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November 2021

## Usage of Information Sources and Services in Selected Engineering and Management Institute Libraries of Haryana: An Assessment

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Singh, Gajender and Kadyan, SANJIV, "Usage of Information Sources and Services in Selected Engineering and Management Institute Libraries of Haryana: An Assessment" (2021). *Library Philosophy and Practice (e-journal)*. 6405.

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# Usage of Information Sources and Services in Selected Engineering and Management Institute Libraries of Haryana: An Assessment

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**Abstract:** The present study is evaluates the user experience towards library information resources and services in selected engineering and management institutes of Haryana. The researcher distributed 432 questionnaires among faculty members, PG and UG students of YMCA Faridabad, MDU Rohtak and DCRUST Sonipat Engineering and management institute libraries and found 325(75.23%) responses received back. It was found that the majority of users were overall satisfied with available library information sources and services. The study also found that some of library information sources and services were not much fully utilized by the faculty members and the students. Therefore, it is also suggested for providing effective library services, library need to focus for the utilization of the available resources and improving quality of servicesto promote optimum utilization of electronic information resources and services to fulfill users' information needs.

**Keywords :** Information Resources, Library Services, Engineering Institute, Management Institute, Electronic Resources, OPAC Service.

## 1. Introduction

The usefulness of information resources and services available in the library of any institution is evaluated through use by the users of that library. An assessment is a very effective tool in order to promote the utilization of library resources, to know users' information needs and to make users oriented library resources and services. Libraries are an essential part of educational institutes to provide support for academic activities in the formal education system. Understanding the information needs of users will help to develop the diverse strategies that are appropriate to obtain effective results.

The main purpose of conducting the user studies has been defined by Cullen (2001) in the following terms:

- Provide detailed information about user's opinion of the service
- Help to clarify the librarian's concept of the services as well as their assumptions about the user needs
- Indicate Problem
- Suggest solutions

The crucial aim of a library user's survey has been identification of information needs of its faculty members and the students in order to design and develop effective information delivery mechanism and smooth functioning of the libraries. The assessment of available library information sources and services can be measured in various ways as per framed objectives. Therefore, to provide quality information sources and services, it is much needed to build up better relationship with users and the library staff, adopting new innovative ideas for managing and providing effective information sources and services to the users. Therefore, user surveys are much needed to determine users' needs and their benefits in this changing ICT and digital environment, in order to fulfil User-oriented library resources and services (Gunasekara, Chamani, 2010).

The ultimate aim of a library survey has been the identification of information needs of its stakeholders in order to design and develop more efficient and effective information delivery systems.

This research work was mainly conducted to assess the user satisfaction of faculty members and the students towards various information sources and services and result may help the library authority in making future decision making for the upgradation of library as per the users requirement. The present study has conducted a user survey on usage of information sources and services in YMCA, MDU and DCRUST engineering and management institute libraries among faculty members and students of Haryana.

**3. Review of related literature:** Due to divers' information demands of users in ever changing environment of ICT, last few decades a large number of research studies have been conducted and various articles have been published in this particular area of uses and users' satisfaction towards library resources and services in India and overseas.

Tadasad and Talikoto(2000) conducted a survey on awareness and utilization of resources and services of city central library, Gulbarga and they found that majority of users were satisfied with available information resources, majority of users visited library for borrow and return books and the result also found that many users were not aware about the library resources and services. Gunasekara(2010) conducted a study on usage of library at University of Peradeniya among 800 undergraduate students and result found that majority of students overall satisfied with the available resources and services.

Furthermore, results also found that some of services were not being fully utilized by students and they recommended user orientation programme to promote awareness and use of e-resources. A study conducted in Tejpur University by Saikia and Gohain(2013) found that Majority of users (82.39%) borrowed text books, 79.87% consulted journals and 75.47% users read newspapers to meet their information needs and the study also suggested that user guidance is necessary tool to help library users to meet their information needs. A study conducted a case study by Ikolo (2015) on users' satisfaction with library services at Delta State University library. He found that users were not satisfied with the existing resources such as textbooks, internet service, newspaper/magazines, journals and circulations. The results also found that library users were not satisfied with reference service, interlibrary loan service, electronic database and other service. Devalingan, Babu and Sebastiyani (2016) has conducted a study at ATPDC, CIPET Madurai Library on user satisfaction and they have suggested valid methods for making the library user friendly, rich information provider and career development organizer.

**4. Objectives of the study:**

1. To assess the utmost Usage of library information sources and services
2. To assess the level of Users satisfaction with information sources and services

## 5. Research Methodology

The present study was conducted a survey among faculty members and the students (including UG and PG students) at Haryana of YMCA, MDU and DCRUST engineering and management institute libraries. The main tool of research is self-administered questionnaire and included most of the closed ended questions for collection of data for the study. The design of questionnaires based on the discussions with subject the researchers and review of related research studies and two part of questionnaires were prepared; one for Librarian and another for Users. Three Likert scaling techniques were used for measuring satisfaction levels of users as satisfied, partially satisfied and not satisfied. The present study is the part of main research, which includes three engineering and management institute libraries. The sample size has been limited to 432 (which includes 72 Faculty members, and 354 students including PG Students and students) were randomly selected and 325 (48 Faculty members and 277 Students) responses were received back.

The collected data were explored in table with using simple percentage, mean and standard deviation.

### 5.1 Mean

Mean is calculated by dividing the sum of all the values in distribution by the number of values (frequency) in that distribution are as follows;

$$\text{Mean} = \frac{\sum x}{n}$$

### 5.2 Standard deviation

The Standard Deviation is a measure of how spreads out numbers are. It is the square root of the variance, which is the sum of square of the differences from mean of each observation.

It depicts the deviation from the mean value, lesser the deviation, more homogeneous population is, higher the S.D. less homogeneous (heterogeneous).

$$SD = \sqrt{\frac{\sum (X - \text{mean})^2}{N}}$$

## 6. Analysis and Interpretation of Data

The researcher personally distributed 432 structured questionnaires among faculty members and the students and a total number of 325 (75.23%) responses were received back (including 48(66.7%) of faculty members and 277(76.9%) of students.

The respondents were asked to mention about utmost uses of library information sources by the users. The table 1 shows that a majority 79.69% of total users were the most used textbooks followed by 61.23% used reference books along with e-books, 52.31% of users used Dissertation/Project Reports and 51.4% of users used e-Journals, while majority 65.5% of users mention that they did not used Audio-Visual Materials/CD/DVDs, followed by 59.1% of users not use printed journals, 55.4% of users not use Newspaper/ magazines. The results also observed that less

than 50% of total users were used other information sources like total majority 44.29% of users were used printed journals followed by 42.46% used newspaper/magazines sources and only 37.85% used audio-visual materials.

The result of table also indicates that textbooks and reference books were most used library information sources by the faculty members and the students, but it has been also observed that some differences in opinion of faculty members and the students about following information sources i.e., printed Journals, and e-journals were used by the majority of faculty members, whereas, the majority of students were not used these sources and about e-books majority of students were used e-books but faculty members not used mostly. SD of is showing how frequently online sources have been used by the students, faculty members and both. Lesser the standard deviation is more homogeneous. Let say, Text books used by faculty 48 and journals used by faculty is 36, but if we say faculty using text book 48 and journals are 5-10 so it is very less in comparison to text book. It will so the much heterogeneity between the two text books and journal. There is need to find the reason why faculty is not using journals as much as text book. Hence, The lesser the amount of standard deviation shows more the homogeneous data is. Here we have SD of faculty used information sources is 7.38, Student used information sources are 40.81 and both students and faculty used information sources is 40.63. If we compare the last two SDs the third one is more homogeneous. It can be concluded that if both student and faculty are using the information sources are less heterogeneous. But the results in table 2 are more heterogeneous than the table 1.

**Table.1.Utmost Uses of information Sources by the users in the library**

Information Sources	Used by Faculty (Out of 48)	Percentage	Used by Students (out of 277)	Percentage	Used by faculty and students both Total (out of 325)	Percentage
Text books	28	58.33%	231	83.39%	259	79.69%
Reference books	31	64.58%	168	60.65%	199	61.23%
Journals	36	75.00%	110	39.71%	146	44.92%
Magazines/Newspapers	24	50.00%	114	41.16%	138	42.46%
e-journals	33	68.75%	129	46.57%	167	51.38%
e-books	18	37.50%	181	65.34%	199	61.23%
dissertation /Project reports	14	29.17%	156	56.32%	170	52.31%
Audio-Visual Materials (CD/DVDs)	19	39.58%	104	37.55%	123	37.85%
<b>Mean</b>	<b>25.375</b>	<b>52.86%</b>	<b>149.125</b>	<b>53.84%</b>	<b>175.125</b>	<b>53.88%</b>
<b>Minimum</b>	<b>14</b>	<b>29.17%</b>	<b>104</b>	<b>37.55%</b>	<b>123</b>	<b>37.85%</b>
<b>Maximum</b>	<b>36</b>	<b>75.00%</b>	<b>231</b>	<b>83.39%</b>	<b>259</b>	<b>79.69%</b>
<b>S.D.</b>	<b>7.38</b>	<b>15.38%</b>	<b>40.81</b>	<b>14.74%</b>	<b>40.63</b>	<b>12.50%</b>

**Source:** Data is collected through questionnaire survey and calculated by researcher

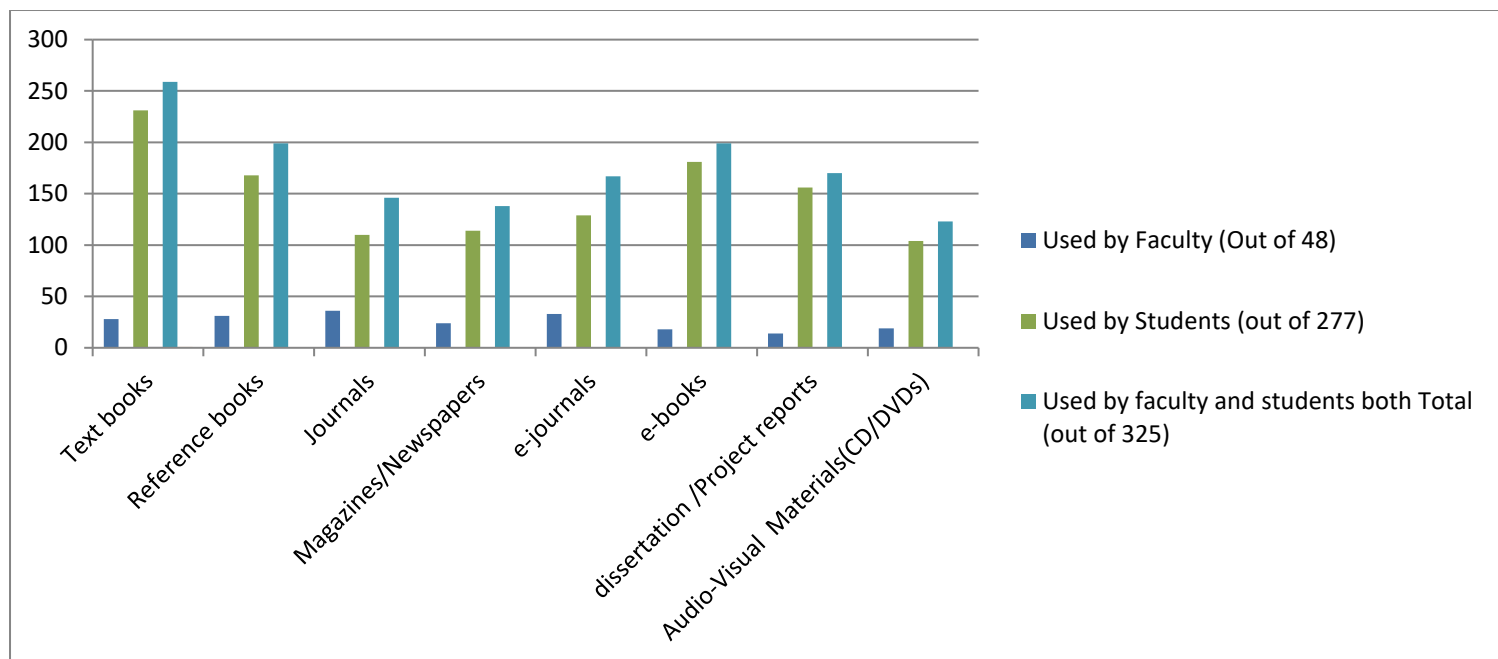


Figure 1: Depicts use of information sources by Faculty, Students and both

The respondents were asked to mention about utmost uses of library services by the users. The table 2 shows that a total majority 81.50% of users were most used circulation service followed by 79.40% of users used Internet service, 72% of users used OPAC service, 62.20% used reference, 55.10% of users used E-resources service and 52.90% of users used CAS/SDI service. Whereas, a total majority of less than 50% were used other services like 48.60% of users were used book bank service, followed by 43.40% used photocopying service, 36% used newspaper clipping service and only 29.80% of total users were used interlibrary loan service.

The result of table also indicates that internet service, circulation service reference service, OPAC service, were most used service by the faculty members and the students, but it has been also observed that some differences in opinion of faculty members and the students i.e., the Majority of faculty members were used photocopying service, but students majority was not used this service and Majority of students were used book bank service but faculty did not use mostly.

**Table.2. Utmost Uses of information Services by the users in the library**

Information Services	Used by Faculty (Out of 48)	Percentage	Used by Students (out of 277)	Percentage	Used by faculty and students both Total (out of 325)	Percentage
<b>Circulation Service</b>	34	70.80%	231	83.39%	265	81.50%
<b>Reference service</b>	31	64.60%	171	61.70%	202	62.20%
<b>CAS/SDI Service</b>	27	56.30%	145	52.30%	172	52.90%
<b>Newspapers Clipping</b>	19	39.60%	98	35.40%	117	36.00%
<b>Book Bank Service</b>	10	20.08%	148	53.40%	158	48.60%
<b>E-resources service</b>	28	58.30%	151	54.50%	179	55.10%
<b>Interlibrary Loan</b>	11	22.90%	86	31.00%	97	29.80%
<b>Photocopy service</b>	29	60.40%	112	40.40%	141	43.40%
<b>OPAC Service</b>	31	64.60%	203	73.30%	234	72.00%
<b>Internet Service</b>	37	77.10%	221	79.80%	258	79.40%
<b>Mean</b>	<b>25.7</b>	<b>53.47%</b>	<b>156.6</b>	<b>56.52%</b>	<b>182.3</b>	<b>56.09%</b>
<b>Minimum</b>	<b>10</b>	<b>20.08%</b>	<b>86</b>	<b>31.00%</b>	<b>97</b>	<b>29.80%</b>

<b>Maximum</b>	<b>37</b>	<b>77.10%</b>	<b>231</b>	<b>83.39%</b>	<b>265</b>	<b>81.50%</b>
<b>S.D.</b>	<b>9.30</b>	<b>19.52%</b>	<b>50.21</b>	<b>18.14%</b>	<b>57.33</b>	<b>17.65%</b>

**Source:** Calculated by author

The table 3 shows that satisfaction level of faculty members on various information sources. The result indicates about text books- a majority 62.50 % of faculty members were satisfied, followed by 27.08 % partially satisfied and 10.42% not satisfied. About reference books - a majority 66.67% of faculty members were satisfied, followed by 20.83% partially satisfied and 12.40% not satisfied. About Journals - a majority 54.17% of faculty members were satisfied, followed by 27.08% not satisfied and 18.75 % partially satisfied. About Magazines/Newspapers - a majority 47.92% of faculty members were satisfied, followed by 33.33% partially satisfied and 18.75% not satisfied. About e-journals - a majority 50 % of faculty members were satisfied, followed by 33.33 % partially satisfied and 16.67% not satisfied. About e-books - a majority 45.83% of faculty members were satisfied, followed by 29.17% not satisfied and 25% partially satisfied. About dissertation/Project reports- a majority 37.50% of faculty members were partially satisfied followed by 31.25% of faculty members satisfied and 31.25% not satisfied. About Audio-visual Materials- a majority 45.83 % of faculty members were partially satisfied, followed 27.08% of faculty member satisfied and 27.08% not satisfied.

**Table. 3: Level of satisfaction by the faculty members on information sources**

No	Sources	FACULTY	Satisfied	Percentage (Satisfied)	Partially Satisfied	Percentage (Partially Satisfied)	Not Satisfied	Percentage (Not Satisfied)	Total
1	Text books	48	30	62.50%	13	27.08%	5	10.42%	100.00%
2	Reference books	48	32	66.67%	10	20.83%	6	12.50%	100.00%
3	Journals	48	26	54.17%	9	18.75%	13	27.08%	100.00%
4	Magazines/Newspapers	48	23	47.92%	16	33.33%	9	18.75%	100.00%
5	e-journals	48	24	50.00%	16	33.33%	8	16.67%	100.00%
6	e-books	48	22	45.83%	12	25.00%	14	29.17%	100.00%
7	dissertation /Project reports	48	15	31.25%	18	37.50%	15	31.25%	100.00%
8	Audio Visual Materials(CDs)	48	13	27.08%	22	45.83%	13	27.08%	100.00%

**Source:** Calculated by author based on the responses in questionnaire

The table 4 shows that satisfaction level of the students users on various information source. The result about text books- a majority 50.90% of students were satisfied, followed by 29.97% partially satisfied and 19.13 % not satisfied. About reference books- a majority 35.38 % of faculty members were satisfied, followed by 44.40% partially satisfied and 20.22% not satisfied. About Journals- a majority 27.80% of students were satisfied, followed by 43.68% partially satisfied and 28.52% not satisfied. About Magazines/Newspapers- a majority 38.27 % of students were satisfied, followed by 29.96% partially satisfied and 32.13% not satisfied. About e-journals- a majority 31.77% of students were satisfied, followed by 40.79% partially satisfied and 27.44% not satisfied. About e- books- a majority 41.52% of students were satisfied, followed by 30.32% partially satisfied and 28.16% not satisfied. About dissertation/project report- a majority 40.79% of students were satisfied, followed by 29.97% partially satisfied and 29.24% not satisfied. About Audio-Visual Materials- a majority 35.74 % of students were satisfied, followed by 44.40% partially satisfied and 19.86% not satisfied.

**Table 4 Satisfaction level of students on information sources**

No	Sources	Students	Satisfied	Percentage (Satisfied)	Partially Satisfied	Percentage (Partially Satisfied)	Not Satisfied	Percentage (Not Satisfied)	Total
1	Text books	277	141	50.90%	83	29.96%	53	19.13%	100.00%
2	Reference books	277	98	35.38%	123	44.40%	56	20.22%	100.00%
3	Journals	277	77	27.80%	121	43.68%	79	28.52%	100.00%
4	Magazines/Newspapers	277	106	38.27%	82	29.60%	89	32.13%	100.00%
5	e-journals	277	88	31.77%	113	40.79%	76	27.44%	100.00%
6	e-books	277	115	41.52%	84	30.32%	78	28.16%	100.00%
7	Dissertation /Project reports	277	113	40.79%	83	29.96%	81	29.24%	100.00%
8	Audio Visual Materials(CDs)	277	99	35.74%	123	44.40%	55	19.86%	100.00%

**Source:** Calculated by author

The table 5 indicates that satisfaction levels of users about available information sources in the library. About text books - a total majority 52.61% of was satisfied, followed by 29.54 % partially satisfied and 17.85% not satisfied. About reference books- a total majority 40.92% of users were partially satisfied, followed by 40% satisfied and 19.08% not satisfied. About journals - a total majority 40 % partially satisfied followed 31.69% satisfied and 28.31% not satisfied. About Magazines/Newspapers - a total majority 39.69% of were satisfied, followed by 30.46% partially satisfied and 29.85% not satisfied. About-journals - a total majority 39.69% of users were partially satisfied, followed 34.46 % satisfied and 25.85% not satisfied. About e-books - a total majority 42.15% of was satisfied, followed by 29.54% partially satisfied and 28.31% not satisfied. About dissertations/Project reports- a total majority 39.38% of users were satisfied, followed by 31.08% partially satisfied and 29.54% not satisfied. About Audio-Visual Materials - a total majority 44.62% of users were partially satisfied, followed by 34.46% satisfied and 20.92% not satisfied

**Table 5 Total satisfaction level of faculty and students both**

No	Source	Total	Satisfied	Percentage (Satisfied)	Partially Satisfied	Percentage (Partially Satisfied)	Not Satisfied	Percentage (Not Satisfied)	Total
1	<b>Text books</b>	325	171	52.61%	96	29.54%	58	17.85%	100.00%
2	<b>Reference books</b>	325	130	40.00%	133	40.92%	62	19.08%	100.00%
3	<b>Journals</b>	325	103	31.69%	130	40.00%	92	28.31%	100.00%
4	<b>Magazines/Newspapers</b>	325	129	39.69%	99	30.46%	97	29.85%	100.00%
5	<b>e-journals</b>	325	112	34.46%	129	39.69%	84	25.85%	100.00%
6	<b>e-books</b>	325	137	42.15%	96	29.54%	92	28.31%	100.00%
7	<b>Dissertation /Project reports</b>	325	128	39.38%	101	31.08%	96	29.54%	100.00%
8	<b>Audio-Visual Materials CDs</b>	325	112	34.46%	145	44.62%	68	20.92%	100.00%

**Source:** Calculated by author based on the questionnaire responses

The result of table 6 indicates about circulation service- that majority 66.67% of faculty members were satisfied about followed by 22.92% partially satisfied and 10.42% not satisfied. About reference service majority 58.33% of faculty members satisfied, followed by 29.17% partially satisfied and 12.50% not satisfied. About CAS/SDI service - majority 50.00% of faculty members satisfied followed by 27.08% not satisfied and 22.92% partially satisfied. About



Newspaper Clipping Service –majority 41.67% of faculty members were partially satisfied followed 33.33% satisfied and 25.00% not satisfied. About Book Bank service-majority 52.08 % of faculty members partially satisfied, followed 37.50% of faculty members satisfied and 10.42% not satisfied. About E-resources -majority 47.92% of faculty members were satisfied, followed by 39.58 % partially satisfied and 12.50% not satisfied. About Interlibrary loan service-majority 47.75 % of faculty members were partially satisfied, followed by 29.17% not satisfied and 27.08% of faculty members satisfied. About photocopy service- majority 56.25% of faculty members satisfied, followed by 37.50% partially satisfied and 6.25% not satisfied. About OPAC service -majority 72.92% of faculty members satisfied, followed by 20.83% partially satisfied and 6.25% not satisfied. About Internet service-majority 41.67% of faculty members satisfied, followed by 29.17% partially satisfied and 29.17% not satisfied

**Table 6 Level of satisfaction by the faculty members on library services**

No	Sources	FACULTY	Satisfied	Percentage (Satisfied)	Partially Satisfied	Percentage (Partially Satisfied)	Not Satisfied	Percentage (Not Satisfied)	Total
1	Circulation	48	32	66.67%	11	22.92%	5	10.42%	100.00%
2	Reference service	48	28	58.33%	14	29.17%	6	12.50%	100.00%
3	CAS/SDI	48	24	50.00%	11	22.92%	13	27.08%	100.00%
4	Newspapers Clipping	48	16	33.33%	20	41.67%	12	25.00%	100.00%
5	Book Bank Service	48	18	37.50%	25	52.08%	5	10.42%	100.00%
6	E-Resources Service	48	23	47.92%	19	39.58%	6	12.50%	100.00%
7	Interlibrary Loan	48	13	27.08%	21	43.75%	14	29.17%	100.00%
8	Photocopy service	48	27	56.25%	18	37.50%	3	6.25%	100.00%
9	OPAC Service	48	35	72.92%	10	20.83%	3	6.25%	100.00%
10	Internet Service	48	20	41.67%	14	29.17%	14	29.17%	100.00%

**Source:** Calculated by author

The results of table 7 indicate that majority 38.63% was satisfied about followed by 42.24 % partially satisfied and 19.13% not satisfied. About reference service –majority 45.49% of student satisfied, followed by 35.38% Partially satisfied and 19.13% not satisfied. About CAS/SDI service –majority 45.13% of students partially satisfied, followed by 32.13% not satisfied. 22.74% satisfied. About Newspaper Clipping Service - majority 40.79% of students were not satisfied, followed by 36.82% partially satisfied and 22.38% of student satisfied. About Book Bank service – majority 41.16% of students were partially satisfied followed by 32.13% of student satisfied and 26.71% not satisfied. About E-resources - majority 41.88% of student was satisfied followed by 29.60% not satisfied. And 28.52% partially satisfied. About Interlibrary loan service –majority 55.66% of students were not satisfied, followed by 23.83 % partially satisfied and 20.22 % of student satisfied. About photocopy service majority 52.35% of student satisfied, followed by 31.41% partially satisfied and 16.25% not satisfied. About OPAC service majority 49.10% of student satisfied, followed by 37.18% partially satisfied and 13.72% not satisfied. About Internet service majority 40.79% of students were partially satisfied followed by 31.77% not satisfied And 27.44% of student satisfied.

**Table 7 Satisfaction level of students on Library services**

No	Sources	Students	Satisfied	Percentage (Satisfied)	Partially Satisfied	Percentage (Partially Satisfied)	Not Satisfied	Percentage (Not Satisfied)	Total
1	Circulation	277	107	38.63%	117	42.24%	53	19.13%	100.00%
2	Reference service	277	126	45.49%	98	35.38%	53	19.13%	100.00%
3	CAS/SDI	277	63	22.74%	125	45.13%	89	32.13%	100.00%
4	Newspapers Clipping	277	62	22.38%	102	36.82%	113	40.79%	100.00%
5	Book Bank Service	277	89	32.13%	114	41.16%	74	26.71%	100.00%
6	E-Resources Service	277	116	41.88%	79	28.52%	82	29.60%	100.00%
7	Interlibrary Loan	277	56	20.22%	66	23.83%	155	56.66%	100.00%
8	Photocopy service	277	145	52.35%	87	31.41%	45	16.25%	100.0%
9	OPAC Service	277	136	49.10%	103	37.18%	38	13.72%	100.0%
10	Internet Service	277	76	27.44%	113	40.79%	88	31.77%	100.0%

**Source:** Calculated by author

The table 8 indicates that satisfaction levels of users about available Library service. The results indicate about circulation service that a majority 42.77% were satisfied about followed by 39.38% partially satisfied and 17.85% not satisfied. About reference service a total majority 47.38% of users satisfied, followed by 34.36% partially satisfied and 18.15% not satisfied. About CAS/SDI service a total majority, 41.85% of users partially satisfied followed by 31.38% not satisfied and 26.77% satisfied. About Newspaper Clipping Service a total majority 37.54% of users partially satisfied, followed by 38.46% not satisfied and 24.00% satisfied. About Book Bank service a total majority 42.77% of users partially satisfied, of users satisfied, followed by 32.92% % satisfied and 24.31% not satisfied. About E-resources total majority 42.77% of users satisfied, followed by 30.15% partially satisfied and 27.08% not satisfied. About Interlibrary loan service a total majority 52.00% of users not satisfied, followed by 26.77% partially satisfied and 21.23% of users satisfied. About photocopy service a total majority 52.92% of users satisfied, followed by 32.31% partially satisfied and 14.77% not satisfied. About OPAC service a total majority 52.62% of users satisfied, followed by 34.77% partially satisfied and 12.62% not satisfied. About Internet service a total majority 39.08% of users partially satisfied, followed by 29.54% of users satisfied and 31.38% not satisfied.

**Table 8 Total satisfaction level of faculty and students both library services**

No	Source	Total	Satisfied	Percentage (Satisfied)	Partially Satisfied	Percentage (Partially Satisfied)	Not Satisfied	Percentage (Not Satisfied)	Total
1	Circulation	325	139	42.77%	128	39.38%	58	17.85%	100.00%
2	Reference service	325	154	47.38%	112	34.36%	59	18.15%	100.00%
3	CAS/SDI	325	87	26.77%	136	41.85%	102	31.38%	100.00%
4	Newspapers Clipping	325	78	24.00%	122	37.54%	125	38.46%	100.00%

5	Book Bank Service	325	107	32.92%	139	42.77%	79	24.31%	100.00%
6	E-Resources Service	325	139	42.77%	98	30.15%	88	27.08%	100.00%
7	Interlibrary Loan	325	69	21.23%	87	26.77%	169	52.00%	100.00%
8	Photocopy service	325	172	52.92%	105	32.31%	48	14.77%	100.00%
9	OPAC Service	325	171	52.62%	113	34.77%	41	12.62%	100.00%
10	Internet Service	325	96	29.54%	127	39.08%	102	31.38%	100.00%

**Source:** Calculated by author

### **About Information sources**

The table also indicates that similar opinion were observed by faculty members and the students with textbooks.

The table also indicates that almost similar opinion were observed by faculty members and the students with Magazines/Newspapers.

### **About Library services-**

The table also indicates almost similar opinions were observed among faculty members and students users about reference service. The table also indicates similar opinions were observed among faculty members and the students about newspaper clipping service. The table also indicates similar opinions were observed among faculty members and the students about book bank. The table also indicates similar opinions were observed among faculty members and the students with e-resources service. The table also indicates similar opinions were observed among faculty members and the students with photocopy service.

### **About Information sources**

The table also indicates differences in opinion were observed that 66.7% of faculty members were satisfied, whereas majority 35.4% of students was satisfied with reference books. The table also indicates differences in opinion were observed that 54.2% of faculty members were satisfied, whereas majority 27.8% of students was satisfied with journals. The table also indicates differences in opinion were observed that 50% of faculty members were satisfied, whereas majority 31.8% of students was satisfied with e-journals.

### **About Library services**

The table also indicates differences in opinion were observed that 50% of faculty members was satisfied, whereas majorities 22.7 % of students were satisfied with CAS/SDI service. The table also indicates differences in opinion were observed that 43.8% of faculty members was partially satisfied, whereas majorities 56 % of students were not satisfied with the interlibrary loan service. The table also indicates differences in opinion were observed that 72.9% of faculty members were satisfied, whereas majority 49.1% of students was satisfied with OPAC service.

The table also indicates differences in opinion were observed that 41% of faculty members was satisfied, whereas majority 40.8% of students was partially satisfied with Internet service.

### **Major findings**

**Uses of Information Sources:** The results observed that more than 75% of total users mentioned that they used mostly text books and uses of other information sources i.e. more than half majority of total users used Reference books, e-books-journals and dissertation/project reports respectively.

The result also revealed that more than 65% of total users mentioned that they did not use Audio-Visual Materials (CD/DVDs) and more than half majority of total users did not use printed journals and Newspaper/Magazines and dissertation/Project report.

**Uses of Library services:** More than 80% of total users mentioned that they used mostly circulation service, the more than 70% of total users used Internet service and OPAC service, the more than half majority of total users used reference service, e-resources, CAS/SDI service respectively.

The results also revealed that more than 70% of total users have not used an interlibrary loan service, more than half majority of total users not used newspaper clipping, Photocopying service.

**Satisfaction Levels of Users to meet various information sources and library services:** the majority of total users were overall satisfied with various available information sources in the library.

The majority of total users were overall satisfied with the various services provided by the library. The results also observed that majority of half total users were not satisfied with interlibrary loan service and more than one fourth the majority of total users were also not satisfied with the CAS/SDI service, Newspaper clipping service, E-resources service and Internet service provided by the library.

## **Conclusion**

The findings of the study depict that the majority of users, including faculty members and the students are overall satisfied with the available information sources and provided library services. But the study also shows that some information sources and services are not being fully utilized by the faculty members and the students, it is also suggested for effective user oriented services, and library must be focused to improve the utilization of the available resources and quality of services. It is also found that the users are presently shifting from printed library information sources to e-resources due to rapid advancement of ICT based library resources and services and internet service has become an inseparable part of today's educational life. The study also suggested that the users' orientation program must be conducted frequently by the library for optimum utilization of available information sources and services as per changing ICT based library environment. The library should develop a communication platform through e-mail or suggestions box for the users' valuable suggestion and library authority should build up future plan for the development of library and shape the library services as per latest trends of ICT and users' demands.

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