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2019

“SATISFACTION OF USERS WITH THE SERVICES OF ALLAMA IQBAL LIBRARY”

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wani, Javaid; shafi, Irfan; and Sheikh, Hilal Ahmad, "“SATISFACTION OF USERS WITH THE SERVICES OF ALLAMA IQBAL LIBRARY”" (2019). *Library Philosophy and Practice (e-journal)*. 2730.

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“SATISFACTION OF USERS WITH THE SERVICES OF ALLAMA IQBAL LIBRARY”

Abstract

The main purpose of the study was to evaluate various services of Allama Iqbal Library in terms of awareness of library users regarding different services, expectations and perceptions on different services. Further to know about the usage of services of the library. These services were Circulation Service Awareness, CAS Awareness, Xerox Facility Awareness, Reading Room Service Awareness, Interlibrary Loan Service Awareness, OPAC Service Awareness, Internet Service Awareness, and EZ-Proxy Service Awareness. To achieve the objectives of the study survey method was opted to conduct the study. Moreover, the questionnaire was framed and used as a tool for data collection. The questionnaire was based on the set parameters related to the study. The study highlighted the various dimensions of the library (detailed account mentioned on below sections). The point where library patrons fail to avail the benefits from these resources is lack of knowledge and interest which deserves institutional support.

Keywords: Library Services, User Satisfaction, University Library.

Introduction

ICT deals with the use of electronic computer and computer software to convert, store, protect, process, transmit, and retrieve information. ICT has reshaped the functioning and services of libraries. The activities which were carried out manually are being carried out effectively and smoothly with the help of ICT. ICT has changed the way of acquisition, technical processing, periodical subscription, and circulation activities etc. in such a way that library readers can get desired information and services effectively in the shortest time with less manpower involvement.

Information and Communication Technology (ICT) has brought unprecedented changes and transformation to academic library and information services, conventional LIS such as OPAC, user services, reference service, bibliographic services, current awareness services, document delivery, interlibrary loan, audiovisual services, and customer relations can be provided more efficiently and effectively using ICT, as they offer convenient time, place, cost-effectiveness, faster and most-up-to-date dissemination and end-users involvement in the library and information services process. The impact of ICT characterized on information services by changes in format, content and method of production, and delivery of information products.

Emergence of the Internet as the largest repository of information and knowledge, changed role of library and information science professionals from intermediary to facilitator, new tools for dissemination of information and shift from physical to virtual services environment and extinction of some conventional information services and emergence of new and innovation web-based without the help of the computers and internet any library information Centre cannot satisfy the users.

The advent of ICT is a boost to the library services since librarians are harnessing the potentials of ICT to reach out to the teeming library users. **Halder (as cited in Onifade, Ogbuiyi, and Omeluzor, 2013)** strongly affirms that with the development and application of information and communication technologies (ICTs), the library environment has shifted from the traditional library to hybrid library; from there to automated library and then digital and virtual library. However, **Lichterman (as cited Onifade, Ogbuiyi, and Omeluzor, 2013)** upholds that the Internet has radically altered the way people interact with information and redefined the library's place in academia and society. Hence an attempt has been made to evaluate library services. Evaluation is necessary to better understand how useful or successful the library is. Evaluation helps in improving the standards of organizations. So, it has become essential to periodically access information needs and satisfaction of library members to determine the exact needs of clientele. This study is set to find out the satisfaction level with the services of Allama Iqbal Library.

Review of Related Literature

Padmavathi, Ningaiah and Biradar (2017) conducted a study on Use and User satisfaction of Library Resources and Services by PG Students and Research Scholars in Bangalore University Library, Bangalore The study reveals that most of the respondents have the habit to visit the Library daily on account of 47.62%. 33.3% of students visit the library two or three times a week. 15.24% of students visit library Occasionally. This study shows that the maximum number of students utilize the resources by visiting the Library. It also shows that most of the respondents visit the library to read Newspapers and magazines than borrowing books. The study indicates that most of the respondents are not aware of searching the information using OPAC. The user awareness programme is needed. It was also observed that 118(29.8%) respondents used reference books to meet their information needs. It also indicates that 195 respondents are highly satisfied in newspaper and magazine. Followed by 105 respondent are highly satisfied in reference sources, followed by 47 respondents only highly satisfied in textbooks. It also revealed that 150 respondents were satisfied with Newspapers service. Only 50 respondent considered circulations service as excellent, so the library should focus on circulation services to improve its performance.

Vijeyaluxmy (2015) conducted a study on students satisfaction with library services in an Academic library with special reference to Trincomalee Campus and found that Students have sufficient reading and library use habits and visit the library regularly to borrow books for their

studies and recreational reading. It was suggested that OPAC terminals should be increased and updated for the readers. Library services should be provided in an electronic-based platform to be convenient for the users. Library environment was not found conducive for the readers and should be improved in future. Library staffs were found helpful in delivering services based on material collections. Library administrative body should pay more attention to library automation, ICT based services, e-resource collection and online access to deliver library services.

Motiang, Wallis and Karodia (2014) evaluated the user satisfaction with the library services at the University of Limpopo. They found that the users do make significant use of the library, its services and resources and that they are broadly satisfied with it. It is suggested that attention be placed on those areas where a larger number of the respondents are not satisfied, like access to the internet and databases, the availability of photocopy machines, the ILL service, duration of book loans, availability of books, library fines and print journals. The study shows that users generally appreciate the services provided by the library but at the same time they expect that more could be done. It is unlikely that the library could provide all desired documents to users, but at least it should make more efforts to solicit users' input.

Mostofa and Hossain (2014) conducted a study at the University of Rajshahi and found that users have a mixed reaction towards the service quality of the library. 46% rated the services as average, 38.1% rated the services as good. The study also revealed that the service quality of the library is associated with the preferences of study places and collections of the library. It was also found that among the students 55.6% of the students prefer the library as a place of study. 42.86% of students visit the library for exam preparation. However, the rest 71 % of the users are unaware of these facilities of the libraries.

Arshad and Ameen (2010) surveyed at university of Punjab's library and found that University's libraries were not lacking service quality and users had an overall positive view of libraries' service quality. Service quality was found good regarding library staff's polite behaviour and their ability to perform services quickly. However, libraries were also lacking modern equipment, visually appealing facilities and knowledgeable staff. It is encouraging sign for university libraries that they have better library personnel but physical facilities of libraries were not up to users' expectations.

Adeniran (2011) conducted a study on users satisfaction with academic libraries. The findings of this study revealed that users satisfaction is a function of the quality of staff and services of a library. This implies that user-satisfaction with services in libraries which are well-stocked and the materials properly arranged and manned by well-qualified experienced staff would be significantly higher than user satisfaction with libraries with less qualified and impolite staff. Users will always be encouraged to make use of the library where the quality of services rendered to them will help to satisfy their requests. The study also revealed that provision of

relevant information materials, access point and conducive environment for learning, teaching and research lead to an increase in the use of the library.

A research study was conducted by **Chatterjee and Dasgupta (2016)** on the information-seeking behaviour of agricultural scientists in Bidhan Chandra Krishi Viswavidyalaya a state agricultural University of West Bengal, India, regarding the use of the internet. It was found that the Majority of the researchers (58.96%) used online resources for professional interest followed by 50.94% for keeping them abreast about the latest knowledge. 35.37% of researchers seeking information for their respective research work, while 19.33% researchers for e conference, chatting and 33.08% for demonstration videos on youtube and others.

Scope

The scope of the study was confined to the selected library users of three faculties of the University of Kashmir, India viz Science, Social Science & Arts and Humanities. The scope was further limited to the users of selected departments of selected faculties viz Botany, Chemistry and Zoology from Science faculty, Economics, History and Sociology from Social Science, Arabic, English and Urdu from Arts and Humanities.

Research objectives

- To reveal the level of awareness about the library services among the library users.
- To know the user's expectations and perceptions of different service dimensions.
- To determine the level of usage library services by the users.

Methodology

For achieving the goals of the above-mentioned objectives survey method will be carried out and for data collection, a structured questionnaire will be used as a tool. The questionnaire was framed under different settings like awareness, usage & satisfaction of various services of Allama Iqbal Library. A total of 207 structured questionnaires were distributed to collect the primary data. Random stratified sampling was employed; among each faculty 3 departments were chosen and among each department 23 students. The collected data were presented in tabular form using SPSS statistical software as a tool.

Data Analysis and Interpretation

Table 1: Communication skills of Library Staff

Library Staff Response	No. of Respondents
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Extremely Well	77 37.2%
Somewhat Well	83 40.1%
Not so Well	37 17.9%
Not at all Well	10 4.8%

The behaviour of Library Staff

While analyzing the data it has been revealed that most of the library users (40.1%) believed that to a certain degree staff is doing their job well, whereas, 37.2% respondents applauded the staff for performing their job handsomely. 17.9% of participants responded that staff were not so sociable in answering their queries followed by 4.8% of students who rated staff performance as poor (Table 1).

Table 2: Services Awareness among Respondents

Services Awareness	No. of Respondents	
Circulation Service Awareness	Highly Aware	114 (55.1%)
	Moderately Aware	51 (24.6%)
	Unaware	42 (20.3%)
CAS Awareness	Highly Aware	22 (10.6%)
	Moderately Aware	82 (39.6%)
	Unaware	103 (49.8%)
Xerox Facility Awareness	Highly Aware	79 (38.2%)
	Moderately Aware	62 (30.0%)
	Unaware	66 (31.9%)
Reading Room Service Awareness	Highly Aware	124 (59.9%)
	Moderately Aware	59 (28.5%)
	Unaware	24 (11.6%)
Inter library Loan Service Awareness	Highly Aware	2 (1.0%)
	Moderately Aware	24 (11.6%)
	Unaware	181 (87.4%)
OPAC Service Awareness	Highly Aware	29 (14.0%)
	Moderately Aware	35 (16.9%)
	Unaware	143 (69.1%)

Internet Service Awareness	Highly Aware	94 (45.4%)
	Moderately Aware	71 (34.3%)
	Unaware	42 (20.3%)
Ez-Proxy Service Awareness	Highly Aware	8 (3.9%)
	Moderately Aware	29 (14.0%)
	Unaware	170 (82.1%)

The familiarity of various library services among library patrons

The study revealed that library users are highly acquainted (59.9%) with Reading Room service followed by Circulation service (55.1%), Internet (45.4%) and Photocopying facility (38.2%). Further, most of the students (87.4%) were unaware of Inter-Library Loan Service. This was followed by E-z Proxy (82.1%), SDI (79.2%) and OPAC Service (69.1%). It was a surprising revelation to learn that 20.3% of respondents were unaware of the basic Circulation Service (Table 2).

Table 3: Usage of Services

Various Services		No. of Respondents
Circulation Service Usage	Frequently	66 (31.9%)
	Sometimes	86 (41.5%)
	Never	55 (26.6%)
CAS Usage	Frequently	20 (9.7%)
	Sometimes	62 (30.0%)
	Never	125 (60.4%)
Xerox Facility Usage	Frequently	37 (17.9%)
	Sometimes	94 (45.4%)
	Never	76 (36.7%)
Reading Room Service Usage	Frequently	75 (36.2%)
	Sometimes	95 (45.9%)
	Never	37 (17.9%)
Inter Library Loan Services Usage	Frequently	0 (0.0%)
	Sometimes	7 (3.4%)
	Never	200 (96.6%)
OPAC Service Usage	Frequently	19 (9.2%)
	Sometimes	35 (16.9%)
	Never	153 (73.9%)

Internet Service Usage	Frequently	62 (30.0%)
	Sometimes	81 (39.1%)
	Never	64 (30.9%)
Ez-Proxy Service Usage	Frequently	7 (3.4%)
	Sometimes	20 (9.7%)
	Never	180 (87.0%)

Usage of Various Library Services by Patrons

The study highlighted that among library services Reading Room service was highly availed service (36.2%), followed by Circulation service (31.9%), Internet service (30%) and Photocopying facility (17.9%). While 98.1% of students responded that they have never used SDI service. The same case is with the ILL service which is not used by 96.6% Of participants followed by E-z proxy (87%), OPAC service (73.9%) and CAS (60.4%), (**Table 3**).

Table 4: Services Satisfaction

Various Service		No. of Respondents
Circulation Service	Highly Satisfied	81 (39.1%)
	Moderately Satisfied	62 (30.0%)
	Neither Satisfied Nor Dissatisfied	60 (29.0%)
	Somewhat Dissatisfied	4 (1.9%)
	Totally Dissatisfied	0 (0.0%)
CAS	Highly Satisfied	20 (9.7%)
	Moderately Satisfied	43 (20.8%)
	Neither Satisfied Nor Dissatisfied	137 (66.2%)
	Somewhat Dissatisfied	4 (1.9%)
	Totally Dissatisfied	3 (1.4%)
Xerox Facility	Highly Satisfied	77 (37.2%)
	Moderately Satisfied	42 (20.3%)
	Neither Satisfied Nor Dissatisfied	79 (38.2%)
	Somewhat Dissatisfied	6 (2.9%)
	Totally Dissatisfied	3 (1.4%)
Reading Room Service	Highly Satisfied	102 (49.3%)
	Moderately Satisfied	56 (27.1%)
	Neither Satisfied Nor Dissatisfied	42 (20.3%)
	Somewhat Dissatisfied	6 (2.9%)
	Totally Dissatisfied	1 (0.5%)

Inter Library Loan Service	Highly Satisfied	0 (0.0%)
	Moderately Satisfied	3 (1.4%)
	Neither Satisfied Nor Dissatisfied	201 (97.1%)
	Somewhat Dissatisfied	1 (0.5%)
	Totally Dissatisfied	2 (1.0%)
OPAC Service	Highly Satisfied	15 (7.2%)
	Moderately Satisfied	28 (13.5%)
	Neither Satisfied Nor Dissatisfied	155 (74.9%)
	Somewhat Dissatisfied	8 (3.9%)
	Totally Dissatisfied	1 (0.5%)
Internet Service	Highly Satisfied	58 (28.0%)
	Moderately Satisfied	52 (25.1%)
	Neither Satisfied Nor Dissatisfied	74 (35.7%)
	Somewhat Dissatisfied	14 (6.8%)
	Totally Dissatisfied	9 (4.3%)
Ez-Proxy Service	Highly Satisfied	7 (3.4%)
	Moderately Satisfied	11 (5.3%)
	Neither Satisfied Nor Dissatisfied	181 (87.4%)
	Somewhat Dissatisfied	4 (1.9%)
	Totally Dissatisfied	4 (1.9%)

The satisfaction of Library Patrons towards Various Services

It is evident from the data analysis that the satisfaction level of library users with the library services. It was found that 49.3% of students rated Reading Room service highly. Likewise, 39.1% of respondents were highly satisfied with Circulation service followed by Photocopying facility (37.2%) and Internet service (28%). With Internet service, 6.8% of students were to some extent dissatisfied followed by OPAC service (3.9%), Reading Room service (2.9%) and Photocopying facility (2.9%). Overall, a minuscule of the population was dissatisfied with some services of library among which Internet service and E-z proxy scored 4.3% and 1.9% respectively. Majority of the library users took a neutral path by valuing services as neither satisfied nor dissatisfied. About this SDI and ILL service accounted for 97.1% followed by E-z proxy, OPAC and CAS service comprising of 87.4%, 74.9% and 66.2% respectively (**Table 4**).

Table 5: Faculty Wise Services Awareness

Service Name		Sciences	Social Sciences	Arts & Humanities	Total
Circulation	Highly Aware	33 (47.8%)	32 (46.4%)	49 (71.0%)	114 (55.1%)
	Moderately Aware	23 (33.3%)	18 (26.1%)	10 (14.5%)	51 (24.6%)
	Unaware	13 (18.8%)	19 (27.5%)	10 (14.5%)	32 (15.5%)
CAS	Highly Aware	7 (10.1%)	5 (7.2%)	10 (14.5%)	22 (10.6%)
	Moderately Aware	33 (47.8%)	30 (43.5%)	19 (27.5%)	82 (39.6%)
	Unaware	29 (42.0%)	34 (49.3%)	40 (58.0%)	103 (49.8%)
Xerox Facility	Highly Aware	25 (36.2%)	21 (30.4%)	33 (47.8%)	79 (38.2%)
	Moderately Aware	25 (36.2%)	13 (18.8%)	24 (34.8%)	72 (34.8%)
	Unaware	19 (27.5%)	35 (50.7%)	12 (17.4%)	66 (31.9%)
Reading Room	Highly Aware	46 (66.7%)	37 (53.6%)	41 (59.4%)	124 (59.9%)
	Moderately Aware	17 (24.6%)	20 (29.0%)	22 (31.9%)	59 (28.5%)
	Unaware	6 (8.7%)	12 (17.4%)	6 (8.7%)	24 (11.6%)
Inter library Loan	Highly Aware	1 (1.4%)	0 (0.0%)	1 (1.4%)	2 (1%)
	Moderately Aware	10 (14.5%)	6 (8.7%)	8 (11.6%)	24 (11.59%)
	Unaware	58 (84.1%)	63 (91.3%)	60 (87.0%)	181 (87.4%)
OPAC	Highly Aware	7 (10.1%)	6 (8.7%)	16 (23.2%)	29 (14%)
	Moderately Aware	10 (14.5%)	9 (13.0%)	16 (23.2%)	35 (16.9%)
	Unaware	52 (75.4%)	54 (78.3%)	37 (53.6%)	143 (69%)
Internet	Highly Aware	32 (46.4%)	27 (39.1%)	35 (50.7%)	94 (45.4%)
	Moderately Aware	28 (40.6%)	20 (29.0%)	23 (33.3%)	71 (34.3%)
	Unaware	9 (13.0%)	22 (31.9%)	11 (15.9%)	42 (20.3%)
Ez-Proxy	Highly Aware	1 (1.4%)	2 (2.9%)	5 (7.2%)	8 (3.9%)
	Moderately Aware	9 (13.0%)	6 (8.7%)	14 (20.3%)	29 (14%)
	Unaware	59 (85.5%)	61 (88.4%)	50 (72.5%)	170 (82.1%)

The familiarity of Library Services by Library Users of Selected Faculties

The study presents a clear insight of familiarity of library services among library users of selected faculties. Maximum library users from Arts and Humanities (71.0%) were highly aware of Circulation service. Science and Social Science students were almost equally familiar with the service with percentage 47.8 and 46.6 respectively. More students of Social Science (27.5%) are unaware of the service as compared to the less number of students (14.5%) from Arts and Humanities.

Almost all students from all faculties showed somewhat similar responses, being very much unaware about CAS. 14.5% of Arts and Humanities were highly aware of the service. In comparison to this, Science and Social Science did not show much progress. They were following with 10.1% and 7.2% respectively. The highest number of students (58.0%) from Arts and Humanities was unaware of the service as compared to Social Sciences and Science which have a percentage of 49.3% and 42.0% respectively.

Most of the students (66.7%) from Science faculty were very much aware of the Reading Room service followed by Arts and Humanities (59.4%) and Social Science (53.6%). More Social Science students (17.4%) were unaware of the service.

In response to Inter Library Loan service, a minuscule of the population are familiar. Not even a single respondent from Social Science is aware of the service. Arts and Humanities and Science faculties were following with 1.4% each. Most of the students (91.3%) of Social Science were unaware of the service followed by Arts and Humanities (87%) and Science faculty (84.1%). About OPAC service, more students (23.2%) from Arts and Humanities were highly aware as compared to Science (10.1%) and Social Science (8.7%). The highest number of respondents (78.3%) from Social Sciences was unaware of the service. It was followed by Science faculty with 75.4% and Arts and Humanities with 53.6%.

Most of the students (50.7%) were highly aware of Internet service, preceded by Science (46.4%) and Social Science (39.1%). Highest numbers of participants (31.9%) from Social Sciences were unaware of the service. It was followed by Arts and Humanities (15.9%) and Science faculty (13%).

When asked about E-z Proxy, fewer students were highly aware of the service; Arts and Humanities were leading with 7.2% followed by Social Science (2.9%) and Science (1.4%). Science and Social Sciences students were largely unaware with 88.5% and 88.4%, whereas 72.5% of students of Arts and Humanities were unaware of the service (**Table 5**).

Table 6: Faculty Wise Services Usage

Service Name		Sciences	Social Sciences	Arts & Humanities	Total
Circulation	Frequently	21 (30.4%)	14 (20.3%)	31 (44.9%)	66 (31.9%)
	Sometimes	30 (43.5%)	29 (42.0%)	27 (39.1%)	86 (41.5%)
	Never	18 (26.1%)	26 (37.7%)	11 (15.9%)	55 (26.6%)
CAS	Frequently	6 (8.7%)	5 (7.2%)	9 (13.0%)	20 (9.7%)
	Sometimes	20 (29.0%)	26 (37.7%)	16 (23.2%)	62 (29.9%)
	Never	43 (62.3%)	38 (55.1%)	44 (63.8%)	125 (60.3%)
Xerox Facility	Frequently	14 (20.3%)	6 (8.7%)	17 (24.6%)	37 (17.9%)
	Sometimes	31 (44.9%)	24 (34.8%)	39 (56.5%)	94 (45.4%)
	Never	24 (34.8%)	39 (56.5%)	13 (18.8%)	76 (36.7%)
Reading Room	Frequently	22 (31.9%)	19 (27.5%)	34 (49.3%)	75 (36.2%)
	Sometimes	34 (49.3%)	33 (47.8%)	28 (40.6%)	95 (45.9%)
	Never	13 (18.8%)	17 (24.6%)	7 (10.1%)	37 (17.9%)
Inter Library Loan	Frequently	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
	Sometimes	2 (2.9%)	5 (7.2%)	0 (0.0%)	7 (3.4%)
	Never	67 (97.1%)	64 (92.8%)	69 (100.0%)	200 (96.6%)
OPAC	Frequently	3 (4.3%)	3 (4.3%)	13 (18.8%)	19 (9.2%)
	Sometimes	7 (10.1%)	12 (17.4%)	16 (23.2%)	35 (16.9%)
	Never	59 (85.5%)	54 (78.3%)	40 (58.0%)	153 (73.9%)
Internet	Frequently	18 (26.1%)	13 (18.8%)	31 (44.9%)	62 (29.9%)
	Sometimes	28 (40.6%)	28 (40.6%)	25 (36.2%)	81 (39.1%)
	Never	23 (33.3%)	28 (40.6%)	13 (18.8%)	64 (30.9%)
Ez-Proxy	Frequently	0 (0.0%)	0 (0.0%)	7 (10.1%)	7 (3.4%)
	Sometimes	6 (8.7%)	6 (8.7%)	8 (11.6%)	20 (9.7%)
	Never	63 (91.3%)	63 (91.3%)	54 (78.3%)	180 (86.9%)

Usage of Library Services by Library Patrons of Selected Faculties

The analysis of data depicts that most of the students (44.9%) from Arts and Humanities are frequently using the Circulation service, followed by Sciences (30.4%). Further, most of the students from Social Sciences (37.7%) are not interested or never using this valuable or backbone service of the library.

Also, most of the respondents from Arts and Humanities (13%) are frequently using Current Awareness Services, Followed by 8.7% from Sciences. Also, the major portion of the respondents (63.8%) from the Arts and Humanities are never using the CAS.

Again most of the students from the Arts and Humanities (24.6%) among the three faculties are using Xerox facility frequently followed by Sciences who constitute 20.3%. Whereas, the major portion of Social Sciences (56.5%) are never using this facility.

Most of the students from Arts and Humanities (49.3%) are using 24*7 Reading Room service also 31.9% from Sciences are using this service frequently. Further 24.6% from Social Sciences are never using this enormous service.

All the students from all the faculties responded that they are not frequently using the Inter-Library Loan service. Also, the majority of students from Arts and Humanities (100%) are never using this service.

Most of the students from Arts and Humanities (18.8%) are frequently using OPAC service followed by minuscule of respondents (4.3%) from both Sciences and Social Sciences. Further, the majority of the population from Sciences (85.5%) is never using this service.

The majority of respondents from Arts and Humanities (44.9%) are using Internet service frequently followed by Sciences (26.1%). Further 40.6 % from Social Sciences are never using Library Internet services.

Most of the students (10.1%) from Arts and Humanities are frequently using E-z Proxy services. Further majority of the population (91.3%) from Sciences and Social Sciences are never using this service (**Table 6**).

Table 7: Faculty Wise Services Satisfaction

Service Name		Sciences	Social Sciences	Arts & Humanities	Total
Circulation	Highly Satisfied	20 (29.0%)	22 (31.9%)	39 (56.5%)	81 (39.1%)
	Moderately Satisfied	28 (40.6%)	19 (27.5%)	15 (21.7%)	62 (29.9%)
	Neither Satisfied Nor Dissatisfied	19 (27.5%)	27 (39.1%)	14 (20.3%)	60 (29%)
	Somewhat Dissatisfied	2 (2.9%)	1 (1.4%)	1 (1.4%)	4 (1.9%)
	Totally Dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
CAS	Highly Satisfied	9 (13.0%)	4 (5.8%)	7 (10.1%)	20 (9.7%)
	Moderately Satisfied	13 (18.8%)	19 (27.5%)	11 (15.9%)	43 (20.7%)
	Neither Satisfied Nor Dissatisfied	46 (66.7%)	42 (60.9%)	49 (71.0%)	137 (66.2%)

	Somewhat Dissatisfied	0 (0.0%)	4 (5.8%)	0 (0.0%)	4 (1.9%)
	Totally Dissatisfied	1 (1.4%)	0 (0.0%)	2 (2.9%)	3 (1.5%)
Xerox Facility	Highly Satisfied	27 (39.1%)	13 (18.8%)	37 (53.6%)	77 (37.2%)
	Moderately Satisfied	12 (17.4%)	12 (17.4%)	18 (26.1%)	42 (20.3%)
	Neither Satisfied Nor Dissatisfied	25 (36.2%)	41 (59.4%)	13 (18.8%)	79 (38.2%)
	Somewhat Dissatisfied	4 (5.8%)	2 (2.9%)	0 (0.0%)	6 (2.9%)
	Totally Dissatisfied	1 (1.4%)	1 (1.4%)	1 (1.4%)	3 (1.5%)
Reading Room	Highly Satisfied	37 (53.6%)	31 (44.9%)	34 (49.3%)	102 (49.3%)
	Moderately Satisfied	20 (29.0%)	16 (23.2%)	20 (29.0%)	56 (27%)
	Neither Satisfied Nor Dissatisfied	11 (15.9%)	19 (27.5%)	12 (17.4%)	42 (20.3%)
	Somewhat Dissatisfied	1 (1.4%)	2 (2.9%)	3 (4.3%)	6 (2.9%)
	Totally Dissatisfied	0 (0.0%)	1 (1.4%)	0 (0.0%)	1 (0.5%)
Inter Library Loan	Highly Satisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
	Moderately Satisfied	1 (1.4%)	2 (2.9%)	0 (0.0%)	3 (1.5%)
	Neither Satisfied Nor Dissatisfied	66 (95.7%)	66 (95.7%)	69 (100.0%)	201 (97.1%)
	Somewhat Dissatisfied	0 (0.0%)	1 (1.4%)	0 (0.0%)	1 (0.5%)
	Totally Dissatisfied	2 (2.9%)	0 (0.0%)	0 (0.0%)	2 (1%)
OPAC	Highly Satisfied	3 (4.3%)	3 (4.3%)	9 (13.0%)	15 (7.2%)
	Moderately Satisfied	6 (8.7%)	9 (13.0%)	13 (18.8%)	25 (12%)
	Neither Satisfied Nor Dissatisfied	59 (85.5%)	55 (79.7%)	41 (59.4%)	155 (74.9%)
	Somewhat Dissatisfied	0 (0.0%)	2 (2.9%)	6 (8.7%)	8 (3.9%)
	Totally Dissatisfied	1 (1.4%)	0 (0.0%)	0 (0.0%)	1 (0.5%)
Internet	Highly Satisfied	22 (31.9%)	13 (18.8%)	23 (33.3%)	58 (28%)
	Moderately Satisfied	18 (26.1%)	19 (27.5%)	15 (21.7%)	52 (25.1%)
	Neither Satisfied Nor Dissatisfied	26 (37.7%)	33 (47.8%)	15 (21.7%)	74 (35.7%)
	Somewhat Dissatisfied	1 (1.4%)	4 (5.8%)	9 (13.0%)	14 (6.8%)
	Totally Dissatisfied	2 (2.9%)	0 (0.0%)	7 (10.1%)	9 (4.3%)
Ez-Proxy	Highly Satisfied	0 (0.0%)	0 (0.0%)	7 (10.1%)	7 (3.4%)
	Moderately Satisfied	4 (5.8%)	4 (5.8%)	3 (4.3%)	11 (5.3%)
	Neither Satisfied Nor Dissatisfied	63 (91.3%)	64 (92.8%)	54 (78.3%)	191 (92.3%)
	Somewhat Dissatisfied	1 (1.4%)	1 (1.4%)	2 (2.9%)	4 (1.9%)
	Totally Dissatisfied	1 (1.4%)	0 (0.0%)	3 (4.3%)	4 (1.9%)

The satisfaction of Library Patrons of Selected Faculties towards Library Services

The study highlighted the satisfaction level of students with the services. Highest numbers of library users (56.5%) from Arts and Humanities faculty were highly satisfied with the Circulation service as compared to Social Science (31.9%) and Science (29%). Furthermore, none of the users was dissatisfied with the service.

Majority of students were neither satisfied nor dissatisfied with CAS. 71% from Arts and Humanities, 66.7% from Sciences and 60.9% from Social Sciences responded neither satisfied nor dissatisfied.

More students (53.6%) of Arts and Humanities were highly pleased with the Photocopying facility. In comparison to this, 39.1% from Sciences and 18.8% from Social Sciences were highly satisfied with the service. Only 1.4% from each faculty was dissatisfied with the service.

Science students were more satisfied (53.6%) with Reading Room service as compared to Arts and Humanities (49.3%) and Social Sciences (44.9%). Only 1.4% of students from Social Sciences were dissatisfied with the service.

Majority of the population rated Inter-Library Loan service as neither satisfied nor dissatisfied; 100% participants from Arts and Humanities, 95.7% students of both Science and Social Science faculty were neither satisfied nor dissatisfied with the service. Again the majority of respondents were neither pleased nor displeased with OPAC service. 85.5% from Sciences, 79.9% from Social Sciences and 59.4% from Arts and Humanities valued it as neither satisfied nor dissatisfied.

Respondents who were highly satisfied with the Internet service provided by the Iqbal Library comprised (33.3%) from Arts and Humanities, 31.9% from Sciences and 18.8% from Social Sciences. Further 47.8% from Social Sciences, 37.7% from Sciences and 21.7% from Arts and Humanities were neither satisfied nor dissatisfied. Also, 10.1 from Arts and Humanities and 2.9% from Sciences were dissatisfied.

Majority of students from Social Sciences (92.8%), 91.3% from Sciences and 78.3% from Arts and Humanities were neither satisfied nor dissatisfied from E-z proxy service. Also, 10.1% from Arts and Humanities were highly satisfied. Whereas, (1.4%) from Sciences and (4.3%) from Arts and Humanities were dissatisfied with this service (**Table 7**).

Findings

- The study found that the behaviour and response level of the library staff is satisfactory.
- It was found that library users from Arts and Humanities are availing the benefits from the basic service of the library but library users from Social Science are not availing the benefits from the basic library service like circulation services, reading room services.
- The study also found that library users from Arts and Humanities faculty are well familiar with the services of the library, while as rest faculties are not fully aware of the basic services of the library.
- The study further revealed that maximum library users are not aware of the Inter-Library Loan service.
- The study found that most of the library users are highly satisfied with the basic services provided by the library like internet browsing service but the study revealed negative results in terms of user's unawareness regarding E-z proxy services.

Conclusion

Information is an investment. Access to information yields both time and cost-saving by improving decision making, expediting solutions and avoiding unnecessary research. **Marshall (1993)** in his survey found that 84% of the 299 managers felt that the information provided by their company's information service contributed to better decisions. Evaluation of library

services is necessary to better understand how useful or successful the library is. Evaluation helps in improving the standards of organizations. So, it has become essential to periodically access information needs and satisfaction of library members to determine the exact needs of clientele. This study was an effort to find out the overall scenario of the services of Allama Iqbal Library. And it was found that Unfamiliarity with e-services, lack of initiatives from the side of library staff to make users aware and motivated are the two major perceived impediments to access library services in Allama Iqbal Library.

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