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# User's Satisfaction on Library Services and facilities in Bangalore University Library: A Study

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## Abstract

*Evaluation of provided infrastructure, services and information resources at regular interval of time is essential for any Library and Information Centres. The patron's level of happiness over the offered facilities is the magnification lens to find out where the Library stands in the present knowledge era. This study is to find out the Research Scholars and Post Graduate student's satisfaction level over Library facilities, services, environment, information sources and staff behaviour of Bangalore University Library.*

**Keywords:** Library resources, Library Services, Library Facilities, User's Satisfaction Bangalore University,

## 1. Introduction

The Bangalore University Library came into existence in the year 1966 by inheriting document collections of about 58000 books and several bound volumes of periodicals held by the Central College Library then affiliated to University of Mysore. The Main Library was set up in the year 1975 at Jnana Bharathi Campus. However, the Central College Library continued to serve the Departments located there.

The main aim of the Library is to acquire, organise, and provide access to various kinds of information sources including books, journals, theses, etc., both in print and electronic forms and provide excellent IT based information services and be partner in the pursuit of academic excellence by varsity students, researchers and faculty. And also to collaborate with other institutions at local, regional, national and international levels for mutually beneficial resource sharing and to maximise the efficiency of library staff, through continuous training, especially to provide IT based services and help in career development. Library is having rich

collection about 3, 50,000 Text books & Reference books, 9000 Theses and Dissertations, 226 Current journals, 58000 Bound Volumes, 45 News Papers and 37 Magazines are available in libraries.

## 2. Purpose of the study

- ✎ To know the User Satisfaction Level towards the behaviour of Library staff, Efficiency & Promptness.
- ✎ To know the User Satisfaction level on infrastructure of the library.
- ✎ To find out the user satisfaction level towards the WEB-OPAC.
- ✎ To identify the user satisfaction level of Circulation, Reference and Periodical Services.
- ✎ To know the overall satisfaction level of users about Library services and facilities

## 4. Scope & Methodology

The study was conducted among the Post Graduate Students & Research Scholars of the University Library, .Jananabharathi Campus, Bangalore University.

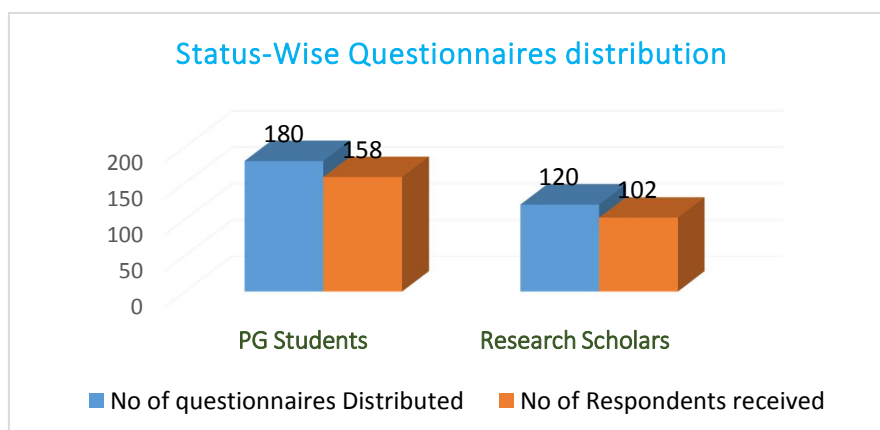
A survey method was conducted using a well-structured questionnaire. Total 300 questionnaires were distributed to research scholars and PG students of Bangalore University. Out of which 260 filled questionnaires were received back. The collected data were classified, analysed. The present study limited to only Research scholars and PG students of Bangalore University.

## 5. Data Analysis and Interpretation

### 1. Status-Wise Questionnaires distribution and Response Rate

Sl.No	Respondents	Questionnaires Distributed	Questionnaires received	Percentage %
1	PG Students	180	158	53
2	Research Scholars	120	102	34
	Total	300	260	87%

Table 1. Shows the status-wise distribution of respondents. It is observed that 300 questionnaires were distributed to the users out of which 180 were PG students, and 120 were research Scholars and response rate is 87%.

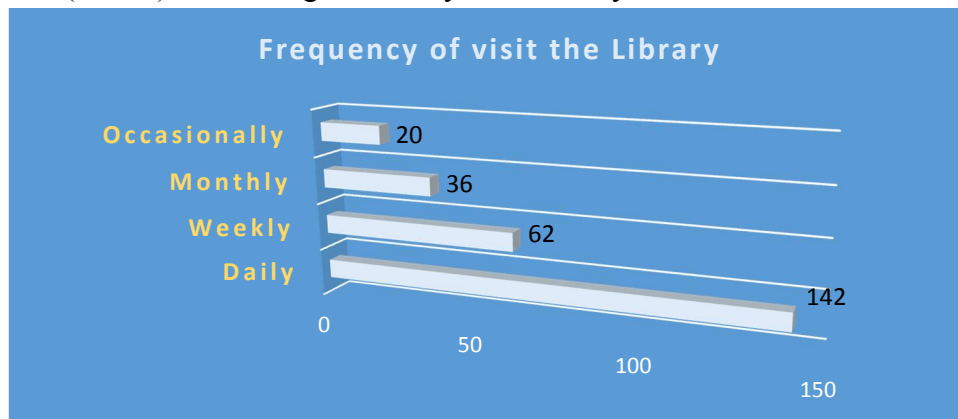


**Figure-1: Status-Wise Questionnaires distribution and Response Rate**

**2. Frequency of visit the Library**

Sl. No	Frequency of Visit	No. of respondents	%
1	Daily	142	54.61
2	Weekly	62	23.84
3	Monthly	36	13.84
4	Occasionally	20	7.69
<b>Total</b>		<b>260</b>	<b>100</b>

It is evident from Table 2 that 142(54.61%) of the respondents visit the library every day, followed by 62 (23.84%) visiting once in a week, and 36(13.84%) visiting once in a month and 20(7.69%) are visiting the library occasionally.



**Figure-2: Frequency of visit the Library**

**3. Purpose of the Visiting the Library**

Sl. No	Purpose of Visit	No. of Respondents	%
1	Reference & CIRC Section	68	26.15
2	Periodical section	63	24.23
3	To Borrow Books	76	29.23
4	UGC-Infonet Lab	32	12.30
5	Other	21	08.07

It is evident from Table-3 that 76(29.23%) of the respondents visiting the library to borrow books, followed by 68(26.15 %) study the books in Reference and Carrier Information resource centre (CIRC) Section , and 63(24.23%) to read the newspapers and journals in the Periodical Section , 32(12.30%) UGC-infonet Lab (e-ShodhaSindhu) and 21(08.07%) other Purpose.

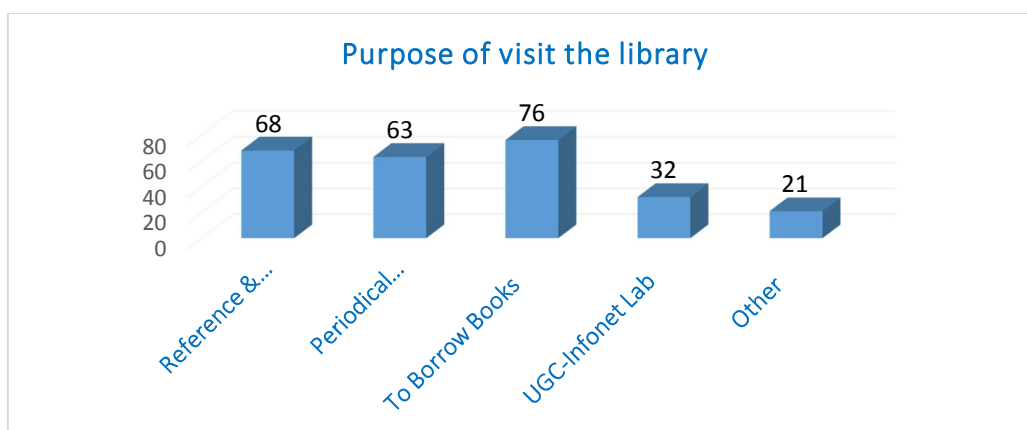


Figure-3: Purpose of the Visiting the Library

### 3. User Satisfaction on Library staff behaviour:

Sl. No	Library staff behaviour	a	b	c	d	e	Total	Mean
1	User Friendly	67 (25.76%)	82 (31.53%)	68 (26.15%)	40 (15.38%)	03 (1.15%)	260 (100%)	3.653
2	Efficiency & Promptness	65 (25%)	78 (30%)	67 (25.76%)	46 (17.69%)	04 (1.53%)	260 (100%)	3.592
3	Knowledge & Competency	58 (22.30%)	74 (28.46%)	82 (31.53%)	44 (16.92%)	02 (0.76%)	260 (100%)	3.546
4	Effectiveness	57 (21.92%)	79 (30.38%)	87 (33.46%)	32 (12.30%)	05 (1.92%)	260 (100%)	3.580
<b>Total</b>		247	313	304	162	14	1040	3.592

Note: a- Highly Satisfied, b- Satisfied, c- Partially satisfied, d- Partially Dissatisfied, e- Dissatisfied

Table- 4 reveals that the users of university Library are satisfied with respect to staff behaviour with the mean value of 3.592. It also pours the light on “user friendly behaviour of the staff” (67, Mean value 3.653) is the highly satisfied parameter among the respondents in comparison with other parameters viz efficiency and promptness, Knowledge & Competency and Effectiveness. The table suggests that the library staff should put more effort to increase their knowledge and competency level which stand last with mean value 3.546. Off course the present level is satisfactory among the users but the study recommends more efforts are required from the staff end to highly satisfy their patrons.

### 5. User Satisfaction on Environment of the Library:

S.no	Library Environment	a	b	c	d	e	Total	Mean
1	Cleanliness & Ambience	56 (21.53%)	81 (31.15%)	70 (26.92%)	50 (19.23%)	03 (1.15%)	260 (100%)	3.526
2	Lighting & Ventilation	74 (28.46%)	88 (33.84%)	60 (23.07%)	38 (14.61%)	00 (00%)	260 (100%)	3.761
3	Equipment & Facilities	45 (17.30%)	80 (30.76%)	42 (16.15%)	78 (30%)	15 (5.76%)	260 (100%)	3.238
4.	Drinking Water	42	68	40	86	24	260	3.069

		(16.15%)	(26.15)	(15.38%)	(33.07%)	(9.23%)	(100%)	
5.	Toilets	24 (9.23%)	50 (19.23%)	42 (16.15%)	108 (41.53%)	36 (13.84%)	260 (100%)	<b>2.684</b>

**Note: a-** Highly Satisfied, **b-** Satisfied, **c-** Partially satisfied, **d-** Partially Dissatisfied, **e-** Dissatisfied

Table- 5 reveals that 88(33.84%) of the respondents are satisfied with lighting and ventilation facility of the library. In the environment segment, Lightening and ventilation facility is highest appreciated parameter with 3.761 mean value. Followed by 81(31.15%) by Cleanliness & Ambience, 80(30.76%) by library equipment and facilities, 68(26.15%) by drinking water and the least 24(9.23%) by toilets facilities. It is found in the response of the users that drinking water facility, and Toilet Facility are ranked least.

#### 6. User Satisfaction on Library Services:

S.no	Library Services	a	b	c	d	e	Total	Mean
1	Circulation	66 (25.38%)	81 (31.15%)	72 (27.69%)	38 (14.61%)	03 (1.15%)	260 (100%)	<b>3.650</b>
2	Reference/ CIRC	72 (27.69%)	82 (31.54%)	76 (29.23%)	30 (11.53%)	00	260 (100%)	<b>3.757</b>
3	Periodical Services	68 (26.15%)	80 (30.76%)	52 (20%)	56 (21.53%)	04 (1.53%)	260 (100%)	<b>3.584</b>
4	OPAC	76 (29.23%)	72 (27.69%)	80 (30.76%)	30 (11.53%)	02 (0.76%)	260 (100%)	<b>3.730</b>
5	e-Resource Portal	78 (30%)	62 (23.84%)	64 (24.61%)	57 (21.92%)	03 (1.15%)	260 (100%)	<b>3.642</b>
6	ePrints@BU Repository	75 (28.84%)	70 (26.92%)	74 (28.46%)	38 (14.61%)	02 (0.76%)	260 (100%)	<b>3.673</b>
7	Internet Service	46 (17.69%)	66 (25.38%)	50 (19.23%)	78 (30%)	20 (7.69%)	260 (100%)	<b>3.153</b>
8	E-Books Collection	24 (9.23%)	39 (15%)	70 (26.92%)	99 (38.07%)	28 (10.76)	260 (100%)	<b>2.738</b>

**Note: a-** Highly Satisfied, **b-** Satisfied, **c-** Partially satisfied, **d-** Partially Dissatisfied, **e-** Dissatisfied

Table-6 shows that majority 82(31.54%) of the respondents are satisfied with the library Reference and Career Information Resources Centre (CIRC) service with mean value 3.757. Followed by 81(31.15%) by Circulation Service, 80(30.76%) by Periodical Service, 72(27.69%) by OPAC Service, and 70(26.92%) by ePrints@BU Institutional Repository and 66(25.38%) Internet service, 39(15%) by E-books collection. It is observed from the table that the E-books collection is very less. In this connection, there is also a need to take necessary steps to build good collection of ebooks.

#### 7. Overall satisfaction of Library Services and facilities:

S.no.	Level of satisfaction	Freg.	%
01	Highly Satisfied	82	31.53
02	Satisfied	76	29.23
03	Partially satisfied	68	26.15
04	Partially Dissatisfied	32	12.30

05	Dissatisfied	02	0.76
	<b>Total</b>	<b>260</b>	<b>100</b>

Table- 7 reveals that majority 82(31.53%) of the respondents are highly satisfied with over all Library services and Facilitis, followed by 76(29.23%) of respondents are Satisfied, 68(26.15%) Partially Satisfied and 32 (12.30%) Partially Dissatisfied, only 02(076%) of respondents are Dissatisfied.

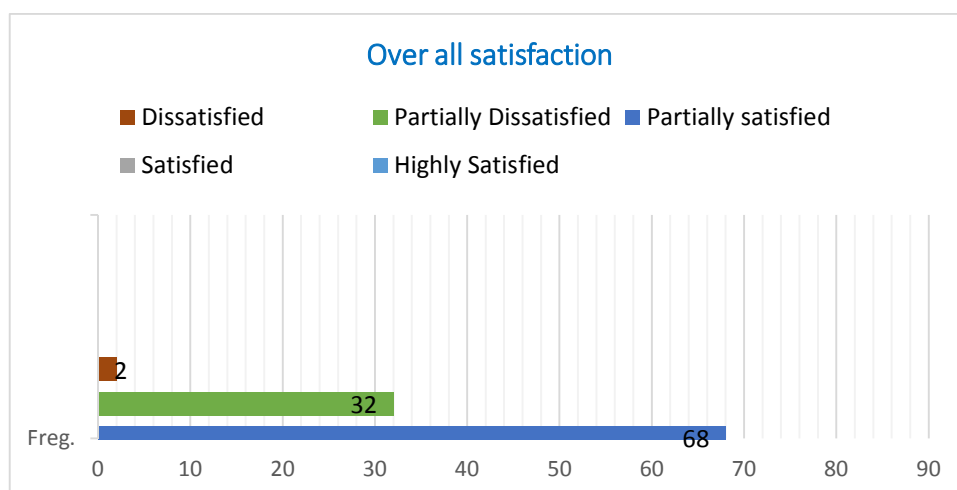


Figure-4: Overall satisfaction of Library Services and facilities

## 6. Findings

- ✎ Library users are satisfied with the User friendly nature of library staff where as the patrons feels that the library staff are poor in rendering service in effective manner.
- ✎ Architecture of the library building accommodated the natural light and ventilation facility and the users are satisfied with the existing ventilation and lightening. However much attention is needed in maintenance of the rest rooms of the library as users are partially satisfied with the existing maintenance.
- ✎ Reference and Career Information Resources centre service is the highest satisfied service of the library in comparison with other library services. However all the offered services of the library are in the satisfactory range.
- ✎ In overall, patrons of the library are highly satisfied with the Services of the library, behaviour of the staff, Architecture of the library, Environment and available resources.

### 6a. Suggestions

The administration has to conduct orientation programme for the library staff with respect to latest development in the field of LIS; so that they can be competent in rendering services in effective manner. While acquiring e-books library should take more effective

measures such as latest publications from reputed publishers, state of the art platform with in-text searching facility, regular and quick services from the e-book vender etc. Library should take care about the uninterrupted internet connectivity for their users.

### **6b. Conclusion**

Bangalore University library is performing at satisfactory level among the its patrons but it is not sufficient at the global level. Change, development and growth are the ever happening issues and for the survival of any organization demands cope up with the these issues and the libraries are not exceptional as these matters concerned. Continuous evaluation is helps to find out the position of the library and guide towards the desired modification for the better quality services.

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