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User's Satisfaction with Library Resources and Services in Polytechnic College Libraries in Coimbatore District

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User's Satisfaction with Library Resources and Services in Polytechnic College Libraries in Coimbatore District

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Abstract

This present study is an investigation of user's satisfaction with library resources and services in polytechnic college libraries in Coimbatore district. A survey research method was adopted to address the research questions. 150 questionnaires were distributed among final year graduate students, postgraduate students, research scholars and faculty members of polytechnic college libraries to collect relevant data regarding their satisfaction. 130 filled -in questionnaires were received and analyzed. On the basis of finding, some suggestions have included in this study to increase user's satisfaction from libraries.

Keywords:- User Satisfaction, Library Resources & Services, Library Users

INTRODUCTION

User satisfaction has been the primary objective of libraries and library professionals. In academic library there are various types of users with different types of expectations. In addition, new technologies, databases, and more innovative systems for accessing information, have made the library more complicated and challenging for library professionals and users alike. The plenty of resources available and the complexity in being able to evaluate these resources also create problems for users. The inability to easily identify the specific use of a library's services because of the new technologies, and the difficulty to access information sources can all contribute to user dissatisfaction among academic library users.

Libraries are constantly increasing their resources and developing new activities to meet the various information requirements of the users. So the library must therefore be alert to change from time to time. Changes demand planning a scientific planning is dependent upon proper

evaluation of the present and an accurate forecast of the expected future. Nowadays library is like Knowledge Centre and is the heart of any institute. The user's satisfaction is main motto of library services and it is key success of any library. The services of librarian are also make good customer services and information preferences to ensure that the information needs of users are satisfactorily fulfill within time.

A Polytechnic college provides technical education and its important role expected in growth and development of the country so library of polytechnic college library is to satisfy the needs of its users. Libraries assist-in research process by collecting, preserving, and making available an array of information resources relevant to their research community. This study helps library authorities to know the satisfaction of users with the existing library services and facilities.

OBJECTIVES OF THE STUDY

The below objectives are formulated for the present study.

- ❖ To examine the various department users to library.
- ❖ To analyze the frequency of visit to library
- ❖ To explore the purpose of visit to library
- ❖ To evaluate the library resources and services by the users
- ❖ To identify the various Barriers in Using Library Resources

REVIEW OF LITERATURE

Biradar and Kumar (2000) conducted a study on "Evaluation of Information Services and Facilities offered by DVS Polytechnic College Library: A Case Study". In this study 37.5% of students and 46.88 % of teachers are satisfied with lending service and 48.75 % of students and 50 % of teachers respectively have good opinion about book bank facility of the college library.

Busayo (2006) carried out a study on "Accessibility and use of Library Resources by Part-time Students: A Case Study of the Federal Polytechnic, Ado-Ekiti, Nigeria". This study investigates the accessibility and use of the Federal Polytechnic Ado-Ekiti library resources by the part-time students of the institution. The result shows that the library is far away from the satellite campus and, therefore, not accessible to the majority of the part-time students.

Sharma and Singh (2011) examined the Status of College Libraries in Karnal pertaining to the library collection, membership, library finance, networking, automated system, Internet facilities and other library services and provided in these libraries. The study is based on the survey of college libraries located in Haryana and presents an analytical and comparative study of physical infrastructure, ICT facilities and services.

METHODOLOGY

The present study adopts descriptive research design. The purpose of descriptive research is to describe the existing or past state of affairs. Simple Random Sampling Method is used for selection of sample. Primary and secondary data are used for the study. Secondary data is gathered from books, journals, search engines, etc. Primary data are collected from users of the library services. Structured questionnaire is used for collection of data with both open ended and close ended questions.The sample size for the study is 130.Simple percentage method and SPSS is used for analyzing the data.

DATA ANALYSIS

Department wise Distribution

From Table 1 evident that 19.2% of the students belong to civil department, 38.5% belong to mechanical department, and 23% respondents from production department, 15.4% belong to EEE department and 3.8% from ECE department.

S.No	Department	No. of Respondents	Percentage (%)
1	Civil	25	19.2
2	Mechanical	50	38.5
3	Production	30	23
4	EEE	20	15.4
5	ECE	5	3.8
Total		**130**	**100**

Table1: Department wise Distribution

Frequency of Visit to the Library

Figure1 depicts that more than 70 respondents (53.8%) visit the library every day, 20(15.3%) respondents visit library once in two days and once in a week and 10 (7.6%) respondents visit the library monthly once.
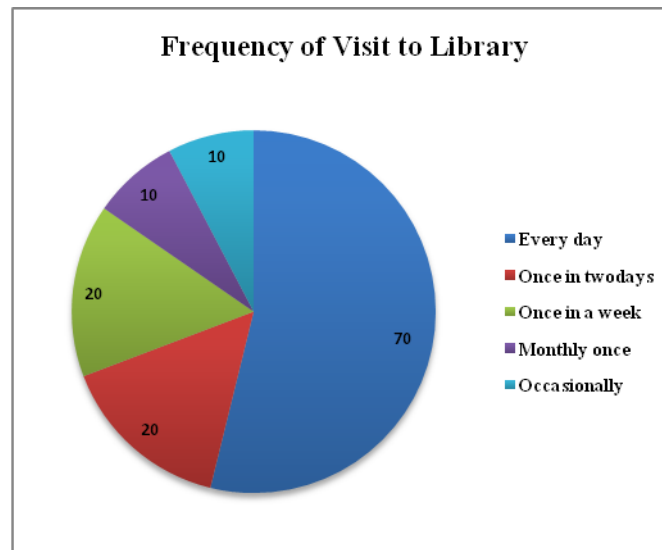
Figure 1: Frequency of Library Visit

Purpose of Visit to Library

S.No	Purpose	No. of Respondents	Percentage (%)
1	Borrow Books	50	38.4
2	Refer Books and Periodicals	30	23
3	Browse Internet Resources	10	7.6
4	Newspapers Reading	30	23
5	Entertainment	10	7.6
Total		130	100

Table2: Purpose of Visit to Library

It is observed from the table2 50(38.4%) of the respondents visits the library to borrow books. 30 (23%) respondents are using library to refer books and periodicals, 10 (7.6%) for browsing

the internet resources, 10 (7.6%) for newspaper reading and the remaining 10 (7. 6%) for entertainment purpose.

User Satisfaction VS Collections

S.No	Replay	No. of Respondents	Percentage (%)
1	Satisfied	70	53.8
2	Not Satisfied	60	46.2
Total		**130**	**100**

Table3: User Satisfaction VS Collections

It is noticed from the table, 70 (53.8%) of the respondents are satisfied with the collections of the library and the remaining 60 (46.2%) of the respondents are not satisfied with the collections.

Utilization of Various Types of Library Resources

S.No	Library Resources	No. of Respondents	Percentage (%)
1	Books /E-books	45	34.6
2	Periodicals	35	26.9
3	Dictionary	20	15.4
4	Year Books	10	7.6
5	Question Bank	5	3.8
6	CD/DVD	15	11.5
	Total	130	100

Table4: Utilization of Various Types of Library Resources

From the table4, it is observed that most of the 45(34.6%) respondents use books/e-books, 35(26.9%) respondents use periodicals, 20(15.4%) respondents use dictionary, 10(7.6%) respondents use yearbooks, 5(3.8%) respondents use question bank and 15(11.5%) respondents use CD/DVD as information sources at library.

Barriers in Using Library Resources

S.No	Barriers	No. of Respondents	Percentage (%)
1	Library Timings	50	38.5
2	Lack of Friendly staff	10	7.7
3	Inadequate Resources	50	38.5
4	Slow internet connection	20	15.3
	Total	130	100

Table5: Barriers in Using Library Resources

Table5 highlights 50 (38.5%) respondents feel that library timings as main barrier, 50(38.5%) respondents feel that resources are inadequate, 20(15.3%) respondents feel that internet connection is slow, 10(7.7%) respond that there is a lack of library staff support in indentifying the resources.

Satisfaction Level of Library Services

Services offered by the Library	N	Mean	Std. Deviation
Reference service	130	2.8615	.77514
CAS/SDI	130	3.1154	1.01641
Reprographic service	130	3.1538	.86680
Internet service	130	2.5385	1.08659
CD-Rom search	130	3.0538	.81945
Bulletin Board Service	130	3.2154	.80680
Circulation services	130	3.3231	.73890
Newspaper clipping services	130	3.3000	.73295
Inter Library Loan	130	2.6923	.82449
Library Orientation Programme	130	3.4154	.58116

Table6: Satisfaction Level of Library Services

Services provided by library are differing from institution to institution. It is concluded that most users are satisfied with the Library orientation program, Circulation ,Newspaper clipping service, Bulletin board service, Reprographic service, CAS/SDI service, CD-ROM, Reference service, Inter library loan and Internet service.

Level of Satisfaction: Library Facilities and Services

S.No	Level of Satisfaction	No. of Respondents	Percentage
1	Satisfied	96	73.8
2	Neither Satisfied nor dissatisfied	20	15.4
3	Dissatisfied	14	10.8
Total		**130**	**100**

Table7: Level of Satisfaction: Library Facilities and Services

Table7shows that 96 (73.8%) respondents were satisfied with the provided library resources and services, 20 (15.4%) of the respondents were neither satisfied nor dissatisfied and 14 (10.8%) of the respondents were dissatisfied with the library facilities and services.

FINDINGS

- ❖ Most of the respondents belong to Mechanical and Production department.
- ❖ 53.8% users visit the library every day.
- ❖ The main purpose of visiting the library is borrowing books.
- ❖ 53.8% respondents are satisfied with the collection in the library.
- ❖ Most of the respondents collect the information form books/e-books.
- ❖ The predominant barriers are library timing and inadequate resources.
- ❖ Most of the respondents are satisfied with the library orientation program.
- ❖ 73.8% respondents are satisfied with the overall facilities and services in the library.

CONCLUSION

The development and delivery of high -quality users service is an important goal for any libraries in technical education. The libraries are changing from print to electronic. The main purpose of any library is to provide relevant and up-to-date materials with a view to satisfy the information needs of users. It is encouraging to know that the student communities are awakened a lot. Based on the findings it is clear that the library users are satisfied with most of the facilities in the Polytechnic Colleges in Coimbatore District On the whole, the study revealed that information resources, physical facilities and services influence user's satisfaction. There must be a constrictive plan which will integrate training program for library users as well as staff for effective utilization of resources and services. A regular feedback from the faculty and students will also go a long way in improving the library services and their satisfaction can be met effectively.

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