Research Article

STUDY ON USERS SATISIFACTION IN THE USAGE OF CENTRAL LIBRARY FACILITY AT PROFESSIONAL INSTITUTION

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Abstract

This study aims to assess the user satisfaction in the library of Narayana Engineering College Central Library users. Survey method and questionnaire tool was used for conducting this study and the results were presented in this paper. Filled questionnaires were collected from 175 users to assess their satisfaction in regard to working hours, reading facilities, latest editions, arrangement of reading materials, circulation, Internet facility, periodicals, reference service etc. It was found that users were very much satisfied with working hours, reading facilities, circulation, book arrangement, periodicals and Internet facility services but wanted improvement in reference services.

Key Words: users' satisfaction, Survey method, library

INTRODUCTION

Library occupies an important place in the framework of the academic system. Libraries are expected to provide the required information to their users in sufficient and timely manner. At the same time, the students/staff are not people like other customers. They are the users with various backgrounds, attitudes and interests. They come to equip themselves with knowledge, education and information in order to get them knowledgeable with wisdom. Thus, the library satisfaction is the prima facie objective of the library institutions anywhere in general and Andhra Pradesh in particular. Library is a service oriented organization and it is not a profit oriented organization. For the purpose of measuring efficiency of the library, the periodic observation of its facilities and services is required. The main objective of the library is to render satisfactory and timely services to the user community. In the present days, there is more emphasis on the users. These days, the main attention is not on the mere system, but on its responses to the needs of the users. The libraries have changed the out model concept of preserving a large number of reading materials for the sake of preservation only. The extent of use to which the reading materials of a library is put, should determine its importance rather than the staggering number of volumes. The libraries are constantly expanding their resources and developing new programmers and procedures to meet the various

information requirements of the users. So the library must therefore be alert, to change from time to time. Change depends upon proper evaluation of the present and an accurate forecast of the future.

"Where is the wisdom, we have lost in knowledge;
Where is the knowledge, we have lost in information;
The cycles of Heaven in twenty centuries;
Bring us further from God and nearer to dust".

Narayana Engineering CollegeGudur

Narayana Engineering College was established in the year 2001. The college is approved by AICTE and permanent affiliated to JNTU-Anantapur. Narayana Engineering College will impart futuristic technical education and instill high patterns of discipline through, dedicated staff, which shall set global standards, making the students technologically superior and ethically strong, who in turn shall improve the quality of life of the human race. The main goal is to educate the students from all over India including those from the local and rural areas and other countries so that they become enlightened individuals, improving the living standards of their families, industry and society. The main aim is to develop Research and developmental activities which cater the Technical needs of the Nation and to keep pace with the ever changing global technical Scenario. To produce exceptionally "Competent & Confident", "Disciplined & Determined" and "Professionally Trained & Dedicated" Engineers in a learning environment of high academic ambience. To

achieve excellence in Education, Research, Entrepreneurship and Innovation by Creating Technical, Human Resource personnel with high ethical values, integrity and credibility.

Review of Literature

Yadagiri (1999), in his article entitled "Application of Information Technology in Library Services in the Central Library, REC Warangal: A Case Study", Describes the application of information technology in the Central Library of the Regional Engineering College in Warangal, Andhra Pradesh, India, focusing on: housekeeping services such as circulation, the online public access catalogue and bar coding technology; and the creation of an information technology infrastructure that incorporates a digital graphic printer and a multimedia system.

Krishna Reddy (2011), studies the user's satisfaction over its services and facilities offered to the users. Survey method and questionnaire tool was used for conducting this study and the results presented in this paper. It was found that users were very much satisfied with circulation, reference and reprography services but wanted improvement in Current Awareness Services, Newspaper Clippings Service, Display of New books, and Inter-Library Loan facility. Since the university is located in the rural area, the university management should employ more trained manpower and take proactive initiates to provide all the services including internet facility in the library to meet the needs of the library users.

Fazlur Rahiman (2011), in his article entitled "Information Seeking Behavior of Students of Engineering Colleges In and Around Coimbatore: A Study", The purpose of this study is to investigate the information needs, use of information channels, information seeking process and information seeking behavior of students of colleges affiliated to Anna University, Coimbatore. The study attempts to know the primary dependent source of students to gather information. On the sidelines, the study enables to know the statistics of the library resources and the infrastructure. The study also investigates the sufficiency of the library resources and the level of satisfaction on library services. The study was conducted through survey by distributing questionnaires among 650 students and 74 percentages of students responded. Kumar (2013), in his article entitled "User Satisfaction of Engineering Intuitional Libraries in Chittoor, Andhra Pradesh - A Study", This study found that a majority of the students were used library and these staff for friendly communication, physical facilities was the

satisfied with users. A number of users visited library are more than once a week. Handling of catalogue cards though the department wise by the users.

Objectives of The Study

The specific objectives of the present study are: (a). to know the frequency of visit to the library; (b). to find out the purpose of visit to the library; (c). to assess average time spent by the users in a week; (d). to know the satisfaction of users with the working hours, reading facilities, latest editions, arrangement of reading materials, Internet facility, periodicals, reference service etc.

DATA AND METHODOLOGY

The present study is limited to the five branches of engineering students and teaching staff. The investigator selected four years B.Tech students for this study. The total population of the study consists of 1680 students. As the population is large in view of time and cost involved, a sample of 175 users was selected using stratified random sampling.

Analysis

Use of the Library

It is evident for Table that nearly one-third of users (38.29%) are visiting the library daily. It is also obvious from the table that nearly one-fourth of them (29.14%) visit the library once in a week, 24.57% of them visit the library twice in a week, and 8.00% of them occasionally visit the library.

Table 1 Frequency of visit to the Library

Frequency	No. of Users	% of Users
Daily	67	38.29
Twice in a week	43	24.57
Once in a week	51	29.14
Occasionally	14	8.00
Total	175	100.00

Table 2 Purpose of visit to the Library

Purpose of visit	No. of Users	% of Users
Borrowing books	47	26.86
Referring the periodicals	64	36.57
Browsing Internet	38	21.71
Reading the materials	19	10.86
Not responded	7	4.00
Total	175	100.00

Table 3 Average time spent in the library in a week

Duration of time spending (in hours)	No. of Users	% of Users
1-5	59	33.71
6-10	46	26.29
11-15	35	20.00
16-20	21	12.00
Above 20	14	8.00
Total	175	100.00

Table 4 User Satisfaction on Library services

Library Services	Satisfied	%	Dissatisfied	%	Neither Satisfied Nor Dissatisfied	%
Reading Facilities	143	81.71	26	14.86	6	3.43
Latest Editions	122	69.71	39	22.29	14	8.00
Circulation Service	142	81.14	23	13.14	10	5.71
Books Arrangement	129	73.71	35	20.00	11	6.29
Periodicals	138	78.86	24	13.71	13	7.43
Internet Browsing	135	77.14	32	18.29	8	4.57
Physical Facilities	139	79.43	30	17.14	6	3.43
Reference Service	109	62.29	53	30.29	13	7.43
Average	132.13	75.50	32.75	18.71	10.13	5.79

Purpose of library visit

It is evident from Table that majority of the users (36.57%) are visiting the library for Referring periodicals. It is also evident from the table that 26.86 % of them are visiting the library to borrow the books from the library, 21.71 % of them are visiting the library to browse the Internet and 10.86% of them are visiting the library to read the documents in the library. A few of them (4.00 %) did not respond in this regard.

Average time spent in the library

It is evident from above Table that above highest number of the users (33.71%) are spending from 1-5 hours per week followed by 26.29% of them are spending 6-10 hours, 20.00 % of them are spending 11-15 hours per week, 12.00 % of them are spending 16-20 hours per week, and 8.00% of them are spending time more than 20 hours per week in the library.

The above Table reveals that a large proportion of users (81.71%) responded that they are satisfied with the reading facilities available in the library. It is also evident from the table that 14.86% of users are dissatisfied and the remaining 3.43% of them neither satisfied nor dissatisfied in this regard. A high percentage of users (69.71%) responded that they are satisfied with the latest editions of books available in the library. It is also evident from the table that 22.29% of users are dissatisfied and the remaining 8.00% of them neither satisfied nor dissatisfied in this regard.

The majority of users (81.14%) are satisfied with the number of books issued at a time while 13.14 % of them are not satisfied in this regard. Only a negligible percentage of them (5.71 %) are neither satisfied nor dissatisfied with the number of books issued at a time. Majority of the respondents (73.71%) are satisfied with the arrangements of books on shelves, 20.00 % of them are dissatisfied

and the remaining 6.29% of them are neither satisfied nor dissatisfied in this regard.

A high percentage of users (78.86%) are satisfied with the number of periodicals subscribed by the library in their subject for their course work, 13.71% of them are dissatisfied and the remaining 7.43% of them are neither satisfied nor dissatisfied in this regard. Above two-third of the respondents (77.14%) are highly satisfied with the Internet facilities, 18.29% of them are partially satisfied and the remaining 4.57% of them are neither satisfied nor dissatisfied in this regard.

The Majority of the respondents (79.73%) are satisfied with the library physical facilities, 17.14% of them are dissatisfied and the rest of them (3.43%) are neither satisfied nor dissatisfied. The table indicates that the majority of users (62.29%) are satisfied with the reference services provided by the library, the remaining 30.29% of them are dissatisfied, and 5.79% of them are neither satisfied nor dissatisfied in this regard.

A high percentage of users (75.50%) are satisfied with the average of library facilities and services, 18.71% of them are dissatisfied and the remaining 5.79% of them are neither satisfied nor dissatisfied in this regard.
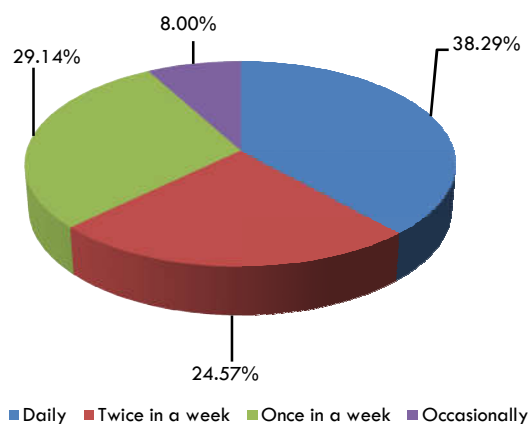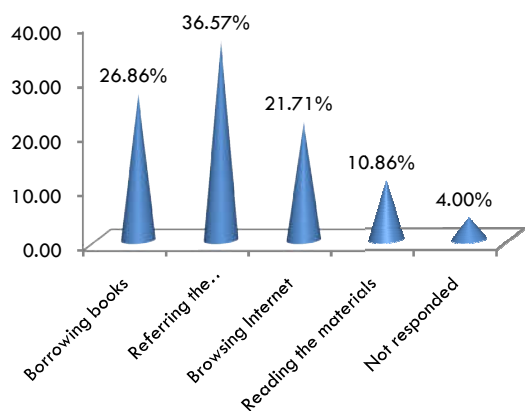

Figure1 Frequency of visit to the Library
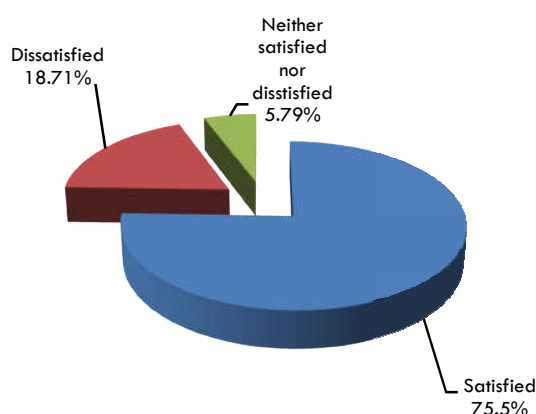
Figure 2 Purpose of visit to the Library

Figure 3

CONCLUSIONS

The present study is limited to the five branches of engineering student are basis for the study. The total population of the study consists of 1680 students. As the population is large in view of time and cost involved, a sample of 175 users was selected using stratified random sampling. Nearly one-third of users (38.29%) are visiting the library daily. It is also obvious from the table that nearly one-fourth of them (29.14%) visit the library once in a week, 24.57% of them visit the library twice in a week, and 8.00% of them occasionally visit the library.

The majority of the users (36.57%) are visiting the library for Referring periodicals. It is also evident from the table that 26.86 % of them are visiting the library to borrow the books from the library, 21.71 % of them are visiting the library to browse the Internet and 10.86% of them are visiting the library to read the documents in the library. The highest number of the users (33.71%) are spending from 1-5 hours per week followed by 26.29% of them are spending 6-10 hours, 20.00 % of them are spending

11-15 hours per week, 12.00 % of them are spending 16-20 hours per week, and 8.00% of them are spending time more than 20 hours per week in the library.

A large proportion of users (81.71%) responded that they are satisfied with the reading facilities available in the library. The high percentage of users (69.71%) responded that they are satisfied with the latest editions of books available in the library. The majority of users (81.14%) are satisfied with the number of books issued at a time while 13.14 % of them are not satisfied in this regard. Majority of the respondents (73.71%) are satisfied with the arrangements of books on shelves. A high percentage of users (78.86%) are satisfied with the number of periodicals subscribed by the library in their subject for their course work. Above two-third of the respondents (77.14%) are highly satisfied with the Internet facilities. The Majority of the respondents (79.73%) are satisfied with the library physical facilities. the majority of users (62.29%) are satisfied with the reference services provided by the library.

A high percentage of users (75.50%) are satisfied with the average of library facilities and services, 18.71% of them are dissatisfied and the remaining 5.79% of them are neither satisfied nor dissatisfied in this regard.

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