



USER SATISFACTION ON LIBRARY RESOURCES AND SERVICES IN RAJARAJESWARI MEDICAL COLLEGE AND HOSPITAL CENTRAL LIBRARY, BANGALORE: A CASE STUDY

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ABSTRACT

The study was conducted to know the user satisfaction of Rajarajeswari Medical College and Hospital Students and Faculty: a case study of Library and Information Science Centre of RRMCH Bangalore. Questionnaire was the main tool for collecting data. 250 copies of questionnaire were distributed to users, 210 were received from the respondents. The overall response was 84.00% Users of different disciplines regarding library resources and services of the library.

Mission

The Medical Library and Information Services centre support patient care, education and research activities of Rajarajeswari Medical College and Hospital by providing quality cost effective resources and services that develop the mission and vision of the Medical centre community, including clinicians, staff, patients and family members.

Scope of the study

The study is limited to Rajarajeswari Medical College and Hospital Central Library and Information Centre Bangalore, Library and its Users (Students and Faculties.)

KEYWORDS: DELNET, HELINET, USMLE, DNB, Library Services, Library resources, OPAC.

INTRODUCTION:

Users the most important components of information system which is intended to satisfy the information needs since user satisfaction his needs of users. According to S.R. Ranganathan's most notable contributions to the field were his five laws of library science. The fifth law says "The library is a growing organism" so that library and

information science professionals are know the information seeking of library users. It helps to build the library collection and also to know the satisfaction of users with regard to physical facilities of the library and to take the suggestion from the users for improving the exciting service and also for introducing the new services. Libraries are constantly expanding resources and developing new programs and procedures to meet the various information requirement of the users so the library must therefore be at least change from the time to time changes demand planning, a scientific planning, is dependent upon proper evaluation of the present and accurate forecast of the foreseeable future information explosion.



Profile of the Rajarajeswari Medical College and Hospital, Bangalore

Library have 21,690 Volumes with 4,636 Titles, Including Book Bank, hand books, yearbooks, standards, dictionaries, Encyclopedias, Journals and back Volumes WHO Publications and Reports. Current Annual Library Budget is Rs. 95 Lakhs. Library have base area 44,000 sqmts. And also like Acquisition section, Catalogue section, Reference section, Periodicals Section, Digital Library. And planned with audio visual room, with Smart Class room and having 450 users can use a library at a time. The digital library provides access the e-resources anything related to the users area of study and research. As result of the tie-up with HELINET Consortium. Access to Pub Med, Science direct, oxford University Press, British Medical Journal, Nature Publishing, Bentham Science Publishing and Annual Review Publishing Resource are Available. The Library Presently subscribing to 86 National 83 International Health Science Print Journals. Open Access is provide to the library holdings and the books are organized subject wise for easy access and quick retrieval. Books are classified according to NLM (National Library Medicine Classification U.S.) and catalogued as per AACR2 format. New books before sending to shelves are first displayed in the "New arrivals" Sections for 15 to 30 days and processed afterwards for the usage by student and staff. Library receives 169 numbers of Health Science Journals and arranged area wise in the periodical Sections. And also latest catalogue received from various reputed publishers and new release of books and other information is displayed on the notice boards for information of users and to indicate the requirements/additions. Library receives 9 English, 7 Kannada and 1 Hindi Newspapers and 20 Magazines, which are displayed in the reading room. Reprographic Service is provided in the library. And Inter Library Loan service through DELNET (Developing Library Network) and Library automating services and activities through NewGenLib Library Management software Package which give search facility reservation facility among other things for users. Bar coding of the documents is done and the book will be issued through RFID KIOSK.

OBJECTIVES OF THE STUDY

- To find out the information seeking of library users
- To find out the reason of visit to the library
- To access the satisfaction users with book lending service, reference service and photocopy service.
- To know the satisfaction of users with regard to physical facilities of the library.
- To obtain the implication from the users for improving the existing service and also for introducing the new services of the library.

METHODOLOGY

In the present research an attempt is made select random sampling method the total number of users in Rajarajeswari medical college and hospital central library is 3100 (Students, Faculties and Staff.) The investigator has circulated 250 questionnaires in order to bring out response on the use of library resource and services 210 respondents have returned dully field in questionnaires and this account for 84.00% after collecting data required for the study the data was analyzed and interpreted in the form of tables.

REVIEW OF LITERATURE

Dr. Mukesh Saikia & Mr. Anjan Gohain, (2013) this study is an investigation of use of library resources, user's satisfaction of library resources and services and information seeking behavior of students and research scholars of Tezpur University. P. Gomathi & S.Dhanavandan (2012) this study has been evaluating the user's satisfaction of government engineering college Salem. In this study most of the respondents satisfied with the services. Dr. Sadu Ranganadham & Dr. K.Surendra Babu (2013) the study was conducted a user satisfaction of engineering college faculty and students: a case study of library and information centre of B.M.S. College of engineering, Bangalore. Ezeala, Lily Oluebube & Yusuff, Eunice Olufunmilola (2011) the article looks at National Agricultural Research Institutes (NARIs) in Nigeria as of 2011, focusing on the adequacy and use of their library resources. It discusses the importance of the country's 14 NARIs in supporting the development of its agricultural sector.

LIBRARY SERVICES:

- + Circulation Services
- + OPAC Service/Web OPAC
- + Orientation Programme for fresher
- + Faculty Publications Database
- + Training & Demo on E-Resources retrieval
- + Content Page Alert service on Current Journals
- + Current Awareness Services of newly acquired books & other resources
- + Reference/ Information Service
- + Reservation of Books Service
- + Reprographic Services
- + Inter Library Loan Services (DELNET)
- + E-News Services
- + Book Bank facilities
- + Bibliographic Services
- + Electronic Information Services (HELINET)
- E-Journals -303
- E-Books -2343
- Videos- 2258
- Dissertations
- Online Search

Data Analysis and Interpretation

Table 1: Frequency of Library and Information Centre Visit.

Sl.No	Frequency	Number	Percentage
1	Daily	98	46.66
2	Twice/threes in a week	44	20.95
3	Once in a week	31	14.76
4	Monthly	24	11.42
5	Occasionally	13	6.19

It is evident from the table-1 that a high percentage of respondents 46.66% are visited library daily, it is also evident from that 20.95% are more than twice/threes in a week 14.76% are once in a week, 11.42% monthly, 6.19 of respondents occasionally visited Library and Information Centre.

Table 2: Purpose of visit to Library and Information Centre.

Sl.No	Purpose	Number	Percentage
1	To Study	112	53.33
2	To Borrow Books	60	28.57
3	To Refer Thesis and Dissertation	23	10.95
4	To Research Purpose	8	3.80
5	To take Photo Copy	7	3.33

It is observed from the table-2 that 53.33% of the respondents to study purpose visited Library Information Centre followed by to brow books 28.57%, to refer to thesis and dissertation 10.95% percentage and remaining 3.80% and 3.33% are for visited to research purpose and to take photo copy facility of Library and Information Centre service.

Table 3: Satisfaction with Present Collection of the Library and Information Centre

A question has been posed to the respondents to know their satisfaction with regard to the present collection of the Library and Information Centre the reply given by them are shown in the Table-3.

Sl. No	Reply	Number	Percentage
1	Satisfied	196	93.33
2	Not satisfied	14	6.67
	Total	210	

It is noticed from the table-3 that 93.33% of the respondents are satisfied with present collection of the Library and Information Centre and remaining 6.67% of the respondents are not satisfied with present collection.

Table 4: Provision of Library and Information Centre Services

A question has been asked to the respondents on the Library and Information Centre services like Lending service, Reference, CAS, SDI, Inter Library Loan, and Newspaper Clipping Service and Library Orientation Programme the replies given by them are shown the table.

Sl. No	Provision	Total Respondent	Response by Type	
			Number	Percentage
1	Lending service	210	200	95.23
2	Reference Service	210	205	97.61
3	Current Awareness Services	210	162	77.14
4	SDI Service	210	148	70.47
5	Inter Library Loan	210	153	72.85
6	Newspaper Clipping Service	210	86	40.95
7	Library Orientation Programme	210	72	34.28

The above table-4 shows that 97.61% of the respondents were agreed that the Library and Information Centre is providing reference services. And followed by Lending service 95.23%, CAS is 77.14%, Inter Library Loan service 72.85%, SDI is 70.47%, News paper clipping service 40.95% and remaining Library Orientation Programme 34.28%.

Table 5: Physical Facilities of the Library and Information Centre

A question has been asked to the respondents to know the satisfaction with regarding to the physical facilities of the Library and Information Centre the replies given by them are shown in the table.

Sl.No	Physical Facilities	Total Respondents	Response by Type	
			Number	Percentage
1	Maintenance of Library	210	209	99.52
2	Ventilation in the library	210	210	100
3	Furniture	210	210	100
4	Reading Room Facility	210	203	96.66

It is evident from table shows table-5 that 100% of the respondents are satisfied with ventilation and furniture facilities of the Library and Information Centre 99.52% for Maintenance of Library Facilities and followed by 96.66 for reading Room facility services.

Table 6: Library Automation

A question has been posed to the respondents whether the library services are automated the replies given by them are shown in the table.

SLNo	Reply	Number	Percentage
1	Yes	193	91.90
2	No	17	8.10
	Total	210	100

In the above table-6 it has been observed that 91.90% of the respondents were satisfied with regards to the Library automation and remaining 8.10% not satisfied in the regards of Library automation.

Table 7: Library Resources

Sl. No	Library Resources	Yes	No	No Response	Total
1	Text Book	186	20	4	88.57
2	Reference Sources	195	10	5	92.85
3	Back Vol.	130	10	70	61.90
4	Project/ Thesis	140	20	50	66.66
5	Online Journals	162	12	36	77.14
6	CD/DVD	110	40	60	19.04

Above table-7 shows the different types of resources used by the students and Research scholars. It is observed in the table that maximum number of students users with 92.85% used reference sources to meet there information needs followed by the use of text books 88.57% and Online journals with 77.14%, 66.66% Project/Thesis and remaining out of six library resources the responds of the use of other resources was indicated has Back Volumes 61.90% and 19.04 % of CD/DVD are used has library resources to full fill their information needs.

Table 8: Satisfaction with overall Facilities and Services

SLNo	Satisfaction	Number	Percentage
1	Satisfied	183	87.15
2	Neither Satisfied nor dissatisfied	20	9.52
3	Dissatisfied	7	3.33
	Total	210	100

MAJOR FINDINGS OF THE STUDY

- 1.A high percentage of respondents 46.66% are visit library daily.
- 2.Most of the 53.33% are their visit to library for the purpose of studying.
- 3.More number of respondents 93.33% is satisfied with present collection of the library.
- 4.All of the respondents were agreed that the library is providing reference service.
- 5.Almost of all respondents 99.04% of are satisfied with physical facilities of the library.
- 6.Majority of the respondents 91.90% are satisfied with regarding library automation.
- 7.Majority of the respondents 92.85% used reference source to full fill their information needs.
- 8.Most of the respondents 87.15% were satisfied with the overall facilities and services in Library and information centre of RRMCH Bangalore.

SUGGESTIONS

- 1.The respondents were advised to procuring new arrivals of books and journals with new edition instead of old edition and books for preparing for Post graduate entrance exam books (AIIMS, NEET, DNB and USMLE.) and other competitive examination books to the library and information centre.
- 2.The respondents were advice to open Library and Information Centre 24/7 timings.
- 3.The Library authorities are advised to provide speed of internet facility in the library.
- 4.The respondents were advice to increase the number of days from 15 to 20 days for lending books.

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