User Satisfaction with Library Resources, Services and Facilities: A Study in SDM College Library, Ujire

G.Veena[1] and Prabhakara Narasimha Kotari[2]
[1]Guest Faculty, [2]M.L.I.S. Student, Dept. of Library & Information Science, Mangalore University
E-Mail:veenanaik50@gmail.com, prabhakotari07@gmail.com

Abstract - **The objective of present study is to examine the user's satisfaction in library facilities, resources and services of the students of SDM College Library, Ujire. 300 questionnaires were distributed among students to collect relevant data. The findings of the study shows that 177(59.0%) of respondents have the habit to visit to the library daily, majority 260(86.7%) of respondents are highly satisfied with the collection of general books, majority 210(70.0%) are highly satisfied with collection of text books 160 (53.3%) respondents considered circulation services as excellent. 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: **SDM College, Ujire, Library resources, library services, library collection, user's satisfactions**

I. INTRODUCTION

Satisfying users' information requirements in the educational institutions has been the main aim of academic libraries and librarians (Agyen-Gyasi, 2008). Yearly, fresh students come to the college/ university with diverse requirements and hopes. The academic library status as the "heart" of the any educational institutions (Kassim, 2009). 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 (Jacintha and Uzoigwe, 2013)) and offered information services will differ with type of library or information centers, the kind of clients (Gwang, 2011). 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 in which the construction and deliverance of information services to their users. Consequently, there is necessitating for academic libraries to be aware of the user wants and fulfill their information needs.

II. ABOUT SDM COLLEGE, UJIRE

SDM College was founded in 1966. It is affiliated to the Mangalore University since 1989, managed by Sri Dharmasthala Manjunatheshwara Educational Society; the Institution attained all round excellence under the dynamic leadership of honored Dr. D. Veerendra Heggade. The college is launched in an enormous land area of more than 25 acres in the setting of the attractive beauty of the Western Ghats in Belthangady Taluk. It is one of the most reputed colleges in India with high educational quality and plentiful co-curricular openings for a successful professional growth. The architecturally conspicuous buildings, amidst the lush green campus offer an artistic atmosphere for educational performances. At present, the college along with 5 undergraduate 10 postgraduate programmes also offers PhD programmes affiliated to the universities of Hampi, Tumkur and Mangalore.

III.REVIEW OF LITERATURE

Geetha and others (2016) 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 inadequate audio-visual materials as compared to JNNCE students (79.16%). The studies found that majority of the students from 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, and others (2015) conducted study 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 highly satisfied with service render 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.

Mohindra and Kumar(2015)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 are using 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 has no association with library attributes except the significant difference in their satisfaction level.

Kumar and Rajan (2015) carried out a study 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. 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.

Gurikar and Gurikar,(2015) 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 %), browse through shelves (41.7 %) 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 borrowing books for their research. It is suggested that libraries and librarians should initiate to procure and disseminate e-resources to its users.

Nkamnebe and others (2014) conducted a study to evaluate the use of library resources and services by students of Paul University, Awka in Anambra State, Nigeria. The findings of the study revealed that utilization of the Library by students on daily basis is low for only 18 (6.5%), 61 (22.1%) hardly use the library, while 19 (6.9%) do not use the Library. Findings show that students fairly use the library for their studies. The study identified that they use the library most during examination periods. It also revealed that resources currently accessible are fairly adequate and fairly accessible to the students. The study indicated that users are satisfied with the services and facilities provided by the library. The study recommended that organizing library display, library display, library orientation, and inclusion of use of library as a course in the University's curriculum so as to attract students to the Library.

IV.OBJECTIVE OF THE STUDY

1. To identify the frequency of visiting library by the undergraduate students.
2. To find out purpose of visiting library by the undergraduate students.
3. To study the use of library resources, facilities and services by the undergraduate students.
4. To determine the level of satisfaction of users towards library resources and services.

V.METHODOLOGY

To accomplish the above objectives of the study, a survey method was conducted using a well-structured questionnaire. In a total 350 questionnaires were distributed to undergraduate students in, SDM College Ujire. Out of which, 300 filled questionnaires were received back. The collected data were classified, analyzed and tabulated by using statistical methods. The present study limited to only undergraduate students in various departments in SDM College Ujire.

VI.DATA ANALYSIS AND INTERPRETATION

TABLE I.GENDER WISE DISTRIBUTION OF RESPONDENTS

Gender	No. of Respondents	Percentage
Male	120	40.0%
female	180	60.0%
Total	300	100.0%

The above table indicates that Out of 300 respondents, 180(60.0%) of the respondents were female, 120(40.0%) were male respondents.

The below table illustrates that 177(59.0%) of respondents have the habit to visit to the library daily, while 75(25.0%) students visit library once in two day, 30(10.0%) once in a week ,and Very few respondents 18(6.0%)of respondents point out that they visit library vary rarely.

TABLE II FREQUENCY OF VISITING LIBRARY

Frequency	No. of Respondents	Percentage
Daily	177	59.0%
Once in two day	75	25.0%
Once in a week	30	10.0%
Vary rarely		6.0%
Total	300	100.0%

TABLE III PURPOSE OF VISITING LIBRARY

Purpose	No. of Respondents	Percentage
To read newspaper and magazines	17	5.7%
For study	138	46.0%
To locate information in books and journals	18	6.0%
To borrow books	124	41.3%
To spend leisure time	3	1.0%
Total	300	100.0%

The above table shows that 138(46.0%) of respondents visit library for study purpose, followed by 124(41.3%)respondents visit library for the purpose of borrowing books, 18(6.0%) to locate information in books and journals, 17(5.7%) to read newspaper and magazines and only 3(1.0%) respondents visit library for the purpose to spend leisure time.

TABLE IV STUDENTS' LEVEL OF SATISFACTION IN LIBRARY RESOURCES.

Resources.	Highly satisfied	Satisfied	Not satisfied	Total
General books	260(86.7%)	39(13.0%)	1(0.3%)	300(100.0%)
Text books	210(70.0%)	76(25.3%)	14(4.7%)	300(100.0%)
Recommended subject books	147(49.0%)	121(40.3%)	32(10.7%)	300(100.0%)
Reference books	198(66.0%)	88(29.3%)	14(4.7%)	300(100.0%)
Supplementary reading materials	164(54.7%)	123(41.0%)	13(4.3%)	300(100.0%)
Online resources	142(47.3%)	135(45.0%)	23(7.7%)	300(100.0%)

The above table shows that majority 260(86.7%) of respondents are highly satisfied with the collection of general books, followed by 39(13.0%) respondents are not satisfied with collection of general text, majority 210(70.0%) are highly satisfied with collection of text books only 14(4.7%) are not satisfied, 198 (66.0%) are highly satisfied with reference books and only 14(4.7%) are not satisfied, 147(49.0%) of respondents are highly satisfied with the collection of recommended subject books.

TABLE V STUDENTS' LEVEL OF SATISFACTION IN LIBRARY SERVICES.

Services.	Excellent	Good	Average	Poor	Very poor	Total
OPAC Service/Web OPAC	37 (12.3%)	206 (68.7%)	24 (8.0%)	20 (6.7%)	13 (4.3%)	300 (100.0%)
Circulation Service	160 (53.3%)	51 (17.0%)	70 (23.3%)	19 (6.3%)	0.0 (.0%)	300 (100.0%)
Current Awareness Service	137 (45.7%)	32 (10.7%)	100 (33.3%)	21 (7.0%)	10 (3.3%)	300 (100.0%)
Reference/Information Service	168 (56.0%)	14 (4.7%)	95 (31.7%)	22 (7.3%)	1 (0.3%)	300 (100.0%)

The above table indicates that 206 (68.7%) of respondents stated OPAC Service/Web OPAC service as good, only 13(4.3%) stated OPAC Service/Web OPAC service as very poor while 160 (53.3%)respondents considered circulation services as excellent and 19(6.3%) opined poor , 168(56.0%) reference/Information Service as excellent, 137(45.7%) Current Awareness Service as excellent, 10 (3.3%) felt very poor.

TABLE VI STUDENTS' LEVEL OF SATISFACTION IN LIBRARY FACILITIES

Facilities	Satisfied	Moderately satisfied	Not satisfied	Percentage
Space for reading	149(49.7%)	136(45.3%)	15(5.0%)	300(100.0%)
Lighting and Ventilation	170(56.7%)	111(37.0%)	19(6.3%)	300(100.0%)
Drinking Water	281(93.4%)	19(6.3%)	0(0.0%)	300(100.0%)
Equipments	136(45.3%)	135(45.0%)	29(9.7%)	300(100.0%)

The above table indicates that 149(49.7%) of respondents are satisfied with space for reading in available the college library, only 15(5.0%) are not satisfied, whereas 170(56.7%) of respondents satisfied with lighting and ventilation available in the college library, 136(45.3%) are satisfied with equipments, 281(93.4%) of respondents satisfied with drinking water facility.

VII. FINDINGS

1. Out of 300 respondents, 180(60.0%) of the respondents were female, 120(40.0%) were male respondents.
2. About 177(59.0%) of respondents have the habit to visit to the library daily, Very few respondents 18(6.0%) of respondents point out that they visit library vary rarely.
3. Majority 260(86.7%) of respondents are highly satisfied with the collection of general books, followed by 39(13.0%) respondents are not satisfied with collection of general text.
4. Majority 210(70.0%) are highly satisfied with collection of text books only 14(4.7%) are not satisfied.
5. It was found that 160 (53.3%) respondents considered circulation services as excellent and 19(6.3%) opined poor.
6. About 149(49.7%) of respondents are satisfied with space for reading in available the college library.

VIII. CONCLUSION AND RECOMMENDATION

Academic libraries spend lot of amount every year on the collection of information sources in order to meet the user's requirements. In order to enlarge the use of library resources, every academic library should build up their resources keeping in mind the users need and should plan library with altering information environment. 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. The library should organize user orientation/r awareness program at the commencement of every educational session. This will support learners and research scholars to effective use library resources. The infrastructure facilities, information sources, and services of the college library can be advanced and developed from time to time.

REFERENCES

[1] Agyen-Gyasi, K. (2008). The Need for Subject Librarians in Ghanaian Academic Libraries. *Electronic Journal of Academic and Special Librarianship, 9*(3).

[2] Bawden, D., Calvert, A., Robinson, L., Urquhart, C., Bray, C., & Amosford, J. (2009.). Understanding our value; assessing the nature of the impact of library services *Library and Information Research 33*(105), 62-89.

[3] 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 *Research Journal of Library Sciences 4*(1), 1-10.

[4] Gurikar, R., & Gurikar, R. (2015). Use of Library Resources and Services by Karnataka University Research Scholars: A Case Study. *DESIDOC Journal of Library & Information Technology, 35*(5), 361-367

[5] Gwang, J. M. (2011). The Provision of Information Services to Nigerians: Meeting the Challenges of 21st Century. *Library Philosophy and Practice (e-journal).*

[6] Ijiekhuamhen, O. P., Aghojare, B., & Ferdinand, O. A. (2015). Assess Users' Satisfaction on Academic Library Performance: A Study *International Journal of Academic Research and Reflection 3*(5), 67-77.

[7] Jacintha, E., & Uzoigwe, C. U. (2013)The place of academic libraries in Nigerian University Education: contributing to the 'Education for All' initiative. . *International Journal of Library and Information Science, 5*(10), 432-438.

[8] Kassim, N. A. (2009). Evaluating users' satisfaction on academic library performance. *Malaysian Journal of Library & Information Science, 14*(2), 101-115.

[9] 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 *International Journal of Library and Information Studies, 5*(2), 86-91.

[10] Mohindra, R., & Kumar., A. (2015). User Satisfaction Regarding Quality of Library Services of A.C. Joshi Library, Panjab University, Chandigarh *DESIDOC Journal of Library & Information Technology, 35*(1), 55-60.

[11] Nkamnebe, E. C., Udem, O. K., & Nkamnebe, C. B. (2014). Evaluation of the Use of University Library Resources and Services by the Students of Paul University, Awka, Anambra State, Nigeria *Library Philosophy and Practice (e-journal). Paper 1147.*

[12] Oakleaf, M. (2010). Value of Academic Libraries: A Comprehensive Research Review and Report Retrieved 15-01-2016, from http://www.ala.org/acrl/sites/ala.org.acrl/files/content/issues/value/val_summary.pdf

[13] Rubina, B. (2013). ,A Study of Library Usage and Satisfaction by Social Scientists at Bahauddin Zakariya University, Multan *Library Philosophy and Practice (e-journal). Paper 963.*

[14] Simmonds, P., & Andalreb, S. S. (2001). Usage of Academic Libraries: The Role of Service Quality, Resources, and User Characteristics *Library trends, 49*(4), 626-634.

[15] http://www.sdmcujire.in/