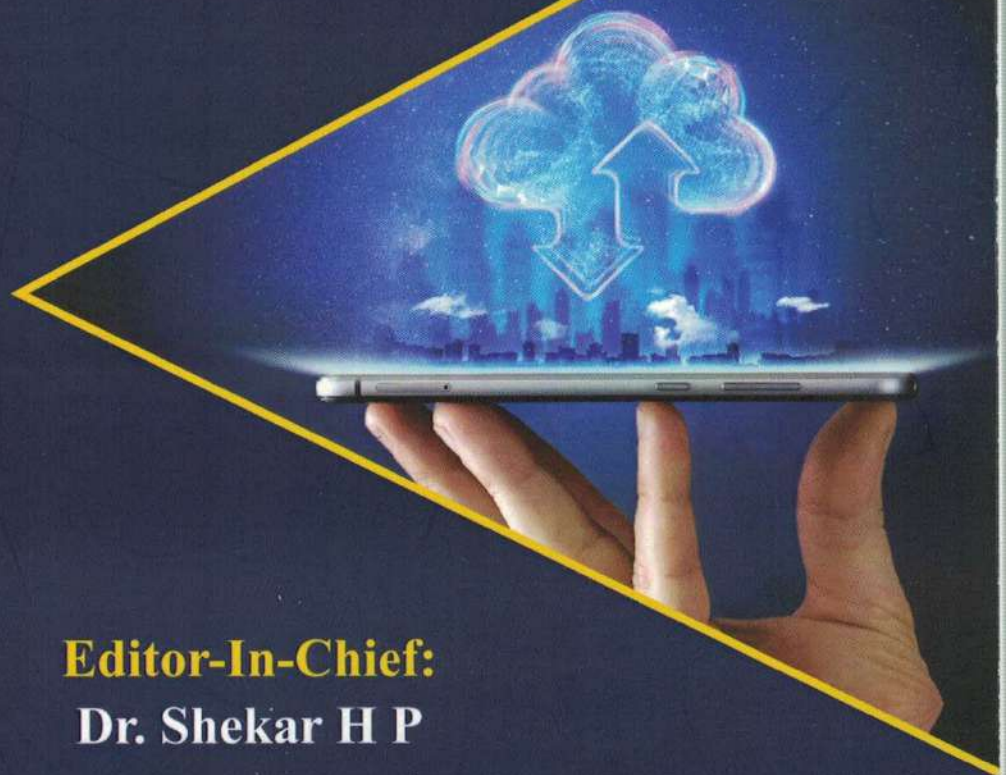


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Chapter 45. User Satisfaction with Library Resources, Services and Facilities: A Case Study

▪ ***Rekha H R, Swapna C & Manjula P***

Abstract:

Users of an academic library are the most vital component and user satisfaction has been recognized as important criteria to measure library performance. An attempt has been made to know the level of satisfaction of users of Government First Grade College for Women, Vijayanagara, Mysore with the resources, services and facilities of the library during the academic year 2022-2023. 200 questionnaires were distributed among the students to collect data. The study found that, the library and information center has achieved its goal in fulfilling information needs through print resources but library has to put more effort to encourage its user to use e-resources and services by organizing user education through orientation or special lecture or talks.

Keywords: *User Satisfaction, Library Resources & Services, Library Users, Collage Library*

Introduction

Academic libraries have always been supporting its parent institution to uphold the vision, mission and value and to meet the educational needs of its users. With the emergence of ICT on the education, information need and the method of accessing information by the students has been changed. Academic libraries are putting their effort to acclimatize efficiently with the changing needs of its users. As a central facility of its parental institution Academic libraries play a major role in obtaining better accreditation for its institute. Hence, evaluation of the use of library, its resources and services is an important component and integral part of librarian's duty. Conducting a regular user survey is one of the method libraries opted to know the information needs of its users, self-evaluation will help libraries to adopt new tools and technology of ICT to strengthen its service and enhance its efficiency.

Government First Grade College for Women

The Government First Grade College for Women was established in the academic year 2005-2006, it has been an important contributor to the development of education for Women with the motive of making them to become productive and responsible global citizens. The college had its humble beginning with strength of 45 students. Initially the College introduced Arts stream and gradually, branched off into Commerce & Management as also Science Course. Today it is considered as one of the RUSA (Rashtriya Uchchathara Shikshana Abhiyan) funded & ICT enabled class rooms of government institutions in Mysore with all the infrastructure.

Library Services and facilities

The college has a Library and Information centre with a collection of 20,778 books, 17 journals and 07 magazines, 08 News Paper, the library and information Centre has subscribed to N-List, e-ShodhSindhu through UGC-INFONET Digital Library Consortium and National Digital Library. Library has access to more than 6,000 journals, 1,99,500 e-books under N-LIST and 6,00,000 e-books through NDL.

Review of literature

G.Veena et al. (2016) conducted a survey to know the level of satisfaction of the users. The study shows 59.0% of students of SDM College, Ujire visit the library. The level of satisfaction of the library collection is as high as 70.0%. More than 50% of the respondents considered circulation services as excellent in the library. The study suggests that libraries should carry out such kind of user satisfaction survey at regular intervals in order to know the users information need and information seeking behavior.

Verma and Laltanmawii (2016) selected U.G. students of Government Hrangbana Collage, Aizawl for their study to know their academic information needs. More than 60% of the students prefer print medium for their academic need. More than 70% of the respondents were satisfied with the reading space of library and 64% of the students are highly satisfied with OPAC service. The study suggested that in order to maximize the usage of library resources every library should build up their collection

keeping in mind of users' needs and should design library service accordingly with changing information environment.

Saikia and Gohain (2013) investigated on use of library resources, user's satisfaction in library resources and services and information seeking behaviors of the students and research scholars of Tezpur University. The study suggested that user guidance is necessary to help library users to meet their information needs and make users aware of the available library resources and services.

Suresha (2016) in their study examined and analyse the users' satisfaction with library resources and services among the faculty members and students of St. Claret Degree College, Bangalore. The study result shows that a large number of respondents were satisfied with library resources and services. They suggested the library to organize User Awareness Programme/ Orientation Programme regularly.

Singh and Kuri (2017) suggested that IIT library should develop an intranet search facility to assist user to use intranet based information and further suggested that Library should enhance the e-book collection and other e-resources collection to fulfill the information needs of the users.

Arumugam... et al (2019) conducted a survey to assess user's satisfaction with library resources and services in polytechnic college libraries in Coimbatore district. The study found that 53.8% of the users visit the library every day and 73.8% respondents are satisfied with the overall facilities and services in the library. The study suggested library should conduct orientation programme for users of the library.

Objective of the Study:

1. To find out the purpose of visiting library by the users.
2. To know the level of satisfaction of users towards library resources and services and facilities.

Methodology:

To meet the objectives sample survey method was used for this study. A structured questionnaire was prepared and randomly distributed among 400 students out of which 200 filled questionnaires were received. Based on the survey results data were analyzed and tabulated.

Scope and Limitation of the Study:

The present study is based on the survey on the Government First Grade Collage for Women Library. The study is limited to the Government First Grade College for Women, Vijayanagara, Mysore and for the academic year 2022-23 only.

Data Analysis and Interpretation:

The collected data through questionnaire were classified and tabulated as below.

- **Category wise distribution of respondents:**

Sl. No.	Category	No. of Respondents	Percentage
1	1st year	26	13%
2	2nd year	116	58%
3	3rd year	58	29%
Total		200	100%

Table 1: Category wise distribution of respondents:

The above table depicts that out of 200 respondents majority of the respondents are 2nd year students (58%). 3rd year respondents are 29% and 1st year are 13%.

- **Subject wise distribution of respondents**

Sl. No.	Category	No. of Respondents	Percentage
1	B A	38	19%
2	B Sc	96	48%
3	B Com	66	33%
Total		200	100%

Table 2: Subject wise distribution of respondents

The table 2 shows that majority of the respondents are from B. Sc. (48%), followed by B. Com (33%) students and 19% of the respondents are from B A.

• **Frequency of visiting the library**

Sl. No.	Category	No. of Respondents	Percentage
1	Every day	58	29%
2	Once in a week	132	66%
3	Once in a month	8	4%
4	Occasionally	2	1%
Total		200	100%

Table 3: Frequency of visiting the library

This table indicates that 29% of the respondents visit library every day and majority of the respondents i.e. 66% of them visit library once in a week. 4% of the respondents visit once in a month and only 2 respondents visit occasionally.

• **Purpose of Visiting Library**

Sl. No.	Purpose N= 200	No. of Respondents	Percentage
1	To borrow books	72	36%
2	To read newspaper and magazines	60	30%
3	To access back volume	14	7%
4	To access print periodicals	2	1%
5	To access Reference sources	74	37%
6	For general reading	55	27.5%
7	To spend leisure time	23	11.5%

Table 4: Purpose of Visiting Library

The above table illustrates that majority of the respondents visit library to access reference sources (37%) and to borrow books (36%). 60 (30%) respondents visit library to read newspaper and magazine and 55 (27.5%) visit for general reading. It is observed from the table that only 2 respondents come to library to access print periodicals.

• **Level of Satisfaction in Library Resources**

Sl. No.	Library Resources.	Satisfied	Moderately satisfied	Not satisfied	Total
1	General books	107 (53.50%)	86 (43%)	7 (3.50%)	200
2	Text books	75 (37.50%)	116 (58%)	9 (4.50%)	200
3	Reference books	154 (77%)	39 (19.50%)	7 (3.50%)	200
4	Competitive exam books	96 (48%)	91 (45.50%)	13 (6.50%)	200
5	Current journals/ magazines/newspapers	153 (76.50%)	36 (18%)	11 (5.50%)	200
6	CD/ DVD etc.	80 (40%)	95 (47.50%)	25 (12.50%)	200

Table 5: Level of Satisfaction in Library Resources

It is observed from the above table that highest number of respondents opined that among their college library resources, they are satisfied with the reference book and current journals/ magazine periodicals (77.00% and 76.50%). 58% of respondents are moderately satisfied with the Textbook available in library. 53.50% of respondents opined that they are satisfied with the General books collection in the library. out of 200 respondents 48% of them are satisfied with the competitive exam books and 47.50 % of the respondents are moderately satisfied with the CD/DVD collection in the library. It is observed from the table that a very minimal number of respondents are not satisfied with the library resources.

• **Level of Satisfaction in Library Services**

Library Services	Excellent	Good	Average	Poor	Total (N=200)
Circulation Service	110 (55 %)	82 (41%)	4 (2%)	4 (2%)	200
Reference service	88 (44%)	78 (39%)	18 (9%)	16 (8%)	200
Bibliography service	44 (22%)	146 (73%)	10 (5%)	0	200
Newspaper clipping	118 (59%)	80 (40%)	2 (1%)	0	200
Book bank service	98 (49%)	68 (34%)	25 (12.50%)	9 (4.5%)	200
Question bank service	97 (48.50 %)	82 (41%)	14 (7%)	7 (3.5%)	200
Orientation Programme for fresher	89 (44.50 %)	81 (40.50%)	19 (9.50%)	11 (5.5%)	200

Table 6: Level of Satisfaction in Library Services

The above table depicts that out of 200 respondents' majority 110 (55%) & 88 (44%) of them have opined that circulation service and Reference service rendered by the library is excellent, 146 (73%) respondents opined that Bibliographic service rendered is good. Though 98 (49%) of the respondents opined that book bank service is good, 25 (12.50%) have opined the service is average. 97 (48.50%) of the respondents have opined that question bank service rendered by library is excellent and 89 (44.50%) of the respondents said that Orientation programme for fresher is excellent.

• **Level of Satisfaction in Library Facilities**

SL No.	Library Facilities	Satisfied	Moderately Satisfied	Not satisfied	Total (N=200)
1	Library timings	69 (34.50%)	116 (58%)	15 (7.50%)	200
2	Space for reading	56 (28%)	133 (66.50%)	11 (5.50%)	200
3	Lighting and Ventilation	110 (55%)	83 (41.50%)	7 (3.50%)	200
4	Equipment	44	148	8	200

		(22%)	(74%)	(4%)	
5	Communication with staff	98 (49%)	92 (46%)	10 (5%)	200

Table 7: Level of Satisfaction in Library Facilities

The above table indicates that 116 (58%) of the respondents are moderately satisfied with the library timings and 69 (34.50%) of them opined that they are satisfied with the library timings. 133 respondents i.e. 66.50% are moderately satisfied with the space for reading provided by the library. 110 (55%) of the respondents opined that they are satisfied with the Light and ventilation of the library only 7 (3.50%) of them are not satisfied with the Lighting and Ventilation facility. 148 respondents are moderately satisfied with the Equipments provided by the library. 98 (49%) of them opined that they are satisfied with the communication skills of library staff.

• **Use of E-resources for academic purpose**

Sl. No.	Resources	Using	Not using
1	E-question paper	78 (39%)	122 (61%)
2	N-List	97 (48.50%)	103 (51.50%)
3	E-newspaper clippings	33 (16.50%)	167 (83.50%)
4	Search engines	158 (79%)	42 (21%)
5	Social networking sites	58 (29%)	142 (71%)
6	Online public access catalogue (OPAC)	86 (43%)	114 (57%)
7	National Digital Library	76 (38%)	124 (62%)

Table 8: Use of E-resources for academic purpose

The above table shows that out of 200 respondent's majority of the respondents do not prefer e resources services provided by the library. 78 (39%) of them opined that they are using of E-question paper services 122 (61%) respondents are not using. 97 (48.50%) of them are using N-List services. 167 (83.50%) of the respondents are not using E-newspaper clipping service. Majority of the respondents 158 (79%) opined that they are using search engines and only 58 (29%) of them use social networking sites for academic purpose. 114 (57%) respondents are not using OPAC

only 86 (43%) are using OPAC. Majority of the respondents 124 (62%) are using National Digital Library for their academic purpose.

Findings:

- ✦ It is found from the study that majority of the respondents who visit library are from 2nd year (58%) students and are from B. Sc. (48%) subject opted students.
- ✦ Majority of the students visit library once in a week (66%) and students who visit library everyday are only 29%.
- ✦ Majority of the respondents visit library to access reference sources (37%) and to borrow book (36%). Very minimal number of respondents visit library to access print periodicals.
- ✦ Majority of the respondents are satisfied with the resource collection like reference book and current journals/ magazine periodicals (77.00% and 76.50%) of the library. It is observed from the table that a very minimal number of respondents are not satisfied with the library resource collection.
- ✦ Majority of the respondents i.e. & of them have opined that circulation service (55%) and Reference service (44%) rendered by the library and Orientation programme for fresher (44.50%) is excellent. Bibliographic service (73%), book bank service (49%) and book bank service (48.50%) are good.
- ✦ Majority of the respondents are moderately satisfied with the library timings (58%), space for reading provided by the library (66.50%). Majority of the respondents are satisfied with the Light and ventilation of the library, Equipment and Communication with the library staff.
- ✦ It is observed from the study that majority of the respondents are not using e –resources for their academic purpose. it is evident that they are aware of Search engines and social networking sites but are not using them for academic purpose.

Suggestions & Conclusions:

Academic libraries put lot of efforts to cope up with the current trends in delivering information services to their users. Libraries irrespective of

academic or public should conduct regular user studies and survey to know the level of satisfaction the users are having with the library services and collection. The present study shows that the Government First Grade College for Women Library and Information Centre has achieved its goal in fulfilling information needs through print resources but library has to put more effort to encourage its user to use e-resources and services. Library should conduct more orientation programme to the users on use of e-resources and how to access National Digital Library, N-List resources etc. for their academic purpose. Library should also concentrate on the BA BSc and B Com students to encourage them to use library. With all these small adaptation Government First Grade College for Women Library and Information Centre will emerge to its best in future.