49	4
5	Bibliographical service	907	3.30	5
6	Inter library loan	869	3.16	6
7	Current awareness service	864	3.14	7
8	SDI service	836	3.04	8

It is evident from Table 3 that the faculty members preferred to use borrowing facility heavily as compared to other library services, which is followed by IT based services, reference service, reprographic service, bibliographical service at the second, third, fourth and fifth ranks respectively. The inter library loan, current awareness service and SDI service are less used as compared to other services, finishing among the lowest ranks.

RELATIVE SATISFACTION OF LIBRARY PRINT RESOURCES AND SERVICES

In order to know the relative satisfaction of different library print resources and services by the veterinary science faculty members, wieghtages of 5,4,3,2, and 1 are assigned for the response of highly satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied and highly dissatisfied respectively. Total weightage is calculated for each resource. Mean weightage is calculated by dividing the total weightage by the number of users included in the sample. Based on the mean weightages, the resources and services have been ranked. The different print resources and services along with their total weightage, mean weightage and ranks are shown in Table 4 and Table 5.

Table 4: Rank list of library print resources are satisfying by the veterinary science faculty members

S.No	Resources	Total weightage	Mean	Rank
1	Text books	1022	3.72	1
2	Old question papers	1002	3.64	2
3	Reference books	1000	3.63	3
4	Newspapers	976	3.55	4
5	Competitive books	938	3.41	5
6	Dissertations/projects	937	3.40	6
7	Periodicals/journals	922	3.35	7

It is evident from Table 4 that the faculty members are more satisfied with the text books as compared to other print information resources, which is followed by old question papers, reference books, newspapers, competitive books at the second, third, fourth and fifth ranks respectively. The dissertations/project reports and periodicals/journals are less satisfied as compared to other resources, finishing among the lowest ranks.

Table 5: Rank list of library services are satisfying by the veterinary science faculty members

S.No	Resources	Total weightage	Mean	Rank
1	Borrowing facility	950	3.45	1
2	IT based services	933	3.39	2
3	Reference service	922	3.35	3
4	Reprographic service	910	3.31	4
5	Bibliographical service	901	3.28	5
6	Inter library loan	893	3.25	6
7	Current awareness service	835	3.04	7
8	SDI service	807	2.93	8

It is evident from Table 5 that the faculty members are more satisfied with the borrowing facility as compared to other library services, which is followed by IT based services, reference service, reprographic service, bibliographical service at the second, third, fourth and fifth ranks respectively. The inter library loan, current awareness service and SDI service are less satisfied as compared to other services, finishing among the lowest ranks.

GAP ANALYSIS OF THE USAGE LEVEL AND SATISFACTION LEVEL OF LIBRARY RESOURCES

The gap analysis identifies the performance of the libraries as perceived by faculty members. Gap analysis identifies the gaps between the usage levels and the satisfactory levels of the library resources and services. The mean values are derived by subtracting the 'usage mean score' from the 'satisfaction mean core'. This comparison reveals the gap analysis.

Table 6 shows the performance gap between the usage levels and satisfaction levels in library resources as indicated by the veterinary science faculty members.

Table 6: Performance Gap between the usage and satisfaction levels of library resources

S.No	Library Resources	Usage Mean Score (Rank)	Satisfaction Mean Score (Rank)	Performance Gap
1	Competitive books	4.02 (2)	3.41 (5)	-0.61
2	Periodicals/journals	3.93 (6)	3.35 (7)	-0.58
3	Dissertations/projects	3.97 (3)	3.40 (6)	-0.57
4	Newspapers	3.95 (4)	3.55 (4)	-0.40
5	Text books	4.05 (1)	3.72 (1)	-0.33
6	Reference books	3.94 (5)	3.63 (3)	-0.31
7	Old question papers	3.84 (7)	3.64 (2)	-0.20

Table 6 indicates the overall comparisons made at the outset, between the usage and satisfaction levels with regard to various library print resources. It shows an absolute negative performance gap as indicated in various library print resources. It is also shows that competitive books (-0.61), periodicals/journals (-0.58) and dissertations/project reports (-0.57) is more gap between the usage and satisfaction levels when compared to other library print resources.

Table 7: Performance Gap between the usage and satisfaction levels of library services

S.No	Library Services	Usage Mean Score (Rank)	Satisfaction Mean Score (Rank)	Performance Gap
1	Borrowing facility	3.77 (1)	3.45 (1)	-0.32
2	Reference service	3.66 (3)	3.35 (3)	-0.31
3	IT based services	3.68 (2)	3.39 (2)	-0.28
4	Reprographic service	3.49 (4)	3.31 (4)	-0.18
5	SDI service	3.04 (8)	2.93 (8)	-0.11
6	Current awareness service	3.14 (7)	3.04 (7)	-0.10
7	Inter library loan	3.16 (6)	3.25 (6)	-0.09
8	Bibliographical service	3.30 (5)	3.28 (5)	-0.02

Table 7 indicates the overall comparisons made at the outset, between the usage and satisfaction levels with regard to various library services. It shows an absolute negative performance gap as indicated in various library print resources. It is also shows that borrowing facility (-0.32), reference service (-0.31) and IT based services (-0.28) is more gap between the usage and satisfaction levels when compared to the library services.

CONCLUSIONS

1. Most of the faculty members (30.91%) are visiting the library once in a week, 17.09 percent more than once in a week, 13.82 percent every day, 13.82 percent once in a fortnight, 12.36 percent once in a month and 12 percent occasionally.

2. There is no significant difference in the frequency of visit the library between the faculty members of female and male, and junior and senior faculty members. It is evidenced by the Chi-Square values, which are not significant at 0.05 level with five degrees of freedom.

3. The faculty members preferred to use text books heavily as compared to other print information resources, which is followed by competitive books, dissertations/project reports, newspapers, reference books at the second, third, fourth and fifth ranks respectively.

4. The periodicals/journals and old question papers are less used as compared to other resources, finishing among the lowest ranks.

5. The faculty members preferred to use borrowing facility heavily as compared to other library services, which is followed by IT based services, reference service, reprographic service, bibliographical service at the second, third, fourth and fifth ranks respectively.

6. The inter library loan, current awareness service and SDI service are less used as compared to other services, finishing among the lowest ranks.

7. The faculty members are more satisfied with the text books as compared to other print information resources, which is followed by old question papers, reference books, newspapers, competitive books at the second, third, fourth and fifth ranks respectively.

8. The dissertations/project reports and periodicals/journals are less satisfied as compared to other resources, finishing among the lowest ranks.

9. The faculty members are more satisfied with the borrowing facility as compared to other library services, which is followed by IT based services, reference service, reprographic service, bibliographical service at the second, third, fourth and fifth ranks respectively.

10. The inter library loan, current awareness service and SDI service are less satisfied as compared to other services, finishing among the lowest ranks.

11.   The results shows an absolute negative performance gap as indicated in various library print resources by the faculty members regarding the usage and satisfaction levels.

12.   The disparity in usage and satisfaction levels among competitive books (-0.61), periodicals/journals (-0.58) and dissertations/project reports (-0.57) is more pronounced when compared to other print resources available in the library.

13.   The difference in usage and satisfaction level among borrowing facility (-0.32), reference service (-0.31) and IT based services (-0.28) is more gap when compared to the library print services available in the library.

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