AN EVALUATION OF USERS' SATISFACTION TOWARDS LIBRARY RESOURCES AND SERVICES IN THE BHARATI VIDYAPEETH'S COLLEGE OF ENGINEERING, DELHI

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Short Profile

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ABSTRACT:

The present study describes and evaluates the Users satisfaction towards library resources and services in Bharati Vidyapeeth's College of engineering Delhi. Today users' satisfaction has been centric theme for any service organization for the evaluation. The study has been using Survey Method. The 100 designed questionnaires were distributed among the faculty members and students' .The 88 questionnaires were received dully filled and found suitable for data analysis. The study found that majority of respondents were satisfied with the availability and uses of printed library resources like books, journals/magazines and conference proceedings and library services like circulation, reference and book-bank but the majority of respondents were dissatisfied with the electronic resources and services like e-journals, OPAC and online databases resources and services.

KEYWORDS

Users Satisfaction, Library Resources, Services, ICT, Engineering Colleges.

INTRODUCTION :

The modern society greatly depends upon information and knowledge. In the globally competitive world, the advent of information communication technology has completely changed the working culture of the modern Library. Satisfying users is one of the main motto of any library and therefore, library resources and services have become more important and key role in making users' satisfaction .The satisfaction concept has been widely used today in the Library and Information Science Research (Applegate, 1993)1.In the context of library information science, satisfaction define briefly by (D' Elia & Walsh, 1983)2 as the degree to which the library is capable to meet users demands. Therefore, users' satisfaction can be defined as highly personal sentimental and intellectual reactions of users about uses different types of resources and services provided by the library according to users' expectation, perception and needs and reactions may be in negative and positive. There is need for engineering college libraries to understand users' expectation and satisfy their information needs.

Bharati Vidyapeeth's College of Engineering (BVCOE): A Profile: The Govt. of NCT of Delhi established first Technical affiliating University with the name Guru Gobind Singh Indraprastha University (GGSIP) in 1998, with the explicit objectives of facilitating and promoting "study, research and extension work in emerging areas of engineering education in higher education". Bharati Vidyapeeth's college of engineering is one of the oldest institutions of Guru Gobind Singh Indraprastha University; established in 1999. It offers Bachelor of Technology course in the different streams of Engineering like Information Technology, Computer Science, Electronics and Communication, Electrical and Electronic Communication and Civil engineering. The BVCOE library contributes primarily to the teaching and learning resources to the users. Library has a good collection of 34,000 books with 3,243 titles and 4,300 volumes of reference books, 65 national journals, 13 international journals, IEEE journals (online), 1000 project reports and 725 CD/DVD. The library has seating capacity of 120 students. The library is use of self-developed library software for computerization.

REVIEW OF RELATED LITERATURE

The review of the related literature is the key process of any research, which helps the researcher to know about the background knowledge of a subject or a problem. The following reviews of related literature describes about evaluation of users satisfaction concept in previous studies. (Singh & Chand, 2014)3 conducted survey of 250 users in AITM, Palwal on user satisfaction of print and electronic resources, library services and facilities and found that the users mainly use the textbooks compared to other printed information resources. Users' were completely satisfied with the availability of different printed resources like Textbooks, Reference books, Magazines, Journals etc. (Halder & Chandra, 2013)4 conducted survey on library facilities provided by the engineering colleges to its users. This study highlights the different areas associated with the library services, for example, the frequency of library use, variety of library material used, quality of library documents, sources used for obtaining required information, users' satisfaction, etc. It also highlights the gaps between available library services and information demand of the users. (Barik, 2013)5 conducted survey among 72 faculty members from all the departments of Einstein Academy of Technology and Management (EATM), Bhubaneswar and to evaluate users satisfaction level about library resources and services. They found that the overall satisfaction level of faculty members towards library services is about 81.66%. The quality of services, adequacy of e-resources, and the nature of IT enabled services were comparatively good in the library. But adequacy of print resources was not satisfactory. (Gomathi & Dhanavandan, 2012)6 evaluates in

their study the user's satisfaction of government engineering college Salem and they conducted a survey on 178 users and found that most of the respondents were satisfied with the services. As (Nitecki & Hernon ,2000)7 rightly sated that conceptually, satisfaction concept of library users is related to understanding their expectations and consequently filling the gap between users' expectations and different variety of resources or services provided by the library

Objectives of the study

The objectives of this study are to examine:-

• To identify the variety of Printed and E- Resources available in the library
• To identify the most preferred services by the users
• To measure users satisfaction levels with library resources and services in the library

Research Methodology

Research Methodology is a systematical way to solve the research problem by adopting various steps. The present study has used Survey Method. The 100 designed questionnaires were distributed to users' and 88 questionnaires were received dully filled and found suitable for data analysis.

Data Analysis: The simple percentage analysis has been used for data analysis given below:

Table.1. Distribution of Questionnaires

S. No.	Users	Distribution of Questionnaire	Responses
1	Student	80	74 (92.5%)
2	Faculty	20	14 (70.70%)
	Total	100	88 (88%)

The above table shows that 100 questionnaire were distributed among faculties and students of engineering college. The highest 92.5% (74) of response rate were received from the students and 70 % (14) of responses rate were received from faculty members. The overall users' response rate was received 88 %.

Availability of different types of Printed Resources in the library

The users were asked to state about the availability and use of different type of Printed Resources in the library to meet their information needs.

Table .2.Available types of Printed Resources

S. No.	Printed Resources	Response-Yes	Response-No
1	Books	76 (86.36%)	12 (13.64%)
2	Reference Sources	64 (72.73%)	24 (27.27%)
3	Journals/Magazines	53 (60.23%)	35 (39.77%)
4	Project Reports	29 (32.95%)	59 (67.05%)
5	Conference Proceedings	52 (59.09%)	36 (40.91%)
6	Review articles	42 (47.73%)	48 (54.54%)

The table 2 presented that the majority 86.36% of users said yes that they were using the books, followed by 72.73% of users with Reference Sources, 60.23% of users with Journal/Magazines and 59.09 % of users with Conference proceedings. Whereas the majorities of 67.05 % users were not using the project reports, followed by 54.54% of users with the review articles. The result shows that highest majority of users were using Books as a core printed resources for meeting their information needs and majority of users were not using project reports.

Availability of different types of Electronics Resources in the library

The table 3 illustrates that different types of printed resources were available in the library and use to fulfill users' needs.

Table .3.Available types of Electronics Resources

S. No.	Printed Resources	Response-Yes	Response-No
1	CD/DVD	52 (59.09%)	17 (29.54%)
2	Internet	71 (80.68%)	17 (19.31%)
3	E-Books	37 (42.04%)	57 (64.77%)
4	E-journals	53 (60.22%)	35 (39.77%)
5	Consortium	24 (27.27%)	64 (72.72%)
6	Databases	21 (23.86%)	67 (76.13%)

The observation shows in the above table that highest majority 80.68 % of users were saying yes that they using the Internet as a core e-resource, 60.22 % of users agreed on E-journals, and 59.09 % of users were agreed on CD/DVD .But surprisingly, the majority 76.13% of users were saying no about Databases, followed by 72.72% with Consortium, 71.59 % of users with OPAC and 64.77 % of users with E-books. The table indicates that highest majority of users were using Internet as a core e- resources for

meeting their information needs and highest majority of users were not using databases.

Most Preferred Library Services using by Users

The users were asked to indicate the most preferred and useful service available, because the main function of any library is to provide effective services to its users. The figure 1 presents that maximum number of users 81.81% respondents preferred to circulation services, 71.59 %)of users preferred to Internet service,59.09 % of users preferred to Book bank service, 55.68%)of users preferred to reference service .whereas, the least majority 10.22% of users preferred Interlibrary loan service,17.04% of users not preferred to Printing services, 18.18% of users not preferred to Indexing abstracting service, 15.90% of users preferred to OPAC service,26.13% of users preferred to Photocopying service and 29.54% of users preferred to Current Awareness Service. It was clear that maximum numbers of users gave high priority to circulation service, Internet service, Book-Bank service and reference service whereas maximum users not preferred services like interlibrary loan service, Printing service Indexing abstracting service OPAC service, photocopying service and CAS service.
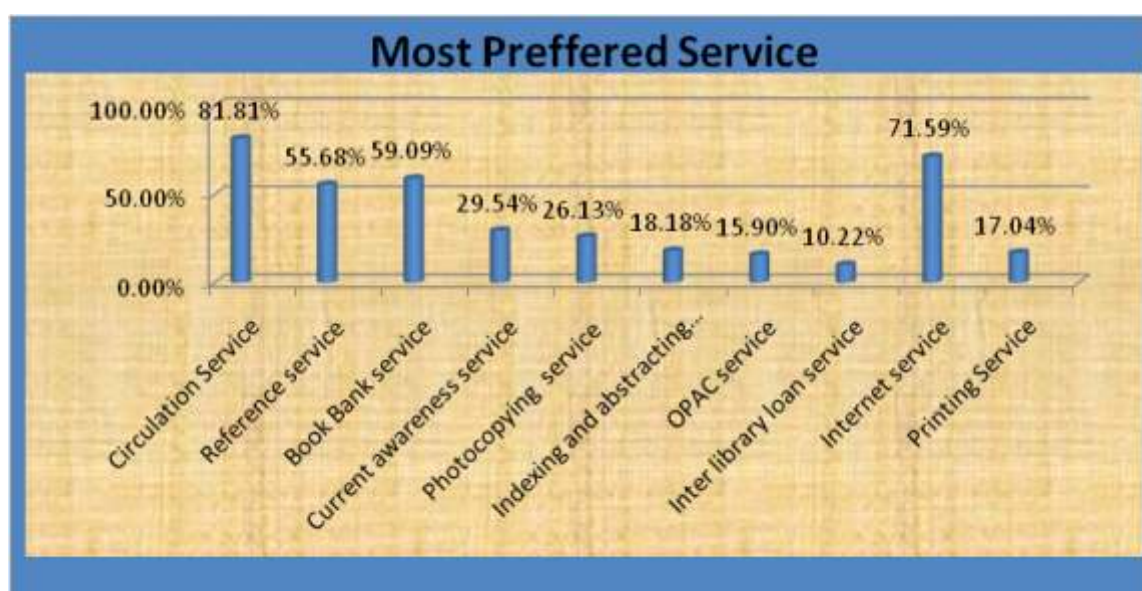

Figure: 1

Users' satisfaction level towards Printed resources

The users were asked to indicate their satisfaction levels towards different types of printed and E-resources available in the library. Five options were provided to indicate their responses (Very Satisfied, Satisfied, Partially Satisfied, Partially Dissatisfied and Dissatisfied).

Table: 4. Users' satisfaction level towards Printed Resources

S. No.	Services	Responses				
		Very Satisfied	**Satisfied**	**Partially satisfied**	**Partially dissatisfied**	**Dissatisfied**
1	**Books**	15 (17.04%)	40 (45.45)	24 (27.27%)	6 (6.81%)	3 (3.40%)
2	**Reference Sources**	34 (38.63%)	27 (30.68%)	10 (11.36%)	13 (14.77%)	4 (4.54%)
3	**Journals /magazines**	6 (6.81%)	28 (31.81%)	35 (39.77%)	10 (11.36%)	9 (10.22%)
4	**Project Reports**	4 (4.54%)	14 (15.90%)	25 (28.40%)	28 (31.81%)	17 (19.31%)

This table 5 describes that highest majority 89.76% of users were satisfied with books it as very satisfied (17.04%) or satisfied (45.45%)of respondents , partially satisfied (27.27%) and only 10.21 % of respondents perceived books as either partially dissatisfied (6.81%) or Dissatisfied (3.40%).In regarding of reference sources majority 69.31% of users perceived it as very satisfied (38.63%) or satisfied (30.68%) and only 19.21% of respondents were indicated partially satisfied (14.77%) or Dissatisfied (4.54%).Journals/magazines were found majority 78.39 % of respondents perceived it as very satisfied (6.81%) or satisfied (31.81%) or partially satisfied (39.77%) only 21.58% of users were indicated partially dissatisfied (11.36%) or dissatisfied (10.22%).But in case of Project reports surprisingly more than half users 51.12 % perceived as either partially dissatisfied (31.81%) or Dissatisfied (19.31%) . The results indicates that the majority of users were satisfied with the print resources i.e. books, reference sources and Journals but majority of users were dissatisfied with Project reports.

Users' satisfaction level towards Electronic resources

The users were asked to indicate their satisfaction levels towards different types of E-resources available in the library.

Table: 5. Users' satisfaction level towards Electronic resources

S. No.	Services	Responses				
		Very Satisfied	**Satisfied**	**Partially satisfied**	**Partially dissatisfied**	**Dissatisfied**
1	E-books	5 (5.68%)	25 (28.40%)	**19 (21.59%)**	16 (18.18%)	23 (26.14%)
2	E-Journals	4 (4.54%)	24 (27.27%)	31 **(35.22%)**	18 (20.45%)	11 (12.5%)
3	CD/DVD	3 (3.40%)	15 (17.42%)	16 (18.18%)	**18 (20.45%)**	**36 (40.90%)**
4	Databases	2 (2.27%)	11 (12.5%)	24 (27.27%)	**12 (13.63%)**	**38 (43.18%)**

This table 6 describes that majority 55.67 % of users were satisfied with E-books it as very satisfied (5.68%) or satisfied (28.40%)of respondents , partially satisfied (21.59%) and good number of users 44.32 % indicated E- books as either partially dissatisfied (18.18%) or Dissatisfied (26.14 %).About

E-Journals majority 67.03 % of users indicated it as very satisfied (4.54%) or satisfied (27.27%) , partially satisfied (35.22%) ,only 32.97% of users were indicated partially dissatisfied (20.45%) or Dissatisfied (12.5%). But surprisingly about the CD/DVD majority 61.35 % of respondents were dissatisfied perceived it as partially dissatisfied (20.45%) or dissatisfied (40.90 %) or partially satisfied (39.77%) only 21.58% of users were indicated partially dissatisfied (40.90%) or dissatisfied (10.22%) and also about databases more than half majority of users 56.81 % perceived as either partially dissatisfied (13.63%) or Dissatisfied (43.18 %) . The results of table indicate that the majority of users were satisfied with the E-books and E-journals but the majority of users were dissatisfied with CD/DVD and databases. The results of above table indicated that users were not aware about the use and value of these resources. Being an information provider the college library must be educating the users about the use and value of these resources.

Table.6.Users Satisfaction Levels with Library services

S. No.	Services	Responses				
		Very Satisfied	Satisfied	Partially satisfied	Partially dissatisfied	Dissatisfied
1	Circulations	13 (14.77%)	35 (39.77%)	12 (13.63%)	18 (20.45%)	10 (11.36%)
2	Book Bank	13 (14.77%)	35 (39.77%)	16 (20.45%)	5 (5.68%)	17 (19.31%)
3	Newspaper clipping	9 (10.22%)	21 (23.86%)	19 (21.59%)	14 (15.90%)	23 (26.23%)
4	Inter library Loan	2 (2.27%)	12 (13.63%)	17 (20.45%)	16 (18.18%)	41 (46.59%)
5	CAS	7 (7.95%)	27 (30.68%)	22 (25%)	12 (13.63%)	21 (23.86%)
6	Internet	9 (10.22%)	36 (40.90%)	24 (27.27%)	12 (13.63%)	7 (7.95%)
7	Library OPAC	2 (2.27%)	12 (13.63%)	25 (28.40%)	26 (29.54%)	23 (26.13%)
8	Photocopying	5 (5.68%)	13 (14.77%)	20 (22.72%)	21 (23.86%)	29 (32.95%)

The above table illustrates that majority of users 68.17% were satisfied (very satisfied, satisfied partially satisfied) with reference service and 31.83% users were dissatisfied (partially dissatisfied). A majority 74.99 % of users satisfied with book bank service and 25.01% of users dissatisfied, about Newspaper clipping more than half 55.67 % of users satisfied and a good number 44.33% of users dissatisfied,63.63% of users satisfied with CAS service and 36.37% of users dissatisfied and regarding Internet service maximum majority 78.39 % of users satisfied and only 21.61% of users dissatisfied .It is interesting that about other services like Interlibrary loan service majority 63.65 % of users were dissatisfied and 36.35% of users satisfied , about OPAC service 55.7 % of users were dissatisfied and 44.3% of users satisfied and in regarding Photocopying services 56.83 % of users dissatisfied and 43.17 % of users satisfied . The results indicated that users were satisfied with only popular services like circulation, reference, book-bank, internet, news paper clipping and CAS services as compared to other services like Interlibrary loan ,Indexing abstracting ,OPAC ,photocopying and printing services. Therefore, it is required that the college library must be improved these services to provides their users.

FINDINGS:

The following major findings are as:

1. The result shows that highest majority of users were using Books as core printed resources for meeting their information needs and majority of users were not using Project Reports.
2. The result shows that maximum users most preferred to circulation service, whereas maximum users not preferred interlibrary loan service.
3. The majority of respondents were satisfied with using the printed library resources such as books, reference sources, and journals.
4. The majority of users were dissatisfied with the e-resources and services like consortium, OPAC, databases, inter library loan, photocopying services. It also indicates that library does not provide SDI and indexing/abstracting services to the user.
5. The results indicated that majority of users were satisfied with only popular services like circulation, reference, book-bank, internet, news paper clipping and CAS services as compared to other services like Interlibrary loan ,Indexing abstracting ,OPAC ,photocopying and printing services.

SUGGESTIONS:

The users' suggestions are as follows:

 The majority of respondents have recommended that for the library should provide more text books with latest editions on various subject specified by GGSIP University and there should be a provision to recommend books to the library on students demands and number of text books should be increased.
2. The some students gave comments about internet browsing and number of computers should be increased because these are very limited and students should allow downloading data from internet into personal storage devices as library does not support printing services.
3. The some students have suggested that CD/DVD should be allowed to access and also suggested that cabinet of CPU's should not be locked.
4. The few students were made comments about library staff behavior and cooperation. They suggested that the library staff should be cooperative and respect the students.
5. The few students want more space for library with increasing seating capacity .The library should be divided into different section and should be noise proof.

CONCLUSIONS:

The emergence of marketing concepts highlighting, users satisfaction, advent of ICT, multidisciplinary demands of users, increasing competition and lack of finance have completely changed the working culture. The library must change its strategy towards resources and services according to users' satisfaction. Every library has prime concern to provide quality resources to satisfy their users need and services. Because library resources and services has been playing very crucial role in the formation of users satisfaction. Although BVCOE library has good collection of printed and electronic resources and library has very good infrastructure, but library should focuses on to improve usages of electronic and ICT based resources like E-journals, consortium, databases and OPAC. The library would provide Inter loan Library services, Indexing and abstracting services, printing and photocopying services to the users which are very important for research work and faculty users .The above study will help in decision making and

for improving library resources and services to satisfying users.

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