

User satisfaction level & services offered by Arignar Anna Central Library, Bharathiar University: A study

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Abstract - The present study is mainly discuss about the skills to use the university library resources by the Faculty Members, Research Scholars & Staff. Questionnaire method was used for the collection of data. All the university libraries have various collection development like printed Documents also electronic documents. The total number of respondents is 120. The study analyzed that respondents were aware of the various Sources & Services provide by the Bharathiar University Library. The Maximum Library users are females (56.7%), The respondents (Arts discipline)(40%) are more than other users.(43.3%) Respondents depended on library for their Research work. Maximum respondents are daily visit the library (26.7%).(61.7%) of the Respondents opinion is e-resources collection is highly satisfied. (30%) of the respondents spending 2 hours daily in library; (55%) of the users spending main library&(18.3%) users spending digital library. (41.7%) of the respondents highly satisfied the library Resources & Services.

Key Words: User satisfaction, University Library, User study, Collection Development, Library Documents.

1.INTRODUCTION

Academic libraries are libraries attached to academic institutions of learning to serve teaching and Research needs of Students/Research Scholars and Staff. These libraries serve two complementary purposes: To Support the university curriculum, and to support research of the university faculty and Scholars/students. In process, the library plays a key role in the nation building process.

In the libraries use education “as various programmes of instruction, education and exploration provided by libraries to users to enable them to make effective, efficient and independent use of information sources and services to their effective users. Librarians have always found it challenging when it comes to determine the quality of services have been providing. Simultaneously library users are becoming keenly demanding about the quality of service being provided to them. This thing has contributed towards increasing of the effectiveness, improvement of productivity and has also added to the concept of stiff yet healthy competition. The major aim of user education is therefore to widen the use of a library resources which will enable academics to improve their teaching, research and students to learn more and achieve better results in their work. Therefore inevitable for librarians that they strengthen library efficiency and

economy with their personal behavioral values which includes perception of quality, User satisfaction ,perceived value and user loyalty. The standard of success is depend on how the user satisfied or assesses the quality of services provide by the library, on the other hand service quality is gauged, therefore the fact that how accurately it is caring for users expectation. Another thing that has come-out from the study is inevitability of apex -quality of service for the success of library.

Gone are the days when the library services levels were judged on the basis of measures of collection, size, counts of use, quality of staff and money involved rather the thing that matters the most for society is level of quality and accountability as it has become the desirable standard of information services of higher education. The idea of user satisfaction is relevant to quality of provided services. The two terms of quality and satisfaction are used by researchers and practitioners in public press.

Library have witnessed a great metamorphosis in recent years both in their collection development and in their service structure. Over the last several years a significant transformation has been noticed in collection development policies and practices. Print medium is increasingly in all ways & means.

Library, the world over are known by different nomenclature such as library, learning centers, information centers.

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1.1.Over view of Arignar anna central Library, Bharathiar University

Arignar Anna Central Library, Bharathiar University was established in the year 1981 Madras University Post Graduate Centre with 10,000 volumes of Books. The Mission & Vision of the Library is "The University Library is a strategic asset for the University, providing intellectual leadership and extraordinary information experience towards the advancement of knowledge" Provide the needed Books, and other documents for Students, Research Scholars & faculty Members for their Academic development. The library strive hard continuously improve our quality & good services.

The Arignar Anna Central library, Bharathiar University has working 8.00 A.M. to 8.00 P.M. on working days, and 10.00 to 4.30 P.M. on holidays. The various sections of library have Acquisition Section, Technical Section, Circulation Section, Maintenance Section, Reference Section, Periodical Section, Reprographic Section & INFLIBNET Centre. Digital Library was established 2009 with 40 multimedia computers. Digital library includes 14,000+ e-journals, 2700 e-books, 3 Databases, & 1000 CDs & DVDS. In printed Journal section 103 National, & 47 Indian Journals are subscribed. Presently the library have a large collection of Printed Books 1,73,823, Back volumes 9,087, Ph.D Theses 3,593 & M.Phil Dissertations 13,301.

The library has computerized the entire house keeping operations like Acquisition, Cataloguing, Serial control etc. The barcode is used for book circulation.

The digital library with 40 Computers and internet connection to access and downloaded information's with 2010 CD-ROM collections. Data base collections include CIME on Prowess, Economic Intelligence & Prowess.

1.2.Review of Literature

This chapter attempts to review different literatures on user satisfaction with reference to and presents various studies made regarding the issues related with and user satisfaction.

1. Learning and Research. However, according to **Tiefel** (2004) most library users are unaware of the quality and variety of information available. Tiefel pointed out that students are often satisfied with materials that an experienced librarian would find inadequate and /or inappropriate. It was identified.
2. In a study by **Norliya and Khasiah** (2006), respondents were asked in what ways the libraries can serve users' learning and research needs. The researchers suggest that libraries must provide the latest collection and this appears to be the most common suggestion with about 40.0% of the respondents. This is followed by library should stay open longer (18.9%), there should be more PCs

(16.1%), staff should be more friendly and knowledgeable (13.3%), the library should organize more workshops on how to find information (7.5%), it should provide guidance on consultation and research method (2.8%), and it should develop its own internet information (2.0%).

3. **Norliya, Khasiah and Haslinda** (2008) reported that a study on User satisfaction reveal many things that the library can do in term of activities that would benefit library users. The results of the study by Norliya and Khasiah (2006) found that the largest proportion (91.7%) of the respondents think that the library should publish a guide on information searching skills. A large proportion (89.6%) of the respondents also thinks the library should publish library and information related Journals. The percentages of respondents who identify other activities are also very high, ranging from 89.4 per cent (for publishing index and bibliographies) to 75.2 per cent (for conducting lifelong learning workshop).
4. **Mahajan** (2009) studied the information seeking behaviour of undergraduate and post graduate students and research scholars in science, social sciences and humanities at the Punjab University of India. The findings revealed that users were more or less satisfied with collection and services. He further suggested that libraries' professionals must understand information seeking behaviour of users to provide information effectively since methods and tools for information delivery continue to grow and change dramatically.
5. **Prabhavathi** (2011) studied the information seeking behavior of post graduate students of SPMV, Tirupati to examine the information need, seeking behavior and availability of information resources that affect the information seeking pattern and communication process. He found that half of the respondents visited library everyday and main purpose of visiting the library was to prepare for examination. About 94.6% of respondents were using books to support their curriculum and examination. He emphasized the need for orientation programme on library resources and services.
6. **Rahiman and Tamizhchelvan** (2011) investigated the information need, use of information channels, information seeking process and information seeking behavior of the students of engineering colleges affiliated to Anna University. They also investigated the sufficiency of the library resources and the levels of satisfaction in library services.
7. **Siddiqui** (2011) studied the information seeking behavior of B. Tech and M.Tech students to identify sources consulted and information gathering systems, and information seeking behavior. This study emphasized the importance of considering individual pattern of information seeking behavior of users.

8. **Babu** (2012) studied the awareness and use of library resources and services at Osmania University, Hyderabad. They studied the adequacy of library resources, opinion on e-resources or print sources, reasons for using e-resources and satisfaction in sources of information provision.
9. **Sohail et al.** (2012) studied the use of library resources by the students of University of Kalyani. Authors found that guidance in the use of library resources and services was necessary to help students to meet their information needs. They also found that journals, text book and lecture notes were the most popular sources of information for the students. They suggested that the latest edition of text book and reference materials should be added to the library collection and users should be guided to use the resources of the library.
10. **Ranganathan and Babu** (2012) studied the awareness and use of library resources and services at Osmania University, Hyderabad. They studied the adequacy of library resources, opinion on e-resources or print sources, reasons for using e-resources and satisfaction in sources of information provision.

2.Objectives of the study

The following are the main objectives are framed for this study:

- To know the user satisfaction level in Bharathiar university library.
- To know the use of the library of Bharathiar University.
- To find out the satisfaction level of the users of bharathiar university library.
- To evaluate the usage of library in a responded time.
- To identify the library materials searching interest.
- To access the satisfaction level of library collection.
- To know the frequency of visits.
- To observe the helpfulness of materials.

2.1.Methodology

Questionnaire method was used for collection of data. Simple random sampling method was applied to selection of samples. A structural questionnaire was designed for the survey which was randomly distributed among 120 users of the library comprising of Students, Research scholars & Faculty members of Bharathiar University and 120 (100%) completed questionnaire were received. The questionnaire has been used to obtain the needed data covering the objectives of the study.

2.2.Limitation of the study

- The study is confined to Bharathiar University, Coimbatore in which generalizations can be made by the help of this study.
- The study has been taken only form the campus users of Students, Research scholars & Faculties.
- The data was collected only with users of library during the time interval.
- The study covered only in Bharathiar University Central library and did not include other colleges. The study did not cover all aspects of research.
- The primary data was collected from the respondent and analyzed during February 2016 to April 2016.

2.3.Data analysis

The analysis of the data collected throws light on the role of Arignar Anna Central Library in developing the utilization of resource by the users. The libraries are providing more facilities of information to different section of the society and libraries subscribe to journals connected with rural development, education development and agricultural development among other. In addition, book on general knowledge, current topics and newspapers are available in libraries the library also possess dictionaries, encyclopedias, fiction and subject book and general book.

The data were collected through Questionnaire method and the following are the analysis of the data

Table – 1: Data Collection

| | |
|-------------------------------|-----|
| Questionnaire Circulated | 120 |
| Filled Questionnaire Received | 120 |
| Percentage | 100 |

Table – 2: Age Group of the Users

| Age | Frequency | Percent |
|--------------|------------|------------|
| 20-25 | 52 | 43.3 |
| 26-30 | 40 | 33.3 |
| 31-35 | 08 | 6.7 |
| 36-40 | 14 | 11.7 |
| 40 & Above | 06 | 5.0 |
| Total | 120 | 100 |

The table 1 shows that age group of the library users who are the respondent. The 26-30 years age using library (33.3%), 31-35 years in using in library (6.7%), 36-40 years using in library (11.7%), and 40& above years using in library (5%) percentage, Most of the library users are 20-25 years of age group (43.3%).

Table – 3: Gender Wise Distribution of Users

| Sex | Total | Percentage |
|--------------|------------|------------|
| Male | 52 | 43.3 |
| Female | 68 | 56.7 |
| Total | 120 | 100 |

The table 3 reveals that gender wise distribution of users Questionnaires were distributed among 120 users of the library and were asked to go through each set of question. The user comprising of students, Research scholar, and Staff who expected to answer each every question along with their opinion towards the same. Only 120 users responded and returned the duly completed questionnaire. The above total reveals that 52 users (43.3%) are Male and remaining 68 users (56.7%) are Female. It shows that Female users constitute more than male users.

Table – 4: Category of Users

| Category | Frequency | Percent% |
|------------------|------------|--------------|
| Student | 60 | 50.0 |
| Research Scholar | 40 | 33.3 |
| Staff | 20 | 16.7 |
| TOTAL | 120 | 100.0 |

The table 4 shows that the category of the users. It is observed that (33.3%) of the research scholars is using library. The less users of library is Teaching staff members (16.7%). The P.G. students are the main users of library i.e. (50%).

Table – 5: Discipline of the Respondents

| Discipline | Frequency | Percent |
|----------------|-----------|--------------|
| Arts | 48 | 40.0 |
| Science | 38 | 31.7 |
| Social Science | 34 | 28.3 |
| TOTAL | 12 | 100.0 |

Table 5 reveals that, science student is using in library (31.7%) percentage and social science student is using the library (28.3%) percentage. The arts discipline students are the maximum users of library (40%).

Table - 6: Information Seeking Behavior of User

| Information Seeking Behavior | Frequency | Percent |
|--|------------|--------------|
| Research Work | 52 | 43.3 |
| General awareness | 18 | 15.0 |
| Preparation for Conference/ Seminar/workshop | 14 | 11.7 |
| Preparation of competitive exams | 02 | 1.7 |
| Preparation of NET/SET/CAT/MAT/GRE & Other exams | 10 | 8.3 |
| Preparation notes | 24 | 20.0 |
| Total | 120 | 100.0 |

The table 6 revealed that Information seeking behavior of the users visit in library is (15%) percentage of respondents are General awareness,(11.7%) are preparation for Conference/ Seminar/workshop,(1.7%) percentage of respondents are preparation of competitive exams,(8.3%)percentage of respondents are preparation of NET/SET/CAT/MAT/GRE & Other exams &20% percentage of respondents is preparation of notes .It shows that most of the respondents visiting for information seeking behavior is (43.3%).

Table - 7: Frequency of Users Visit

| Visiting Intervals | Frequency | Percent |
|--------------------|------------|--------------|
| Daily | 32 | 26.7 |
| Once in a week | 26 | 21.7 |
| Twice in a week | 12 | 10.0 |
| Two week once | 10 | 8.3 |
| Two times a month | 20 | 16.7 |
| Occasionally | 20 | 16.6 |
| Total | 120 | 100.0 |

The table 7 revealed that (21.7%) percentage respondents visited in the library once in a week 10.0% percentage respondents visited in the library twice in a week, 8.3% percentage respondents visited the library two weeks once,(16.7%) of the users visited in the library two times a month , & (16.6%) percentage of the respondents visiting the library occasionally. It shows that most of the users are visiting the library daily i.e (26.7%).

Table - 8: Time Spending the Library

| Time | Frequency | Percent |
|---------------------------|------------|--------------|
| One hour | 32 | 26.7 |
| Two hour | 36 | 30.0 |
| Half day | 24 | 20.0 |
| Full day | 16 | 13.3 |
| Other if any(Pl. Specify) | 12 | 10.0 |
| Total | 120 | 100.0 |

The table 8 shows that time spent in the library by the users. It is found that (26.7%) percentage users using in library one hour, (20%) percentage respondents using in library half-a-day., (13.3%) percentage of respondents using library full day, (10%) percentage of other respondents, Majority of the users spending in the library two hours daily i.e.(30%).

Table - 9: Sources of Materials Collection

| Sources | Frequency | Percent |
|-------------------------------|------------|--------------|
| Mail Library | 66 | 55.0 |
| Personal Collection | 14 | 11.7 |
| From e-journals | 22 | 18.3 |
| Open source e-journals | 06 | 5.0 |
| From institutional repository | 08 | 6.7 |
| Other if any | 04 | 3.3 |
| Total | 120 | 100.0 |

Table 9 shows that sources of materials collection. The collection of materials Personal collection (11.7%) percentage of respondents, Open source e-journals (18.3%) percentage of respondents, From e-journals (5%) percentage of respondents, From institutional repository (6.7%) percentage of respondents Others if any (3.3%) percentage of respondents .The majority of the respondents is collected materials through main library is (55%).

Table - 10: Satisfaction Level of Library Collection

| Satisfaction Level | Frequency | Percent |
|--------------------|------------|--------------|
| Dis -Satisfied | 26 | 21.7 |
| Satisfied | 50 | 41.7 |
| Highly Satisfied | 44 | 36.7 |
| Total | 120 | 100.0 |

The table 10 reveals that (21.75%) users are dissatisfied the library Text & reference books collection, (41.75%) users are satisfied the library text & reference Books collection & remaining (36.7%) users are highly satisfied the collection of text & reference books collection of the library.

Table - 11: satisfaction level of theses and dissertations collection

| Satisfaction Level | Frequency | Percent |
|--------------------|------------|--------------|
| Dis -Satisfied | 06 | 5.0 |
| Satisfied | 22 | 18.3 |
| Highly Satisfied | 92 | 76.7 |
| Total | 120 | 100.0 |

Table 11 revealed that (18.3%) of the users satisfied the Thesis & dissertations collection, (5%) of the users Dis-satisfied the collection development of thesis & dissertation. (18.3%) of the users are satisfied the thesis & dissertation collection & (76.7%) of the users are highly satisfied the collection development of thesis & dissertation.

Table - 12: Library Opening Hours

| Satisfaction Level | Frequency | Percent |
|--------------------|------------|--------------|
| Dis -Satisfied | 34 | 28.3 |
| Satisfied | 50 | 41.7 |
| Highly Satisfied | 36 | 30.0 |
| Total | 120 | 100.0 |

Table 12 reveals that the opening hours of library. The opening hours of library is Dis-satisfied (28%) percentage of respondents, & Satisfied (41.7%) percentage of respondents, Opening hours of library is highly satisfied 30% of respondents.

Table - 13: Research Oriented Collection

| Satisfaction Level | Frequency | Percent |
|--------------------|------------|--------------|
| Dis -Satisfied | 32 | 13.3 |
| Satisfied | 34 | 28.3 |
| Highly Satisfied | 70 | 58.3 |
| Total | 120 | 100.0 |

Table 13 revealed that (13.3%) percentage of respondents is dis- Satisfied the research oriented collection, (28.3%) percentage of respondents is satisfied the research oriented collection, & 58.3% of users highly satisfied with the research oriented collection of library.

Table - 14: Shelf Arrangement

| Satisfaction Level | Frequency | Percent |
|--------------------|------------|--------------|
| Dis -Satisfied | 22 | 18.3 |
| Satisfied | 66 | 55.0 |
| Highly Satisfied | 32 | 26.7 |
| Total | 120 | 100.0 |

The table 14 shows that satisfaction level of shelf arrangement of the library. In this data (18.3 %) users dissatisfied the shelf arrangement, (55%) of the users satisfied the shelf arrangement & (26.75) of the users highly satisfied the shelf arrangement of library. And (55%) percentage of respondents Satisfied the self arrangement of library.

Table - 15: Satisfaction Level Of E-Resources Collection

| Satisfaction Level | Frequency | Percent |
|--------------------|------------|--------------|
| Dis -Satisfied | 10 | 8.3 |
| Satisfied | 36 | 30.0 |
| Highly Satisfied | 74 | 61.7 |
| Total | 120 | 100.0 |

Table 15 reveals that the satisfaction level of e-resources collection in library (8.3%) users dissatisfied the e-resource collection, (30.0%) of the students satisfied the e-resource collection & (61.7%) of the users highly satisfied the e-resource collection of the library.

2.4. Findings

From the questionnaire it is found that the age group of 25-30 effectively used in the library resource.

- Majority of the users are female
- The post graduate students are maximum users than research scholars.
- The Arts & Humanities Students are most visited library like other discipline students.
- Majority of the users visited Library for prepare Eamination Notes & Research Work.
- Majority of the users visited library daily.
- Majority of the users spending more than 2 hours daily in Library.
- Maximum percent of users visited main library.
- Majority of the uses satisfied the sources & services provide by the library.
- Most of the users highly satisfied the collection of theses & dissertation.
- Majority of the users satisfied the library timings.
- The research oriented collections is highly satisfied the users.
- Self arrangement is satisfied the users.
- The e-resources collection is highly satisfied the users.

3. CONCLUSION

Now a days Digital Library Services are occupying each & every libraries. But till now the print resoures of libraries are served lot of services for their effective users. It is observed that the campus users like Students, Research scholars & Faculty members are highly satisfied the university library resources & services for their studies/Research/Teaching. So the Librarian take care for print resource service also electronic resource service. The university libraries are boon of every nations development.

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