

AN ASSESSMENT OF THE USER SATISFACTION OF THE LIBRARY RESOURCES, SERVICES AND FACILITIES: A CASE STUDY

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Abstract: The purpose of this paper is to examine the user satisfaction regarding the resources, services and facilities of the Central Library, Doon University, Dehradun. The survey was carried out from 1st of May, 2016 and ended on 31st May 2016 with the objective to collect valuable feedback from the users. The present paper describes the finding of the survey including the suggestion made by the users for the improvement of the library.

Keywords: User satisfaction, Feedback analysis, User survey, Doon University.

1.0 Introduction: A University Library is considered to be the heart of the academic institution, which provides necessary resources of information and knowledge to the students, research scholars and faculty member for their academic goals. The Library uses different resources, services, and technique to fulfil the educational need of the academic community.

Singh, H., & Mahajan, P. (2015) Traditionally the work of a library remains bound in the activities like the selection, acquisition, maintenance, dissemination and preservation of the acquired resources. To fulfil the needs and requirement of the users, library procures different resources and offers various services for the better utilization of these resources. Earlier the Libraries were evaluated on the basis of the documents it accumulates, the larger the size of the resources the better is the library, but now this perception is completely changed, now a library is evaluated on the basis of the user satisfaction. The more satisfied are the users the better is the library.

Ijiekhuamhen, O. P. et.al (2015) Assessment of library services should be regarded as a management tool, applied to determine how effectively and efficiently the library is serving the needs of its users, to identify the limitations and failures of service, and to recommend ways to improve such service.

There are various technique to assess the satisfaction of the users of a Library. An assessment can be best described as a process by which assessment information is used by the Library to adjust its strategies, plan and way of activities. Assessment is a powerful process that can either optimise or inhibit learning, depending on how it's applied.

Assessment helps Libraries to gather information to:

- plan and modify their strategies and programmes for individual students, groups of students, and the users as a whole
- Know the strength of the Library and can communicate the same to users.
- identify students' learning needs in a clear and constructive way so it can be addressed

- involve students, and faculty members in library development plan.

2.0 Review of the Literature:

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. The concept of user satisfaction in the library literature likewise has evolved to include a broader focus on the users' perspective of the library. Applegate (1997) defines user satisfaction as "a personal, emotional reaction to a library service or product". Creaser, C. (2006) Satoh, Y. (2005) In order to provide better library services, it is imperative to know how users assess those services, and surveys are a common data collection instrument to investigate users' needs. Users' priorities and expectations vary, and a good library makes its best to fulfil the users' demands in order to achieve the highest level of user satisfaction., Stein, J. (2006) Qualitative research methods such as focus group, interviews prove useful tools in measuring user satisfaction. Users' detailed answers to well-designed questions provide useful feedback about their experiences regarding the services offered in libraries. This, in turn, provides a deeper understanding of the issues, which matter most to users. Qualitative data about users' perceptions help library managers make better decisions for improving the library's performance. Hasnain, M. A. & Mudhei, (2006) Research studies have been conducted to investigate user satisfaction with library services in developing countries. The main academic and research library of King Fahd University of Petroleum and Minerals in Saudi Arabia organised a study using a walk through evaluation and questionnaire survey to investigate user satisfaction. The study was based on 22 elements of performance. It recommended better use of library space respecting user privacy by rearranging the reading tables and carrels, replacement of the carpet, renovation of the toilets, new and better exit signs, an identification plan at the entrance of each library's story, improvement of AC plant to control the noise level and a need to re-evaluate the safety system. Shah, C. & Parmar (2011) Shah and Parmar¹⁵ conducted a questionnaire-based survey at Government Medical College Bhavnagar, India to examine the satisfaction of students and staff with different aspects of the library services. Findings of the study showed that the library was mostly used for reading textbooks, newspapers, magazines and journals. The users were satisfied with the library collection, circulation services, reference services, opening hours, books organisation and a physical arrangement (lighting, tables, etc.). However, they were dissatisfied with the availability of drinking water, the overall condition of the library, books, availability of foreign journals, latest information, lack of reference and popular authors' books and space in the reading room. The study recommended promoting self-directed learning of students for better use of the library. Oyelekan and Iyortsuun (2011) conducted a study on reader services in University of Agriculture library, Makurdi. The study revealed that users were satisfied with lending services, reserve materials services and bindery services. The study also showed that inter-library loan, current awareness, library orientation and photocopying services were not suitable for them. Ogbuiyi and Okpe (2013) evaluated the use of library materials and services in private universities in Nigeria. Among the objectives of the study was to investigate the degree of user's satisfaction in the library materials and perception of services. The study shows that 60% of the respondents agreed that the textbooks were adequate, 72% of the respondents agreed that the supply of newspaper in the library was regular and 59.9 % respondents accepted that the reference services was perfect

3.0 Background:

The Doon University, Dehradun was established by the Government of Uttarakhand in 2005 with the objectives to establish a world-class university dedicated to impart social and economically relevant education. The Central Library which is an integral part of the University is responsible to satisfied the educational need of students, research scholars and faculty members. To fulfil the needs, the library offers different resources and services. But it is important to assess the satisfaction level of the users to modify the strategies and know the weak areas where more focus is required. Assessment of the resources and services is an essential part of the development of a library also, it helps libraries to maximise their potential at different levels of services, raise their awareness of strengths and areas for improvement, and identify actions to be taken to improve performance.

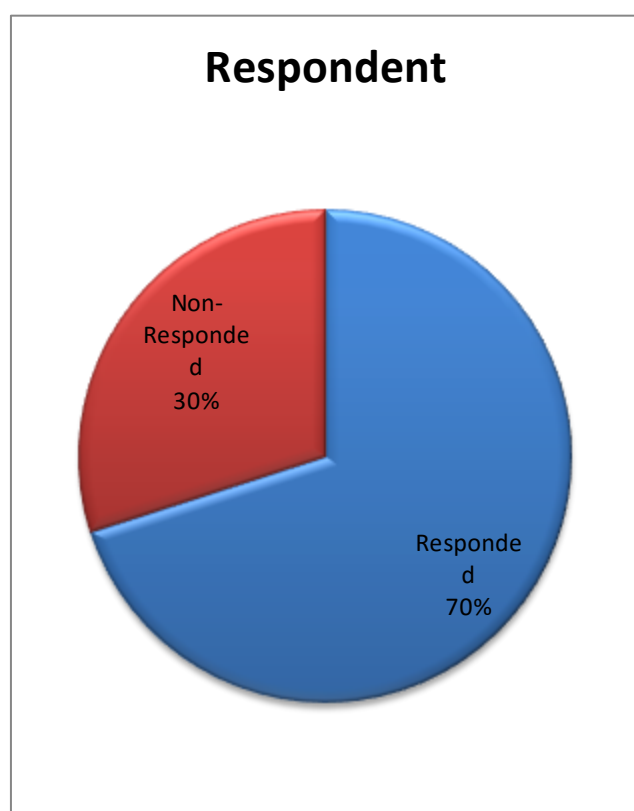
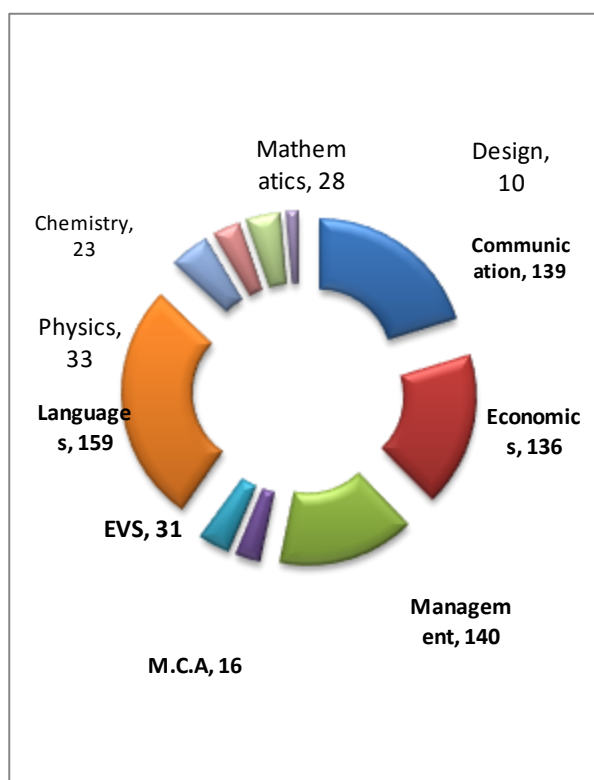
The present study assesses the user's satisfaction level with the current resources, services and facilities offer by the Central Library, Doon University, Dehradun.

4.0 Objectives of the Study:

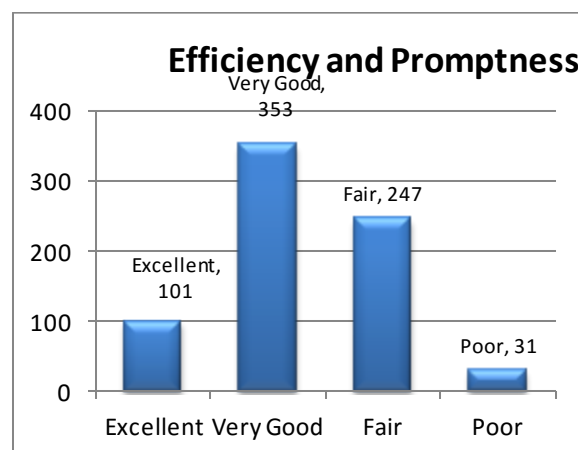
- To measure the level of user satisfaction of Library collections, resources, services, facilities, equipment and management.
- To find out the weak areas of the Library in terms of the resources, services and facilities.
- To use the data for planning and to prioritize the work of the Library.

5.0 Research Methodology:

The survey method was adopted. The data was collected through a questionnaire. The respondents UG, PG students of the different discipline of the of Doon University, Dehradun. Copies of a questionnaire were distributed and collected personally. The survey was carried out from 1st of May, 2016 and ended on 31st May 2016.

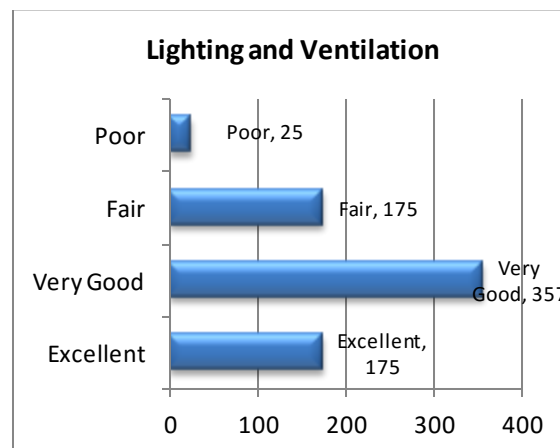
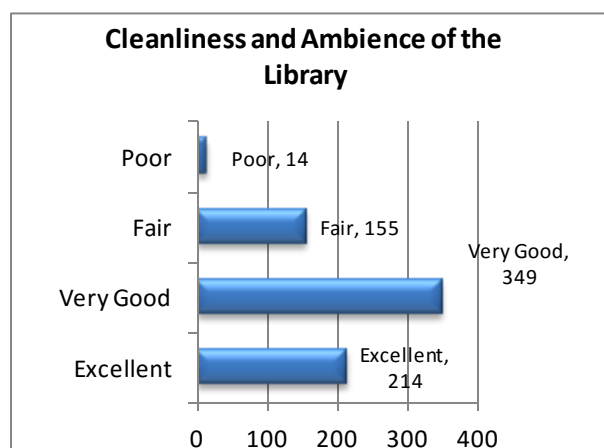
6.0 Total Respondents**Total Respondent and Non-respondent user****School wise No. of Respondent user**

The Library has distributed the questionnaire to all the 1045 students enrolled as a member of the library, in response the library has received 732 filled-in questionnaires within the stipulated time period. The % of the responded user is 70%, and non-responded is 30%. The School wise responded are SOM 140, SOE 136, SOC 139, SOD 10, DOM 28, DOC 23, DOP 33, SOL 159 SNER 31 and SOT is 16.

7.0 Question About the Staff of the Library:**8.0 Rate the Staff on the Facets: Competency and Efficiency and Promptness of Library Work.**

The Staff of the library play a very important role in any library, it is the staff on which users rely to use the library, particularly for a new user a good library staff is an advantage.

It was asked to rate the staff on the basis of competency, efficiency and promptness, the analysis of the received data revealed that the majority (45%) of the students rated the competency as very good, 33% rated as fair and 4% as poor. While asking about the Efficiency and Promptness, again the majority (48%) of users rated it as very good, 34% as fair and 14% as excellent.

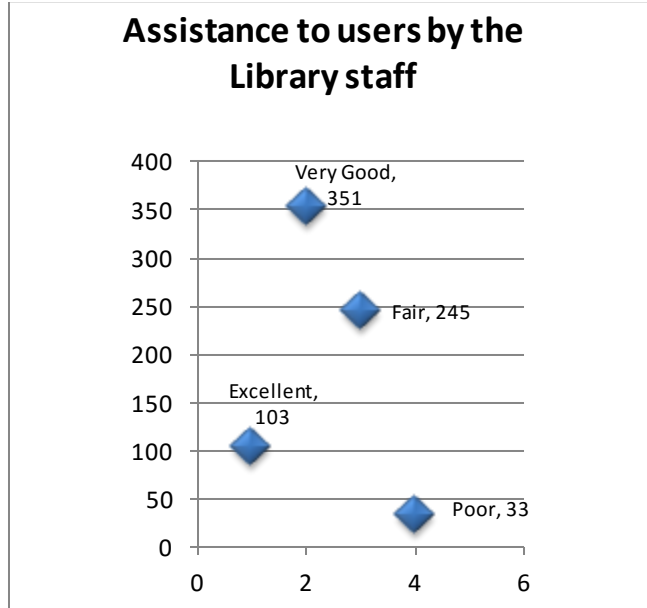
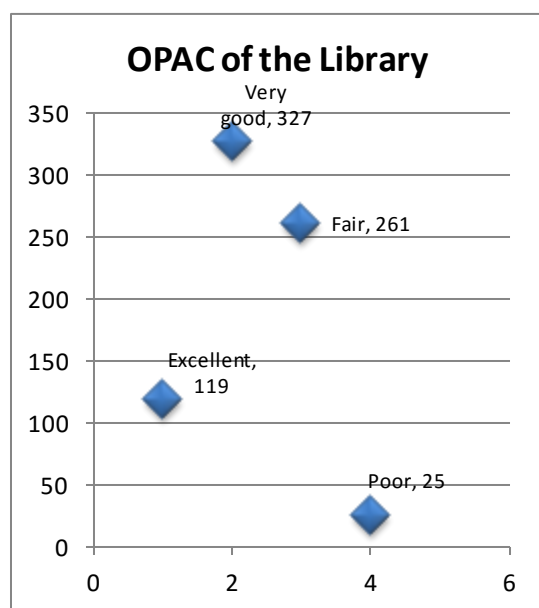
9.0 Assessment of the Environment of the Library

The Students were asked to rate the Environment of the Library in terms of Cleanliness and Ambience, Lighting & Ventilation and Equipment & Facilities of the Library; the analysis of the shows that 48% of respondents feel that the Ambience of the Library is very good, only 2% have rated it as poor. While asking about Lighting and Ventilation, 49% rated as very good and 24% as excellent and fair equally.

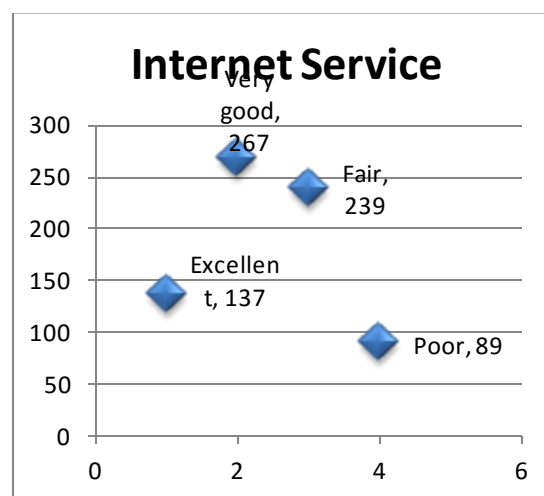
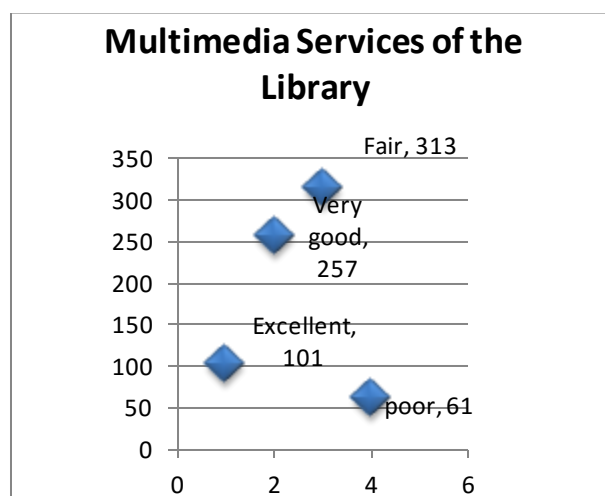


About the Equipment and Facilities in the library, the respondents are still not happy and 38% rated as fair with 7% as poor. Students indicating that non-availability of adequate computer terminals in the Library is one of the issues in terms of Equipment.

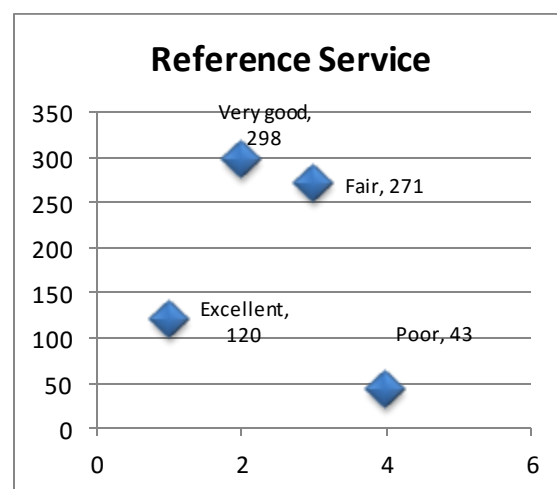
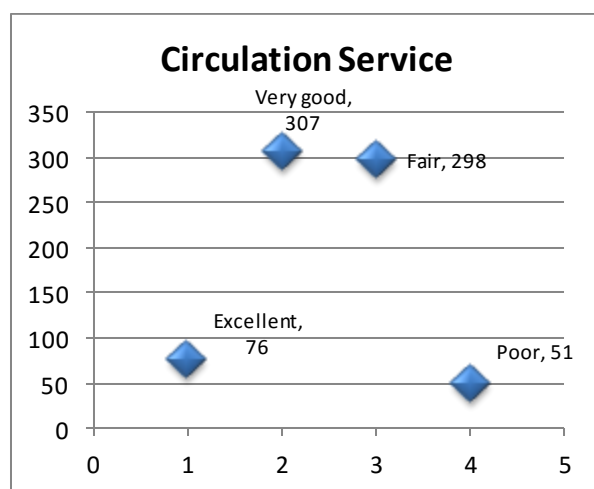
10.0 Assessment of the Services Offered by the Library:



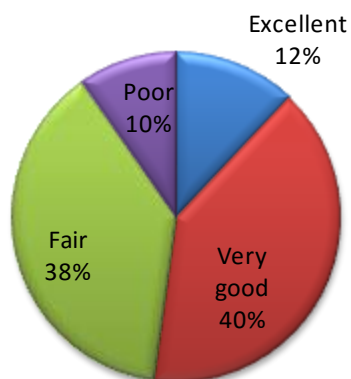
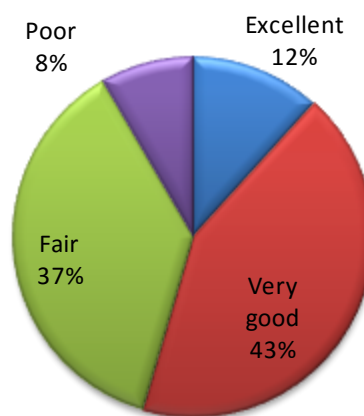
The Central library has been offering different services to the users of the library, and to know the satisfaction level of these services, we have asked the users to rate the services. The Online Public Access Catalogue (OPAC) which is one of the important service in terms of the finding the right documents, 45% of the respondent rated it as very good which is a setback, the library was thinking that more than 60 % will rate it as very good but it is not the case. 36% of the respondents have rated the OPAC as fair and about Assistance of the library staff to users, 48% of the respondent rated it as very Good while 33% rated as fair.



The data of the feedback indicated that the Multimedia service of the library failed to satisfy the users and a majority of them (43%) rated it as fair, 35% rated it as very good. The service was also rated poorly in the last year assessment and the reason was non-availability of multimedia equipment to utilize the multimedia contents available in the library. As far as Internet Service is concerned after the implementation of Wi-Fi connectivity, 36% of the respondents rated the service as very good and one-third of the respondents (33%) has rated it as fair.



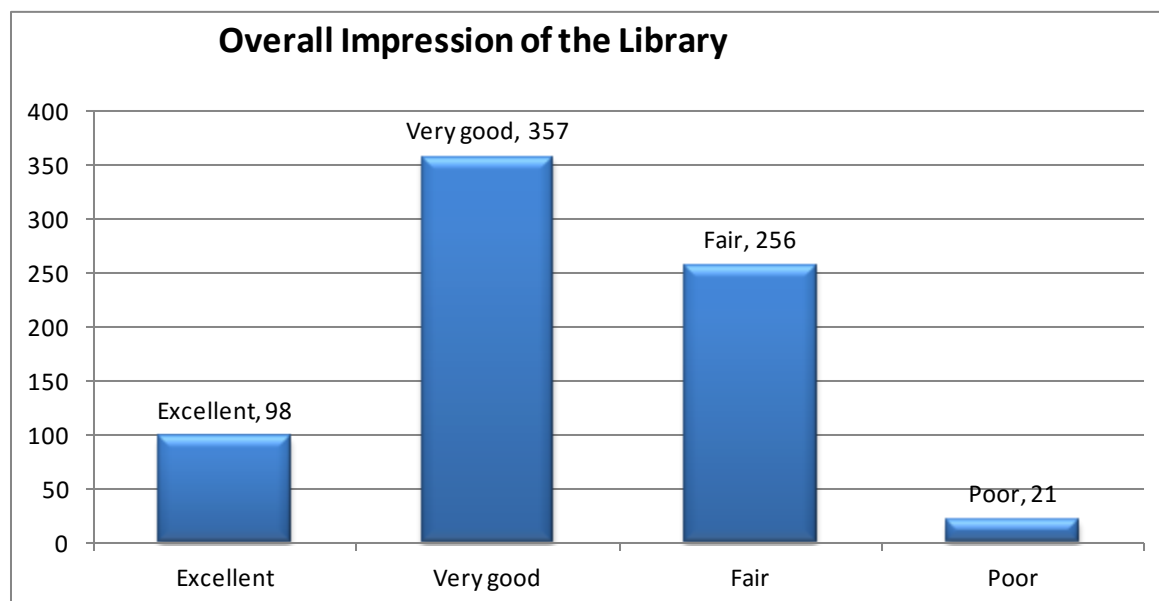
Asking about Circulation, Reference, and Periodical services, 42% of the users rated the Circulation service as very good and almost equal numbers (41%) has rated it as fair. About the Reference Service majority of the respondent (41%), rated it as very good with 37% as fair and 16% as excellent. The Periodical service of the library is also not able to satisfy a good number of users and 40% has rated the service as fair, the reason could be either they want some more or other periodicals to be included in the section or they are not aware how to utilize the periodicals.

11.0 Assessment of the Collection of the Library**Sufficiency and Availability of Library Collection****Recency/Up-datedness****12.0 Rate the Collection of the Library in Terms of Availability, Recency, Physical Condition and Variety of Books.**

The received data indicates that users are not satisfied with the Sufficiency and Availability of the Library books, and almost equal percentage of the student has rated it as very good (40%) and fair (38%). In the case of Recency majority (43%) of the respondent has rated as very good and 37% has rated as fair.

Physical Condition of Books**Variety of Books**

Asking about the Physical Condition of the Books, 52% rated as Very good, 26% as Fair and 18% as Excellent, in the question of Variety of Books 38% rated as Fair, 39% as Very Good and 7% as poor.

13.0 Overall Impression About the Library

About the Overall Impression of the Library majority of the respondent (49%) feels that it is a Very Good library, while 35% rated as fair and only 3% feel that it is a poor.

14.0 Conclusion:

The study analyzed the feedback received through the questionnaire, the study also received suggestions for the development of the library. The most common suggestion that new editions of textbooks and course books be procured so that everyone gets their own copy. Other suggestions that more computer terminals with fast internet facility should be provided, some of the students also suggested that was that library computers be given access to all websites to aid the students in their research work. The Library also needs to host photocopier and printers for students. The other suggestions are as follows:

1. Loan period should be increased.
2. Books in Hindi and in regional languages should be acquired.
3. The library should provide AC facility, especially in the study zones.
4. Computer terminals availability with multimedia equipment.
5. Fine/Overdue charges should be reduced
6. Competitive Exam books also need to be procured to aid the student in the competitive exam preparation
7. More reference books in the reference section

At the end, we can say that Singh, H., & Mahajan, P. (2015) Users assessment is one of the important activities of an academic library, the assessment provides necessary information to develop the library into a right direction. Assessment of users' needs is important for collection development, starting new services as well as improvement in the existing services. A well organized and up-to-date collections help users to find their materials and fulfil their needs. Hence, academic libraries must assess the need of their users.

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