

# Students Satisfaction on the Environment of the College Library and Information Centre: A Case Study with Special Reference to Jorhat District of Assam

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## Abstract

*Every library and information centre has its own reputation. The management committee of the library and information centre makes different types of policies to satisfy their valuable members. But, the user's community of the academic library and information centre satisfied or not with the existing infrastructural facilities/services is a matter of discussion. This paper makes a little effort to discuss on the policy of delivery of academic library and information services in the present context in Jorhat district of Assam, India.*

**Keywords:** Library, Students, Satisfaction

## 1. Introduction

The main function of college library is to function as an auxiliary to parent institution in carrying out its teaching programme effectively.

Library is an important intellectual resource of the academic community and helps to an academic library's members for their 'self-development' to fulfill the curriculum requirements and to promote research. Therefore, it is necessary to have a good library in a college for which College Library is considered to be the nerve centre of the college.

Information needs are increasing day by day. Libraries are the main information centers for the various types of users. Library is essentially a service institution. Different type of users may have different types of needs at different times or at a time. To achieve its goals and realize its policies, a library undertakes various services. The academic libraries are no exception to this.

During the recent years, increase in information-has led to increase in the demands of users. Therefore, there is a need to discuss on delivery of academic library and information services to satisfy their valuable library users in the present context.

## 2. Objectives of the study

- ❖ To find the existing infrastructural facilities of the college Library and Information Centre can satisfy the student community in the studied area or not.
- ❖ To find the existing services of the college Library and Information Centre can satisfy the student community in the studied area or not.

## 3. Research Methodology

The present study is an empirical research, as the research relies on questionnaire along with observation of variables that influence of Library and Information services in the colleges. The research is primarily based on primary data to be collected from Jorhat district of Assam.



The primary data is collected through questionnaires, interview and observation to carry out the investigation. The secondary data relevant to the objectives of the study is collected from both government and non-government sources, viz., State Government of Assam- Education Department, University Grant Commission, Dibrugarh University, INFLIBNET (Information and Library Network) and relevant books, articles, journals etc.

A sample of 100 students of 5 numbers of provincialised colleges of Jorhat district of Assam was randomly selected for the study. In the selection of the respondent, a stratified simple random technique was adopted.

**4. Data Analysis and Discussion:**

It reveals from data that 50 percent respondents are belongs to male category and other 50 percent of

them are female in the study area. It is also seen from the data that 95 percent respondent eager to visit the library and information centre while 5 percent of them opined that they do not eager to visit the library and information centre. It is therefore analyzed that majority of the respondents eager to visit the library and information centre.

It reveals from data as that 20 percent opined that the general layout of the library and information is very easy to follow while 25 percent have given opinion as easy to follow of the same. 35 percent of the respondent’s opinion regarding general lay out of the library and information centre is normal to follow while 20 percent of them have expressed the same as difficult to follow.

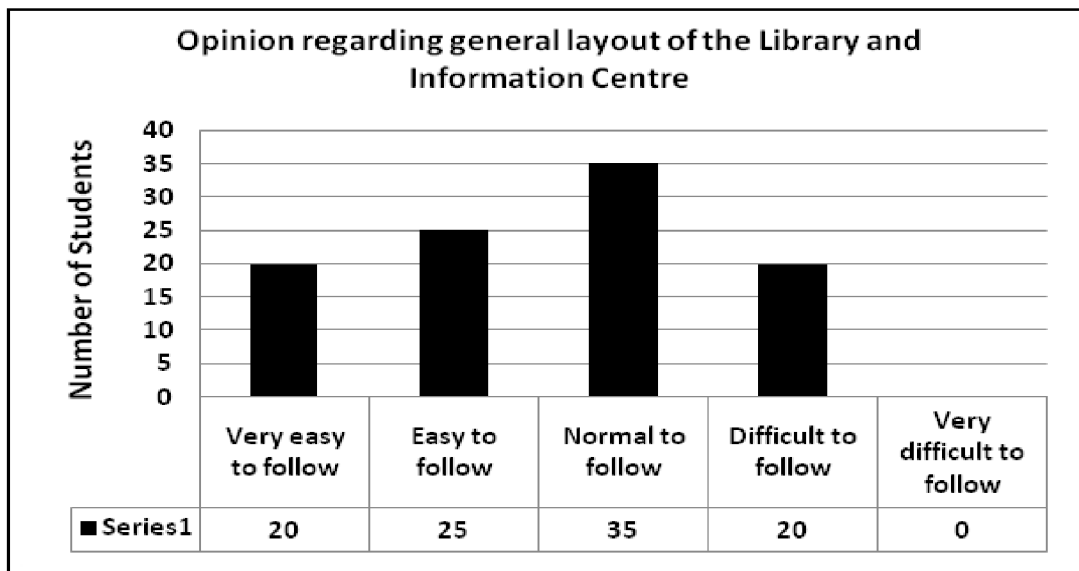


Figure: 1

It is transparent from data that 40 percent respondents always find their document in the library and information centres and 35 percent of them frequently find the same. It is also seen that 15 percent of respondents opined that they sometimes find while 10 percent opined that they seldom find their required documents in the library and information centres. Hence, it is concluded that majority students regularly find their required documents in the library and information centre.

It is observed from data that 17 percent respondents are highly satisfied with the overall quality of the library and information service while 53 percent of them have satisfaction for the same. It is also seen that 24 percent of them are average way satisfied while 6 percent opined as below satisfaction regarding quality of the library and information service.

It is observed from data 51 percent respondents are satisfied the overall collection of books, magazines etc while 13 percent of the respondents are highly satisfied regarding the same in the study area. It is also seen that 30 percent of the respondents' satisfaction is average and 5 percent of the respondent is below satisfaction while 1 percent of them is dissatisfied regarding the overall collection of books, magazines etc. of the library and information centre.

It reveals from data that 23 percent of respondents are satisfied with the ICT related infrastructure facilities while 25 percent of them have average satisfaction and 7 percent respondents have highly satisfied while 1 percent respondents is dissatisfied with the infrastructure facilities provided by the library and information centre.

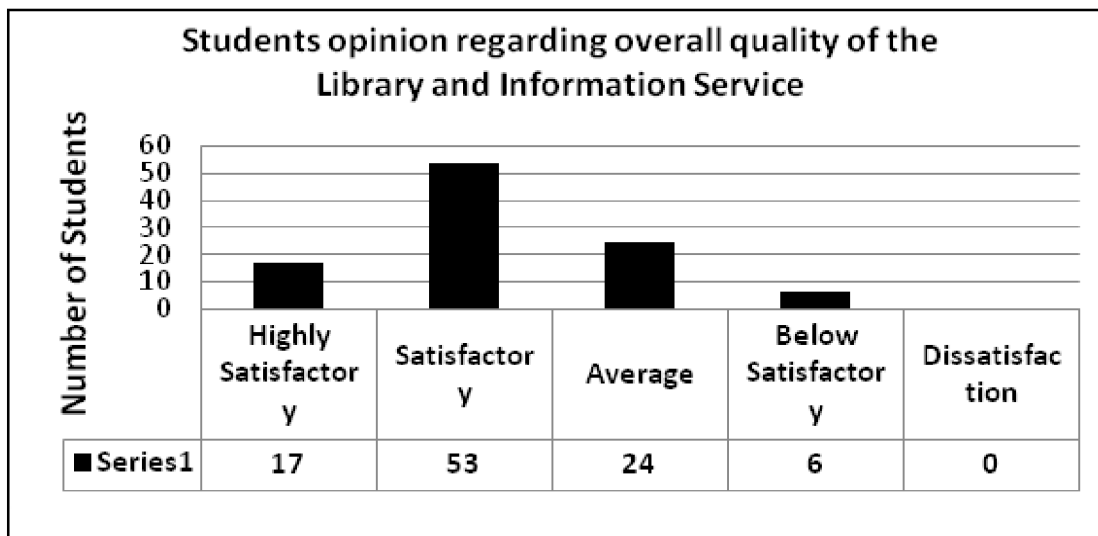


Figure 2

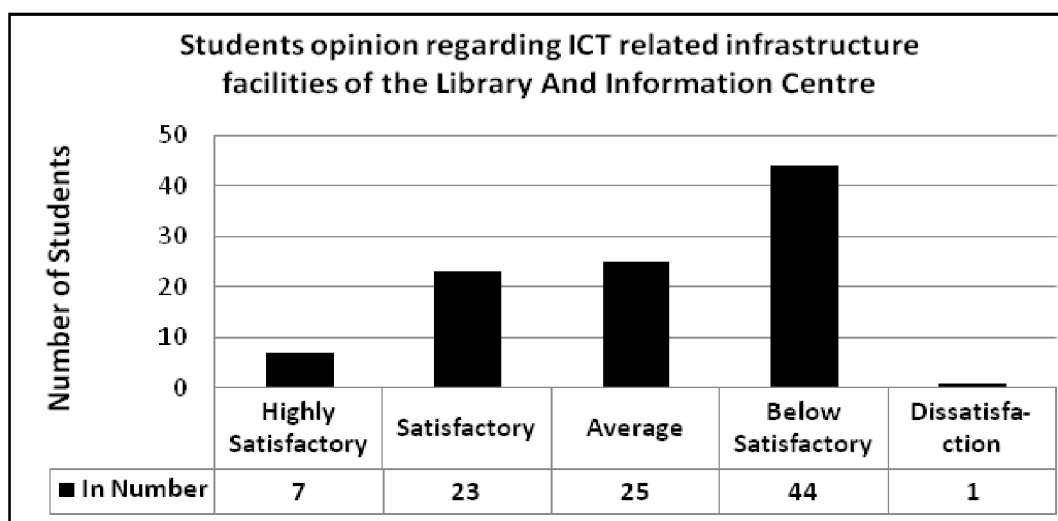


Figure 3

### 5. Major Findings of the Study

- ❖ It is seen that 95 percent of the students are eager to visit the library and information centre.
- ❖ It reveals that 80 percent respondents have given a positive opinion that the general layout of the library and information is very easy to follow while 20 percent of them have expressed the same as difficult to follow.
- ❖ Study shows 75 percent students either always or frequently find their required documents while 25 percent of them either sometime or seldom find their required documents in the library and information centre
- ❖ It is transparent that 70 percent respondents have a positive view with the overall quality of the library and information service. It is also seen that 24 percent of them are average way satisfied while 6 percent opined as below satisfaction regarding quality of the library and information service.
- ❖ It is observed that 64 percent respondents have a positive view with the overall collection of books, magazines etc while 30 percent of the respondents' satisfaction is average and 6 percent of the respondent have a negative view regarding the overall collection of books, magazines etc. of the library and information centre.
- ❖ It reveals that only 30 percent of respondents have a positive view with the ICT related infrastructure facilities while 25 percent of them have average satisfaction and 45 percent respondents have a negative view with the infrastructure facilities provided by the library and information centre.

## 6. Suggestion

Digitalization of Library and Information Centre is highly required in this competitive era to make the organization more effective and efficient. In view of the growing need and demand of the up to date information, staff should be provided computer along with sufficient training to deliver right information in the right time to the right client at the minimum cost. In the first stage the college authority should improve the basic facilities in the library and information centers. These facilities are more or less related with proper accommodation, appointment of qualified staff, training of its existing manpower, installation of at least 10 numbers of computers with internet facilities in the Library and Information Centre. A capacious, lighted and airy library building located in congenial environment internal as well as external with modern equipments and furniture can attract more users in the library.

## 7. Conclusion

A successful library and information centre depends upon its sound resources and quality of services. The students in higher education are to be provided with necessary facilities for their learning process and the library is the first and foremost media of knowledge which can help its students, researchers and teachers to earn a deep wisdom. Moreover, academic library and information centre have a pivotal role in providing equal access to information. Therefore, the library personnel and the management committee should make an effective plan by which a library and information centre can fulfill its user's needs and demands. But, the provincialised college library and information centres of Jorhat district of

Assam are not sufficiently sound in the context of human and other resources. Hence, it is necessary to equip the library manpower with all knowledge, skills and capabilities needed to handle library operations.

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**Note:**

Online version of this paper, associated data, files and other supplementary materials are available on Institutional Repository of INFLIBNET Centre. It can be accessed online by scanning QR Code or using following URI:  
<http://ir.inflibnet.ac.in/handle/1944/2292>



