User's Satisfaction of Services, Resources and Facilities of Guru Nanak Dev University Library: A Survey

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Abstract

Evaluating the effectiveness of libraries is the need of the day. In order to keep up with current trends, libraries must constantly evaluate its services. Evaluating through user is result based because users can suggest effective measures to improve the existing services/facilities in libraries A survey in the form of questionnaire has been done among the students and research scholars of Guru Nanak Dev University. About 120 questionnaire were distributed to users and received back 111 questionnaire. Among these were 61 male and 50 women. This study will help to improve the library status.

Keywords: University Library, User Satisfaction, Library Services

1. Introduction

Library is defined as trinity of books, readers and staff. Here books include journals, periodicals, dissertations, magazines, newspapers, micro films, CD's, DVD's Internet, and e-resources .The ultimate aim of any library is to provide right information to right reader at the right time. For this purpose, library organizes the material in such a way that every reader finds information for his/her requirement. The basic aim of any library is get satisfaction of its users. The users will be satisfied where there will be latest collection with trained and helpful staff.

In the words of S.R Dongerkey, "A well-stocked and up to date library is a sine qua non for every modern educational institution.

"The libraries of modern educational institutions have to plan, to develop and organize the library resources and services in such a way that it should facilitate retrieval of the desired information as quick as possible and save the time of the users

Present study has been undertaken to know to what extent the services, arrangement of reading materials, orientation programmes are satisfactory to the users of the Guru Nanak Dev University Library at Amritsar.

2. Need

University library has been realizing the importance of user survey because the library staff is making efforts for use of library material and improve their services. Librarian and staff feel that they are responsible for this state of affairs, and judge the limitation of library services and other facilities of library system. In the university library users are an important component. Therefore for an effective information services university library should provide right and accurate information. The existing libraries are not being utilized because of the wide gap between the kind of required information and the kind of information available. Therefore, this study has been carried out to

evaluate the usage of services of the G.N.D.U. library by the researcher and the students.

Present study has been undertaken to know to what extent the services, arrangement of reading material, working hour, physical comfort, orientation programmes are satisfactory to the users of Guru Nanak Dev University Library.

3. Literature Review

1) Purnima, T.H and Devichongthan, Vikas (2005) studied the problems being faced by college libraries in Manipur. The investigator collected data through questionnaires during refresher courses held in 2002-03.The present study used random sampling. Investigator found the lack of proper infrastructure at the university and college libraries. Faculty members are deprived of getting resources and services, and also found lack of proper computerized system.

2) Dineshan ,Koovakkai and Jalaja.V (2005) examined the position of Kerala libraries. The sample was drawn from 5 universities, 12 colleges libraries and 6 public libraries from Kerala. The random sampling method was used to give representation to all these categories of the career seekers. The level of satisfaction of the career seekers in all groups are significantly high, Career seekers using universities libraries were the most satisfied among all groups. The second one was the college libraries and at least the satisfaction level from public libraries. Significant difference existed between male and female. For satisfaction of the female career seeker was significantly high than male career seeker. Authors did not find difference between graduate and post graduate, rural and urban career seekers.

3) Niranjan Singh and Kalpana Singh (2005) in their paper highlighted the concepts of accuracy,

relevance and availability in the library. The user survey provides information about actual strengths and weaknesses of library resources and services and find out suggestions for improving library services

4) Manjunath ,Lohar and Mallinath ,Kumbar (2008) "teacher attitudes toward library facilities and information resources in first grade college in Shimoga district a survey" gathered information through a questionnaire indicated that majorities of college libraries in Shimoga district are not running satisfactorily but there are a good number of colleges, which have adequate and well, organized document collection and provide the satisfactory services to the users, the facilities of aided colleges and university colleges libraries are better. However, the condition of newly established colleges are suffering from inadequacy of library resources therefore the study help not only to strengthen the library resources and services on trail basis of the user need but also acts as a guide in various decision making policies

5) Another study was conducted by K. Praveena, S. Kavita & Nagarajan ,M (2009) under title "E resource usage among the research scholars in the faculty of science Annamalai University". It was found that orientation programme are not conducted. More number of terminals with higher bandwidth should be provided to research scholars.

6) To disclose the overall picture of Kerala agriculture university among UG students by Mathew, Sini and Sornam, Ally. S. the study covered the four colleges like college of horticulture, college of forestry, college of co-operation banking and management and college of veterinary & animal science. This paper

highlights the weaknesses of library as limited working hours, less speed of computers, lack of infrastructure facilities including adequate number of computers and internet facilities and subscription to more E books and E journals and creation of awareness among students about the different online resources.

4. Objectives

1) To know the awareness of users about the different services provided in the GNDU library.

2) To know the satisfaction of users with the existing services.

3) To know any additional services if the users desire to have

4) To know the adequacy of electric lighting and seating facility.

5) To know the opinions about the library working hours.

To ask the users suggest ways and means to improve library services

5. Methodology

It is very essential to assess the needs of the library users and organize the library services to meet the requirements. These needs can be assessed by gathering information through questionnaire, informal interviews etc. Here we have used questionnaire methods.

A set of questionnaire was designed to obtain the data regarding improvement of library services to the users. We received 111 questionnaire from different categories of user i.e., 26 undergraduates, 53 postgraduates and 32 research fellows. The filled questionnaires were analyzed.

The questions like user satisfaction with the library collection, photocopying facilities, opening hours, library collection, etc were asked. To improve and make library services better suggestions were asked.

6. Analysis of Data

There was a high response rate to the questionnaires administered to the students as well as research scholars.

Questionnaires well distributed to users among faculties of sciences, social sciences and humanities of Guru Nanak Dev University. The sample for this study was drawn through random selection method

6.1 Frequency of User Group

Sl. No.	User Group	Number of Users	Percentage
1	Undergraduate	26	23.42%
2	Postgraduate	53	47.74%
3	Research fellow	32	28.82%
4	Total	111	100.00%

Table: 1

This table shows about utilization of the library. Post graduate students used if maximum i.e. 53%, research fellows followed i.e. 32% and then undergraduate i.e.26%

6.2 Frequency of Faculty Wise

Sl.No	Faculty	Number of User	Percentage
1	Social science	22	19.81%
2	Science	57	51.35%
3	Humanities	32	28.82%
4	Total	111	100.00%

Table: 2

This table indicates the data faculty wise high ratio of science faculty 57% and followed by the library by humanities group 32%, and least use the library was made by only 22% of social science group.

6.3 Frequency of Gender wise

Sl. No	Gender	Number of Users	Percentage
1	Male	61	54.95%
2	Female	50	45.04%
3	Total	111	100.00%

Table: 3

This table exhibits information regarding sex that how many male and female use the library. Here high ratio is of male that is 54.95% female that is 45.04%.

6.4 Frequency of Visit to Library by User

Sl. No	Library Visit	Number of Users	Percentage
1	Several times a day	44	36.63%
2	Once a day	30	27.62%
3	Once a week	11	09.90%
4	Once a month	07	08.10%
5	Only when the need For consultation arises	19	17.11%
6	Total	111	100.00%

Table: 4

It is an accepted fact that the frequency of visits to the library by users depends upon the nature of library collection, services and helpfulness of the library staff in making use of library resources.

We can observe from the above table that users who come to the library several times of a day is 36.63%. Who use once a day are 27.62%. Who use once a week are 9.90%. and who use once a month are 8.10% lastly 17.11% users use the library when the need arises .

6.5 Material used by users

Sl. No	Material and Areas Used By Respondent	Number of Respondendts	Percentage
1	Books and current journals	84	75.67%
2	Back volume of journals	13	11.71%
3	E-resources	09	08.10%
4	Circulation desk	11	09.90%
5	Periodical section	28	25.22%
6	Reference section	46	41.44%
7	Special collection	12	10.81%

Table: 5

This table provides information about the material used by the users. 75.672% users use books and current journals. The 2nd high appearance of utility of reference section is 41.44%. 25.22% users use the current periodicals and magazines. Back volume of journals are used by 11.71%. 10.81% use special collection and 9.90% visit the circulation desk. But only 8.10% use the electronic sources.

6.6 Satisfaction from Library Services and Resources

Sl.	Satisfaction From Library Services & Resources	Fully Satisfied	Partially Satisfied	Least Satisfied	Not Appl-icable
1	Library collection (Print)	50 45.04%	41 36.93%	7 6.30%	1 0.90%
2	Electronic resources	37 33.33%	32 28.82%	23 20.72%	19 17.11%
3	Computer facility	33 29.72%	48 43.24%	18 16.21%	12 10.81%
4	Library web pages	20 18.01%	31 27.92%	28 25.22%	32 28.825
5	Number of computer	32 28.82%	30 27.02%	30 27.02%	20 18.01%
6	Library catalogue pro-vide useful information	61 54.95%	32 28.82%	10 9%	08 7.20%
7	Books and journals are shelved quickly	43 38.73%	45 40.54%	14 12.61%	08 7.20%
8	Photocopying facilities	61 54.95%	26 23.42%	19 17.11%	07 6.30%

Table: 6

Above table depicts the various services and resources and shows the data regarding satisfaction of users. As per the Table library catalogue facility and photocopying facility are the highly sought i.e. 54.95% and least sought is the library web pages which is at 18.01%. So far as the library collection is concerned the satisfaction is 45.04% and regarding the shelving of books and journals is 38.73% whereas the E-resources are concerned the data is 33.33%. Now it is the age of computers and mostly services are being done with the help of computers. So far as the satisfaction from the computer facilities and number of computers is concerned it is 29.72% and 28.82% respectively

6.7 Satisfaction of User from Library Facilities and Environment

Sl. No.	Satisfaction of user From Library Facility & Environment	Fully Satisfied	Partially Satisfied	Least Satisfied	Not Applicable
1	Opening Hours	87 78.37%	16 14.41%	04 3.60%	04 3.60%
2	Library Staff Services	72 64.86%	31 27.92%	06 5.40%	02 1.80%
3	Libraryb Staff Freindly	68 61.26%	30 27.02%	06 5.40%	07 6.30%
4	Seating& Lightning	66 59.45%	25 22.525	14 12.61%	04 3.60%
5	Material Processed	34 30.63%	49 44.14%	21 18.91%	07 6.30%
6	Missing Books	33 29.73%	40 36.03%	31 27.92%	07 6.30%
7	Information Guide	46 41.44%	46 41.44%	10 9.00%	09 8.10%

Table: 7

The maximum utilization of the library collection depends on the working hours of the library. In order to consider the implication of the first law of library science, the gates of the store house of knowledge should be open for all, around the clock. At present, library remains open from 9.00 AM to 8.00 PM on all working days and on holidays from 9.00 AM to 5.00 PM. So far as the data is concerned the users are satisfied with the working opening hours i.e. 78.37%, where as the staff services and staff friendliness is concerned the percentage is 64.86% and 61.26% respectively.

The next step is regarding seating and lighting facility. The library must have adequate and natural lightning, and seating arrangement should be sufficient and must be comfortable. Here the data depicts that 59.45% users are satisfied with the seating and lighting facilities. Whereas the information guide is concerned the percentage is 41.40. Last but not the least is regarding material processed and missing books. The data shows that satisfaction about material processed is 30.63% and regarding missing books is 32.72%

7. Suggestions by the Users

Library is the centre where recorded knowledge of the scholars is collected and maintained for use .For the proper utilization of these ideas suggestion were invited in the questionnaire. Total 111 questionnaires were collected out of which approximately16.21% user did not give any response, rest of the user gave some suggestions as :

1) 11.71%user gave suggestions that books having old editions should be replaced by latest editions particularly in the case of sciences

2) 11.71% users gave suggestions that seating capacity should be increased and comfortable furniture should be provided

3) 10.81% of the respondents were of the view that sometimes noise occurs in the reading hall. No one bothers about the silence neither students nor the staff. Personal discussion should be prohibited in the reading hall. Library office should be far from the reading hall. So that silences can be maintained.

4) Related books and journals are scattered in the stacks, in the stack area due to more usage 9% respondents gave their opinion that books and journals should be re-shelved to avoid delay in locating. Majority of the students face this problem particularly in the computer section.

5) Student use Internet lab, 6.30% students suggested that number of PC's with latest models should be increased so that time can be saved,

6) Approximately 5.40% users say that more books by Indian authors should be purchased. Students also pointed out that in many cases the numbers of copies of textbooks are very few.Hence sufficient number of text books should be kept in the library. They suggest that especially books on life sciences, fiction and religion should be increased.

7) 3.60% users say that staff should be friendly and provide better services. They are of the opinion that computer lab should be open for all days. There should be proper photocopying facility.

8) 2.70% of the users view that access to more e-journals should be there; missing books should be replaced or recollected. Sufficient lightning arrangement should be there. Dust accumulates on the shelves and books. Hence these should be cleaned regularly. Circulation section should be computerized. Reissue of books should be there

without gap of days. Journals should also be issued. At least two copies of the same book should be kept in the main library. In reading hall there should be more facilities like peaceful atmosphere, sufficient lighting, seating arrangement. There should be sufficient number of AC's and heaters.

From the above, we may conclude that the stress is on keeping silence, increase in number of text books, increase in number of computers and photocopy machines and reading halls equipped with AC and heaters facility etc.

8. Conclusion

Information is power. Now a days, information is needed by all kinds of people to survive in the society. Libraries and information centres are the major places to provide the required information to the people. Now the world is growing towards information and communication technology tremendously for awareness and society development. So we can say this user study is very useful to judge the information required to the user to fulfill their needs.

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