

User Satisfaction with Library Facilities and Services of College Libraries Affiliated to Dr. B.A.M. U. Aurangabad in Osmanabad District: A Survey

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Abstract: This study focused on user satisfaction with the library facilities and services provided by the fifteen college libraries in Osmanabad district affiliated to Dr. B.A.M.U Aurangabad. The primary and secondary literature is rarely analyzed to assess the user's response to various aspects of the library's rooms, collections, services, and staff. There is scope for further improvement in the "overall satisfaction" of visitors. This research will help definitely to understand the current status of college libraries and also it will help to identify areas for improvement.

Keywords: College library, learning resource center (LRC), library object, user satisfaction, user survey.

1. Introduction

Even in the age of information technology, college libraries also play an important role in the teaching learning process. Some fundamental changes have taken place in the management of libraries. Some new tools and techniques were introduced to keep the library organized. Nowadays libraries are transformed into knowledge resource centers and commonly known as KRC. One of the key factors of the library is the user, and their satisfaction is always important to the library. User satisfaction surveys always help to improve the organization and services of the library. Dr. Babasaheb Ambedkar Marathwada University Aurangabad was established to pay much more emphasis on teaching learning process and to provide uniformity in standards, and to improve the quality of education. User feedback is considered a reliable factor in measuring and experiencing the effectiveness and usefulness of any institution. Healthy competition among the growing number of colleges needs to provide quality services and sufficient facilities to attract users. Today library is judged by its ability to satisfy the need of its users. There are four districts under Dr.B.A.M.U Aurangabad that is Aurangabad, Beed, Jalana & Osmanabad. For the present study only Osmanabad district is considered. In Osmanabad district there were fifteen college libraries are responded to the survey.

2. Objectives

The important objectives of this study are:

1. To identify the reason of library use by the users in College libraries.
2. To know at what frequency users come to the college library.
3. To identify whether users are satisfied or not with different library facilities and services.
4. To provide few measures for improving the library facilities.

3. Methodology

First of all to fulfill the objectives of the study a structured questionnaire was designed and distributed to the 350 users of the fifteen college libraries affiliated to Dr. B.A.M.U. Aurangabad in Maharashtra were based on personal meet and online. The received responses (275) were calculated with Solvin's to determine the sample size. All the collected data have been summarized, then tabulated and finally, analysis was done based on statistical techniques. Weighted Arithmetic Mean (WAM) was used for analyzing the data. Respondents' views were assessed using five point Likert Scale. The calculation was made using Microsoft Excel software.

4. Scope and Coverage of the Study

The study covers fifteen college libraries affiliated to Dr. B.A.M.U. Aurangabad. The study is carried out among those college libraries in Osmanabad district. To be part of these study users were selected from students, faculty members or staff of that college.

A. Analysis of data and related discussion:

Table 1 shows that out of 350 questionnaires distributed total 252 (72%) responses received, of which 56% were male, and 44 % were female.

Table 1
Distribution of Frequency of Respondents' Gender

Gender	Frequency	Percentage
Male	141	56%
Female	111	44%
Total	252	100%

Table 2
Distribution of frequency of Respondents' Status

Status of Respondents	Frequency	Percentage
Student	204	81%
Faculty	38	15%
Staff	10	4%
Total	252	100%

Table 2 presents the category wise distribution of respondents from fifteen college libraries. Most of the responses were received from students, i.e. almost 81% of total responses, and then from faculty members (15%) and 4% from different staff members.

Table 3
Frequency of visit to library

S.no.	Frequency of visit to library	No. of Respondent	Percentage
1	Everyday	123	49%
2	Twice in a week	78	31%
3	Once in a week	38	15%
4	Fortnight	10	4%
5	Once in a month	3	1%
	Total	252	100%

Table 3 shows the frequency of visit by the respondents in library. It shows a good trend of library visit by the users, because most of them were either daily (123, 49%) or twice a week (78, 31%) visitor in those libraries. (38, 15%) respondents visited weekly. Some users (10, 4%) visited fortnightly and mere (3, 1%) users visited the library just a single time in a month.

Table 4
Purpose of Library Visit by the Respondents

S.no	Purpose of Visit	Total	Percentage
1	To know some information	25	10%
2	Lending books	113	45%
3	For reading books / Journals	25	10%
4	For reading newspapers	39	15%
5	To browse internet	50	20%
	Total	252	100%

The purposes of any academic library are many. Users come to the library for different tasks. Table 4 represents the data which reflects the purpose of different users for visiting the library. According to the given questionnaire a respondent can choose more than one option. As per Table 4 “lending books” (113, 45%) and “for reading books/journals” (25, 10%) were found as the main two reasons for which users visited the library. Quite a good number of users (39, 15%) visited the library for reading newspaper. (50, 20%) users visited for “browsing internet”. While “to know some information” (25, 10%). Table 5 to Table 9 shows the descriptive statistics of users' perception and satisfaction on different library facilities. The users were asked to rate the statements on library facilities on five point Likert Scale. Weighted Arithmetic Mean (WAM)

was calculated against each statement and then on the basis of calculated value they were ranked. Satisfied responses were considered those, which had WAM3.5 or above.

Table 5 shows respondents had No Opinion (value of WAM is in between 3.5 to 2.5) with the statements like “The library has sufficient books to support my academic purposes” (WAM=3.32), “Reference collection is sufficient, well organized and easy to find” (WAM=3), “ Finding of printed resources is easy and well organized” (WAM=2.96). No opinion actually probes the users' perception and satisfaction with those statements. For the remaining two statements like in serial number v and ii (rank 4 and 5) respectively, most of the users were disagreed or dissatisfied as the value of WAM were below 2.5 as shown in the table.

From Table 6 it is found that users were agreed with the statement that “Library staff is very helpful” (WAM=3.6) but they did not give any opinion on the remaining two statements in that table.

Researcher also asked the respondents regarding different library services. According to Table 7 respondents mentioned that they have No Opinion with the statements as provided in serial numbers (iv, ii and i), it seems that respondents showed perception and satisfaction with those three statements, but for rest of the four statements (as in Sl. No. v, vi, vii, and iii) respondents showed their dissatisfaction.

Table 8 shows that as far as library facilities were concerned respondents were happy with the opening or closing hours of the library (WAM=3.53) but they did not give high score to the overall library facilities. In other statements the respondents showed No Opinion.

It is revealed from Table 9 that, respondents expressed No Opinion as far as overall satisfaction in using the library is concerned, which actually shows their overall perception and satisfaction in using the library.

5. Major Findings of the Study

1. Total 252 respondents participated in this study. Out of those 141 (56%) were male and 111 (44%) were female.
2. Among the total users, 49% users visited the library daily for lending and reading purposes.
3. A review of responses against different statements on library collections, services and facilities indicated that users were unhappy with the availability of journals, e-collections webpages, CAS and DDS in library but they were happy with library timings and the cooperation received from library staffs.
4. As far as overall satisfaction of users in using the library is concerned users showed that they were neither very much satisfied nor too much dissatisfied.

6. Conclusion and Future Scope of the Study

This study was made to reveal the effectiveness of library services provided by college libraries in Osmanabad district affiliated to Dr. B.A.M.U. Aurangabad based on users' satisfaction.

Table 5
User's response on different statements on library collection

S.no	Statements	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	WAM	Rank
i	The library has sufficient books to support my academic purposes	103 (41%)	43 (17%)	5 (2%)	35 (14%)	66 (26%)	3.31	1
ii	The library has sufficient journals to support my academic purposes	18 (7%)	30 (12%)	18 (7%)	96 (38%)	90 (36%)	2.17	5
iii	Finding of printed resources is easy and well organized	59 (23%)	60 (24%)	10 (4%)	60 (24%)	63 (25%)	2.96	3
iv	Reference collection is sufficient, well organized and easy to find	55 (22%)	60(24%)	23 (9%)	59 (23%)	55 (22%)	3.00	2
v	Library has sufficient CDs/ E-Books/ E-Journals	13 (5%)	38 (15%)	30 (12%)	73 (29%)	98 (39%)	2.18	4

Scale : 5= Strongly Agree, 4= Agree, 3 = No opinion, 2= Disagree, 1 = Strongly Disagree.

Table 6
Responses from Users Regarding the Statement on Library Staff

S.no	Statements	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	WAM	Rank
i	Library staff is very helpful	81 (32%)	93 (37%)	8 (3%)	35 (14%)	35 (14%)	3.60	1
ii	Library staff shows good communication skills	60 (24%)	68 (27%)	3 (1%)	83 (33%)	38 (15%)	3.13	3
iii	Library staff responses to my questions and need	63 (25%)	70 (28%)	6 (2%)	78 (31%)	35 (14%)	3.18	2

Table 7
Responses from participants regarding the statement of Library services

S.no	Statements	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	WAM	Rank
i	Library provides training regarding how to use different reference materials in the library	32 (13%)	66 (26%)	5 (2%)	91 (36%)	58 (23%)	2.69	3
ii	Library provides sufficient books for borrowing purpose	73 (29%)	56 (22%)	5 (2%)	83 (33%)	35 (14%)	3.20	2
iii	Library provides document delivery services (DDS)	18 (7%)	23 (9%)	45 (18%)	91 (36%)	75 (30%)	2.28	7
iv	Catalog of different resources is easy to use	73 (29%)	38 (15%)	3 (1%)	55 (22%)	83 (33%)	3.25	1
v	CAS or Current Awareness Service in library is helpful	43 (17%)	58 (23%)	30 (12%)	33 (13%)	88 (35%)	2.46	4
vi	Library web pages are very much informative, easy to use and helpful	20 (8%)	51 (20%)	33 (13%)	60 (24%)	88 (35%)	2.42	5
vii	Library provides answers to the digital and electronic reference queries	10 (4%)	25 (10%)	73 (29%)	63 (25%)	81 (32%)	2.29	6

Table 8
Responses from Respondents on Library Facilities

S.no.	Statements	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	WAM	Rank
i	Library's environment is good for study	63 (25%)	78 (31%)	8 (3%)	51 (20%)	55 (21%)	3.20	2
ii	Space in the library is enough for my academic needs	70 (28%)	63 (25%)	5 (2%)	63 (25%)	51 (20%)	3.14	3
iii	Photocopying system is easy	43 (17%)	60 (24%)	8 (3%)	80 (32%)	61 (24%)	2.78	6
iv	Opening/closing hours of library meet my academic needs	88 (35%)	73 (29%)	13 (5%)	40 (16%)	38 (15%)	3.53	1
v	Library provides good internet facility for searching documents	53 (21%)	45 (18%)	18 (7%)	76 (30%)	60 (24%)	2.83	5
vi	Sufficient computers are available in the library	63 (25%)	40 (16%)	23 (9%)	73 (29%)	53 (21%)	2.94	4

Table 9
Responses regarding the overall satisfaction of respondents in using the Library

S.no	Statements	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	WAM	Rank
i	I am satisfied with the overall library facilities and services	66 (26%)	58 (23%)	25 (10%)	58 (23%)	45 (18%)	3.16	1

It is revealed from the study that although there were many constraints still college libraries were providing good services in Osmanabad district. It had been found that under limited capacity librarians and other library staff was providing great services for their clientele but there is a scope for further improvement. In the review of many statements, "No Opinion" from the users signified that users' were unaware of different library functions and services. Sometimes users may have very few ideas regarding different aspects of library functioning and services but library administration must acknowledge their perception for better utilization of library to get more satisfied users. The study is carried out only in fifteen college libraries affiliate to Dr. B.A.M.U. Aurangabad in Osmanabad district.

7. Few Recommendations

1. The libraries should function now as LRC. The development of automation and its use is no longer now an option for libraries, it is now a must to increase self-service.
2. It is required to emphasis computer literacy for both users and the staff to improve the services provided by the library.
3. The library should focus on the strengthening of collection development aspects particularly in periodicals and e-contents.
4. This is to be mentioned that the use or application of Information Communication Technology (ICT) in

libraries is an expensive process, so there is a need to share the resources among others. This is the collaborative approach. In this approach, different libraries come together, coordinate and share resources.

5. It is also suggested that orientation of users is very much necessary to make them familiar with changing environment of the library.

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