



INNOVATIVE PRACTICES IN LIBRARIES



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“User Satisfaction on Library Resources and Services in St.Claret Degree College Library, Bangalore-A Study”

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Abstract:

The main motive of this study was to examine and analyze the users' satisfaction with library resources and services among the faculty members and students of St. Claret Degree College, Bangalore. The present study demonstrates the satisfaction levels of users towards various library resources and services provided by the college library. The result of the study found that a large number of respondents were satisfied with library resources and services. It also finds that the books had become a most widely used resources and circulation services was emerged most preferred service. Some suggestions have been given by the respondents to make about the library resources and services more effective and efficient manner.

Keywords: St. Claret College library, Users satisfaction, Library Resources, Library Services,

1. Introduction :

In the modern communication technological era academic library such as Degree college libraries have been a great contribution and responsibility to support in education and learning process. Being academic institutions, all Degree colleges are applying and implementing Infrastructures of Information communication technology in their libraries according to users information needs. Advancement of ICT has dramatically changed worldwide library resources and services. The Degree college library contributes primarily to the teaching and learning process for faculty members and students and it has a responsibility to disseminate and communicate users with a collection of resources and services. Therefore, the Degree colleges need to strengthen their library resources and services according to users' information needs and satisfaction levels. In today's rapidly changing information world, information needs of users are met through a plethora of sources. The library is obviously the source of power of knowledge in higher education and research, the use of library resources and services is a matter of concerns to faculty and students.

The successes of any modern library today have been based on users' satisfaction. The library should know the information needs of their users and make changes according to the user's information needs, otherwise the library will not achieve their mission. The mission of all academic libraries is to collect, to organize and to dissemination of information in order to users' information needs. The assessment and evaluation of library users satisfaction is an authentic tool for measuring library performance. The present study attempts to investigate the various aspects on users' satisfaction towards libraries resources and services, conducting such a study will help to determine future

plans for the Degree college libraries authority and users in reshaping their library resources and services for providing users in a more effective manner.

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2. Claret college library:

The carpet area of the library of St. Claret Degree College is 308 sq.Ms mt with a seating capacity of 130 users. Total number of books in the library is 17200 with 7465 titles. It is well equipped with sufficient number of references as well as text books. International Journals, magazines, Project reports, and e-resources to cater the needs of the users. Books are classified through Dewey Decimal Classification (DDC) Scheme (23rd edn). Most of the important activities of the library are automated with the help of high tech library software namely LIBSOFT 9.8, which was installed in 2009. Accessioning of books and serials, cataloguing and issuing returning of books are done through the same. A good collection of CDROMs and audio cassettes are available in the library. Thought it covers different subject fields

Library personnel are continuously engaged in mining open access platforms from the vast community of Web. Till date many open access sites like DOAJ, and others have been sent to the Head of the Departments (HODs) of the various departments to make them aware of these e-resources. The library is a member of DELNET, a national library network since 2013. Any member of faculty or student can search the database of DELNET for use of e-resources. Users can also make request for any book on inter library loan. The request for loan can be sent directly by the user through email to DELNET at sangs@delnet.ren.nic.in, but books will be received in the library only. The library also a member of the N- List e- resource Service Since 2012. Any member of faculty or student can search the database of N- LIST for use of e-resources. The library also a membership of the British Library Students also have the privilege of visiting and borrowing books from the British library.

Library has 14 computers along with the facility of multimedia. Users can access LIBSOFT Web Online Public Access Catalogue (OPAC) to see library collection of books, standards, etc.

3. Users of the library:

The St.Claret Degree College Library is used by all the faculty and students of BA,B.Com,BBA, BCA, Undergraduates, On an average 20 faculty and 250 students visiting the library/day and an average of 50 books will be issued/returned/per day.

4. Library Resources:

The St.Claret Degree College Library includes in its Collection General Books, Reference Books, Textbooks, Competitive Exam books , Book Bank, Back volumes of journals, Current journals/magazines/ newspapers, CDs/DVDs, etc. and also the library subscribed DELNET database and N-LIST E-resources .

5. Services of the library:

St.Cleart Degree college library providing following services to their students and faculty Members.

- Circulations service,
- Reference service,
- Inter library loan service,
- Bibliographical service,
- Newspaper clipping,
- OPAC service,
- Reprographic Services,
- Book Bank Facility.

6. Review of literature:

- S. Sujath (2015) User Satisfaction on Print and Electronic Information Resources in Kakatiya University Library, Warangal-A Case Study. This study have identified the frequency of visiting the library, amount of time spent, level of use of print and electronic information resources, level of satisfaction of print and electronic information resources, level of satisfaction of library facilities and services. one can conclude that the KU is ineffective in some of its service provisions. This takes urgent steps to rescue obsolescence through the application of ICTs in library and information services at KU library.
- Dr.Pooja (2014) User satisfaction about the library space, infrastructure facilities' study of central library,KMC .Mangalore. The paper points out that the user needs assessment and user satisfaction measurement instruments can positively act as management tools that can assist the Central Library in decision making, long term planning, budgeting, employee training and development in addition to being a mechanism for continually enhancing and improving the relationship between the Central Library and its users.

7. Objectives:

- To know the Resources in St.Cleart College Library.

- To find out the level of satisfaction on Library facilities.
- To find out the level of satisfaction on print and electronic information resources.
- To find out the level of satisfaction on library services.

8. Methodology:

The present study intends to describe the user satisfaction on print and electronic information resources in St.Cleart College Library. Hence the investigator has adopted survey method for data collection through questionnaire in a simple random sampling method and descriptive statistics has been used for the interpretation of the data.

Table 1: Status-wise distribution and response rate

Status of respondents	No. of questionnaires distribute	No. of responses received	Percentage (%)
BA Students	20	17	85
B.Com Students	40	36	90
BBA Students	30	26	86.66
BCA Students	25	20	80
Faculty Members	35	30	85.71
Total	150	129	86

Table 1. shows the status-wise distribution of respondents. It is observed that 150 questionnaires were distributed to the users out of which 20 were B.A. students, 40 were B.COM students and 30 were BBA Students,25 were BCA Students and 35 faculty members. Among these 129 responded and it the response rate is 86%.

9. Data analysis and interpretation:

Table 2: frequency of visiting the library

Description	No. of respondents	Percentage
Every day	52	40.31
Once in a week	34	26.35
Once in a month	28	21.70
Occasionally	15	11.62
Total	129	100

It is evident from Table 2 that 52(40.31%) of the respondents visit the library every day, followed by 34 (26.35%) visiting once in a week, and 28(21.70%) visiting once in a month and 15(11.62%) are visiting the library occasionally.

Table 3: Use Level of print information resources St. Cleart College library

Resources	Using	Not using
Text books	92(71.31%)	15 (11.62%)
Reference books	62(48.06%)	30(23.25%)
General books	54(41.86%)	34(26.35%)
Competitive books	68(52.71%)	24(18.60%)
Periodicals/journals	58(44.96%)	38(29.45%)
Project reports	30(23.25%)	75(58.13%)
News papers	112(86.82%)	05(3.87%)

Respondents could choose multiple options

Table 3 shows that out off 129 respondents 112(86.82%) of respondents are using newspapers regularly at St.Claret college library, followed by 92(71.31%) using text books, 68(52.71%) competitive books,62(48.06%),reference books 58|(44.96.%) periodicals/journals 54.(41.86%) general books, and 30(23.25%) using project reports. This shows that a large number of users are using the newspaper regularly and the least are using project reports.

Table 4 : Use Level of Electronic Information Resources

Resources	Using	Not using
Search engines (e.g., Google, Yahoo, etc.)	95(73.64%)	10 (7.75%)
Social Networking Sites (Face-book, Twitter, etc.)	80(62.01%)	25 (19.37%)
Online Public Access Catalogue (OPAC)	78(60.46%)	36(27.90%)
N-LIST E-Resources	64(49.61%)	62(48.06%)
DELNET Database	56(43.41%)	76(58.91%)

Respondents could choose multiple options

The data in Table 4 represents the level of use of electronic information resources. A total of five resources have been identified by respondents as can be seen in Table 4. It is observed that a majority of 95(73.64%) of respondents are using search engines followed by 80(62.01%) using social networking sites, (Face-book, Twitter, etc.), 78(60.46%) OPAC, 64(49.61%) N-LIST E-resources, and 56(43.41%) DELNET Database This indicates that a majority using Search engines (e.g., Google, Yahoo, etc.) i and the least are using DELNET Database. Hence, the authorities should take necessary steps for improving the use of N-LIST E-resources and DELNET Database.

Table 5: Satisfaction Level of Print Information resources

Resources	Highly Satisfied	Satisfied	Partially satisfied	Partially Dissatisfied	Dissatisfied	Total %
Text books	41(31.7%)	62(48.06)	26(20.15%)	0	0	129(100%)
Reference books	24(18.60%)	48(37.20%)	45(34.88%)	07(5.42%)	05(3.87%)	129(100%)
General	12(9.30%)	38(29.45%)	43(33.33%)	22(17.05%)	14(10.85%)	129(100%)

books						
Competitive books	16(12.40%)	42(32.55%)	48(37.20%)	18(13.95%)	05(3.87%)	129(100%)
Periodicals/ journals	20(15.50%)	40(31.00%)	43(33.33%)	20(15.50%)	07(5.42%)	129(100%)
Project reports	32(24.80%)	47(36.43%)	48(37.20%)	02(1.55%)	0	129(100%)
News papers	28(21.70%)	54(41.86%)	40(31.00%)	04(3.10%)	03(2.32%)	129(100%)

Table-4 observed that a majority of 62(48.06%) of respondents are satisfied with text books, followed by 54(41.86%) with news papers, 48(37.20%) with reference books, 47(36.43%) with project reports , 42(32.55%) with competitive books, 40(31.00%) with periodical/ journals, and 38(29.45%) with general books, It is observed that majority of users are not satisfied with general books and periodical/ journals. So, the authorities should improve the resources as early as possible.

Table 6: Satisfaction Level of Electronic Information resources

The respondents in the survey are asked about the level of satisfaction of electronic information resources and the responses made are presented bellow.

Resources	Highly Satisfied	Satisfied	Partially satisfied	Partially Dissatisfied	Dissatisfied	Total
Search engines (e.g., Google, Yahoo, etc.)	28(21.70 %)	69(53.48 %)	32(24.80 %)	0	0	129(100%)
Social Networking Sites (Face-book, Twitter, etc.)	24(18.60 %)	62(48.06 %)	38(29.45 %)	05(3.87%)	0	129(100%)
Online Public Access Catalogue (OPAC)	23(17.82 %)	58(44.96 %)	43(33.33 %)	03(2.32%)	2(1.55%)	129(100%)
N-LIST E-Resources	20(15.50 %)	56(43.41 %)	38(29.45 %)	09(6.97%)	06(4.65%)	129(100%)
DELNET Database	18(13.95 %)	53(41.08 %)	35(27.13 %)	14(10.85%)	09(6.97%)	129(100%)

Table-6 reveals that majority 69(53.48%) of the respondents are satisfied with search engines, followed by 62(48.06%) by social networking sites, 58(44.96%) by OPAC service , 56(43.41%) by N-List E-resources , 53(41.08%) by DELNET Database. It is observed that majority of users are not satisfied with N-LIST E- resource service and DELNET Database the library authorities should give awareness programme to use these services.

Table 7: Satisfaction Level of St.Claret College Library Services.

The users were requested to indicate their level of satisfaction towards the library services

Resources	Highly Satisfied	Satisfied	Partially satisfied	Partially Dissatisfied	Dissatisfied	Total %
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Circulations service,	42(32.55%)	66(51.16%)	21(16.27%)	0	0	129(100)
Reference service,	41(31.7%)	62(48.06)	26(20.15%)	0	0	129(100)
Inter library loan service	12(9.30%)	38(29.45%)	43(33.33%)	22(17.05%)	14(10.85%)	129(100)
Bibliographical service	16(12.40%)	42(32.55%)	48(37.20%)	18(13.95%)	05(3.87%)	129(100)
Newspaper clipping	28(21.70%)	54(41.86%)	40(31.00%)	04(3.10%)	03(2.32%)	129(100)
OPAC service	23(17.82%)	58(44.96%)	43(33.33%)	03(2.32%)	2(1.55%)	129(100)

Table-7 shows that majority 66(51.16)% of the respondents are satisfied with the library Circulations service, , followed by 62(48.06%) by reference services 58(44.96%) by OPAC service, 54(41.86%) by news papers clipping service, and 42(32.55%) by bibliographical service and 38(29.45%) ILL service. It is observed that the ILL service is in a very poor condition. In this connection, there is also a need to take necessary steps to improve this service.

Table 8: Satisfaction of St. Cleart College library facilities :

The user satisfaction is a most important factor for any library. It all depends on the identification of user needs and their fulfillment with utmost care. The received response is presented bellow table.

Infrastruct ure	Highly Satisfied	Satisfied	Partially satisfied	Partially Dissatisfi ed	Dissatisfi ed	Total
Library timings	30(23.25%)	48(37.20%)	34(26.35%)	10(7.75%)	07(5.42%)	129(100%0
Reading space and furniture	40(31.00%)	54(41.86%)	35(27.13%)	0	0	129(100%0
Lighting and ventilation	38(29.45%)	51(39.53%)	32(24.80%)	08(06.20%)	0	129(100%0
Drinking water	20(15.50%)	36(27.90%)	60(46.51%)	09(6.9%)	4(3.10%)	129(100%0
Toilet	06 (4.65%)	28(21.70%)	65(50.38%)	17(13.17%)	13(10.07%)	129(100%0

Table- 8 reveals that majority 54(41.86%) of the respondents are satisfied with reading space and furniture, followed by 51(39.53%) by lighting and ventilation, 48.(37.20)% by library timings, 36(27.90%) by drinking water and the least 28(21.70%)by toilets facilities. It is found in the response of the users that drinking water facility, and Toilet Facility are ranked last.

10.FINDINGS:

By analyzing the collected data the following findings are evolved.

- A majority 50(40.31%) of the respondents visit the library every day, followed by 34(26.35%) visiting once in a week.
- A large portion of 112(86.82%) respondents is following newspapers regularly at St.claret college library, while 92(71.31%) following textbooks.
- Almost all 95(73.64%) of respondents are using search engines for electronic information resources at St.claret college library, while 80(62.01%) are following social networking sites (Facebook, Twitter, etc.).
- A majority of 62(48.06%) of respondents are satisfied with text books on print information resources, followed by 54(41.86%) with news papers.
- A large proportion of 69(53.48%) of the respondents is satisfied with search engines as electronic information resources, followed by 62(48.06%) with social networking sites.
- A majority 69(53.48%) of the respondents are satisfied with the library circulation services, followed by 62(48.06%) with the reference service.
- A majority 54(41.86%) of the respondents are satisfied with reading space and furniture at St.claret college library, followed by 51(39.53%) with lighting and ventilation.

11. Suggestions:

- User Awareness Programme/ Orientation Programme, to be organised by St.Claret College Library, for accessing N-LIST Services and DELNET Database e-resources services.
- Appropriate ICT Infrastructure with Internet Connectivity should be provided to the users, it should be further improved for providing better Services.
- The faculty and students should further improve their information searching skills to make better use of largely available electronic information resources.

12. Conclusion

To know user's expectations, it is necessary to establish a communication channel and to have a regular discussion with the users. Involvement of users in the development plan of library Infrastructure and services would certainly improve the utilization of the library resources. The librarians are concerned with evaluating the effectiveness of the service quality in the competitive world and society's investment in them. For the effective service delivery, it is important to know the expectations of the users from the library. For last few decades technological advancements have provided the libraries capacity not only to meet but also to exceed the user's expectations. The technological applications in library, automation of the library functions, and invention of new technology based services offer some benefits to library users.

The St.claret college library is trying to provide its services to users with utmost care. Based on the analysis of the research data, their interpretation and discussion,

one can conclude that the St. claret college library is ineffective in some of its service provisions. For improve of this services they have to organise User Awareness Programme/ Orientation Programme for their users.

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