User Satisfaction in Engineering Institution Libraries: A Case Study of Advanced College of Technology & Management

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Abstract - **Information is most essential to students, research scholars, and academicians as well as public to update their knowledge. The library is a wide resource to provide information to all kind of users. The present study suggested the use and satisfaction level of the users of Advanced College of Technology & Management Aurangabad, Palwal, Haryana, India. A questionnaire collected from 200 users with the data on preferred use of print information resources and level of user satisfaction of print and electronic resources, library services and facilities. The findings reveal that the users mainly use the textbooks compared to other print information resources. Users are more satisfied with the availability of textbooks, Internet facility, Photocopy service, Scanning facility, book lending services, reading room and furniture. Respondents were generally satisfied with the quality of ACTM Library reference collection and others.**

I. Introduction

Research has been changed significantly over the past four decades. The changing patterns of the research reflect developments in the intellectual thought that have created new academic disciplines and areas of research. In the past the information is present in printed form only, after introduction of ICT in libraries the existing and new information are being provided to the users in the form of "Electronically" i.e., e-resources. E-publication is the publication of any kind of information on any form of electronic media. E-journals have become major resources in scholarly research which is the simple electronic representation of journals. As we know that the users are the key person in any information system. The success of any information system depends on how best the system design is based on a close and accurate understanding of the users. User satisfaction studies are also part of user studies as these are based on users. The performance of a library can be judged on the basis of the extent of satisfaction it provides to its users. Hence, there is a need to conduct the use and user satisfaction studies to assess the satisfaction of users with the services and facilities provided by the library. This type of studies is also necessary to know the difference in satisfaction among the different categories of users.

II. Objectives

The objectives of the study are:

1. To identify the frequency of visits to the library.

2. To identify the frequency of time spent in the library per week.

3. To find out the level of satisfaction of students with regard to the following library collection.
   - Textbook
   - Reference Books
   - Periodicals/Journals
   - Dissertations/Project Reports
   - Question papers
   - News Papers

4. To assess the level of satisfaction of students with regard to the following E - resources.

- Internet

- Online Journals

- Online Database

- CD-ROM Databases

- Online Public Access Catalogue

- College Website

5. To find the level of satisfaction of students with regard to the following library Services.

   - Book lending services

   - Reference service

   - Reprographic service

   - Inter library loan service

   - Bibliographic service

6. To find the level of satisfaction of students with regard to the following library issues.

   - Library timing

   - Arrangement of reading material

   - Lighting and ventilation

   - Reading space and furniture

   - Drinking water

   - Toilets

7. To find out the information sources and services that exits to satisfy the information needs of the students.

8. To determine the attitude of library staff towards students.

9. Recommend some of the measures to the authorities to improve the services and facilities of the library based on the suggestions of users.

III. Scope of The Study

The scope of this study is to confirmed the analysis of use and satisfaction of the library collection, services and facilities by B. Tech. & M. Tech. students in various disciplines of Advanced College of Technology & Management, Aurangabad, Palwal, Haryana, India during 2012-2013, of the following disciplines.

1. Computer Science Engineering. (B. Tech. & M. Tech.)

2. Mechanical Engineering.

3. Electronics and Electrical Engineering.

4. Civil Engineering.

5. Information Technology

6. Electronics and Communication Engineering

7. Mechanical Engineering Automobile

8. Embedded Systems (M. Tech.)

Advanced College of Technology & Management

Advanced College of Technology & Management is situated on NH-2, Delhi-Mathura Road, at Aurangabad Village, District Palwal in Haryana. The Institution established by Shri Bankey Bihary Educational Trust Faridabad under Advanced Educational Institutions. Advanced Educational Institutions is a group of Institution. This group of institutions has following institutions:

1. Advanced Institute of Technology & Management

2. Advanced College of Technology & Management

3. Advanced Institute of Education

4. Advanced Institute of Pharmacy

Advanced College of Technology & Management established in 2008. The institution is affiliated from M D U Rohtak and accredited by AICTE, New Delhi. The college offers seven undergraduate (UG) and two postgraduate (PG) course. The college satisfying the norms stipulated by the affiliating university M D U, Rohtak and AICTE, New Delhi. The college has a well furnished library-cum-information centre. The college provides good computing facilities to its UG and PG students.

IV. Methodology

In order to study use and satisfaction of the library services, collection, and facilities in Advanced College of Technology & Management, Aurangabad Palwal District, Haryana has been chosen. There are seven undergraduate courses and two Postgraduate courses in this college. Hence the researchers selecting from both the level. Owing to the constraints of time and other reasons, we have selected 50 users from each course. Four hundred questionnaires were distributed randomly and collected from them by giving

sufficient time to fill up the questionnaires. If any of the students was willing to fill up the questionnaire immediately, we waited till it was filled up. We did not insist on the users mentioned their names on the questionnaires if they were unwilling to do so. Every effort was made by us to get reliable and accurate data from students.

Details of Library-cum Information Centre

The Library-cum Information Centre of ACTM is a prime information source. It has a rich collection of books, journals, magazines, newspapers. The institute pays good attention for the development of library and spends a reasonably good amount of money for the procurement of the above. The library-cum information centre activities of all sections is computerized and interconnected all four libraries to each other with a single server through LAN. The current holdings of the library:

TABLE I Library Information Resources

S. No.	Information resources	Numbers
1	Total number of books	18000
2	Total number of titles	1400
3	Number of journals subscribed	84
4	Number of online journals subscribed	125
5	Number of back volumes of journals	430
6	Number of project reports	480
7	Number of NPTEL video lectures	1500
8	Number of discussion rooms	2
9	Number of audio and video cassettes	130
10	Number of CD-ROM's	1550

V. Data Analysis

It is evident from Table II that 70% users visit the library every day, 12% once in week and 18% more than once in a week. It suggests that most of the users attend the library daily.

TABLE II Distribution of Users According to Their Frequency of Visit to The Library

S. No.	Frequency of visit	No. of users	Percentage
1	Every day	140	70
2	Once a week	24	12
3	More than once in a week	36	18
	Total	200	100

TABLE III Distribution of Users

S. No.	Time Spent	No. of Users	Percentage
1	Less than one hours	8	4
2	One hour	30	15
3	Two hours	60	30
4	Three hours	54	27
5	More than three hours	48	24
	Total	200	100

It is evident from the Table III that 30% users use the library two hours, 27% users use the library three hours, 24% users use the library more than three hours, 15% users use the library one hour and 4% users use the library less than one hours.

To know the level of use of different print information resources by the users, 0, 1, 2, 3, 4 are assigned as weightage for not used, rarely used, occasionally used, fairly used, and highly used respectively. Total weightage is calculated for each print information resources. Mean weightage is calculated by dividing the total weightage by the number of users included in the sample. Based on the mean weightage the print resources have been ranked. Table IV contains the distribution of users according to their relative use of different print resources and ranks. According to table IV, Textbooks get rank 1 i.e. Textbooks are in maximum use and then Reference books used in the library, periodicals and project reports are less used however News paper are in average use.

Table V shows the satisfaction level of users about print resources. The distribution of users according to their relative level of satisfaction with different print resources, total weightage, mean weightage, ranks are given in table V.

TABLE IV LEVEL OF USE OF LIBRARY COLLECTION

Resources	Level of Use										Total weightage	Mean Weightage	Rank
	NU		RU		OU		FU		HU				
	N	W	N	W	N	W	N	W	N	W			
Text Books	5	0	5	1	10	2	75	3	105	4	670	3.35	1
Reference Books	5	0	10	1	40	2	65	3	80	4	605	3.02	2
Periodicals	40	0	30	1	60	2	40	3	30	4	390	1.95	4
Project Reports	60	0	90	1	15	2	30	3	5	4	230	1.15	5
News Papers	10	0	15	1	25	2	90	3	60	4	575	2.88	3

NU – Not Used; RU – Rarely Used; OU – Occasionally Used; FU – Frequently Used;
HU – Highly Used; N – Number; W – Weightage

TABLE V LEVEL OF USER'S SATISFACTION ABOUT PRINT RESOURCES

Print Resources	Level of Use										Total Weightage	Mean Weightage	Rank
	NS		NMS		PS		FS		AS				
	N	W	N	W	N	W	N	W	N	W			
Text Books	5	0	5	1	5	2	80	3	105	4	675	3.38	1
Reference Books	10	0	5	1	10	2	65	3	110	4	660	3.30	3
Periodicals	5	0	15	1	10	2	60	3	110	4	655	3.28	4
Project Reports	5	0	20	1	40	2	60	3	75	4	580	2.90	6
News Papers	10	0	0	1	20	2	65	3	105	4	655	3.27	5
Question Papers	5	0	5	1	12	2	75	3	103	4	666	3.33	2

NS – Not Satisfied; NMS – Not Much Satisfied; PS – Partially Satisfied; FS – Fairly Satisfied;
AS – Absolutely Satisfied; N – Number; W – Weightage

From table V, it is clear that the users are much satisfied with the textbooks and question papers as compared to other print materials. The library has good collection of news papers and reference books also.

The distribution of users according to their level of satisfaction with different E-Resources, are given in table VI total weightage, mean weightage, and ranks are mentioned here.

TABLE VI LEVEL OF USER'S SATISFACTION ABOUT E-RESOURCES

E- Resources	Level of Satisfection										Total Weightage	Mean Weightage	Rank
	NS		NMS		PS		FS		AS				
	N	W	N	W	N	W	N	W	N	W			
Internet	0	0	5	1	10	2	20	3	165	4	745	3.72	1
Online Journals	0	0	5	1	40	2	65	3	90	4	640	3.20	4
Online Databases	5	0	10	1	20	2	80	3	85	4	630	3.15	5
CD-ROM Databases	5	0	5	1	30	2	60	3	100	4	645	3.23	3
OPAC	0	0	5	1	30	2	55	3	110	4	670	3.35	2
College Website	10	0	20	1	40	2	50	3	80	4	570	2.85	6

NS – Not Satisfied; NMS – Not Much Satisfied; PS – Partially Satisfied; FS – Fairly Satisfied;
AS – Absolutely Satisfied; N – Number; W – Weightage

It is evident from Table VI, that the users are more satisfied with the availability of Internet facility as compared to other E-Resources and facilities in the library. Secondly users are satisfied with the OPAC. OPAC is available through Internet, since library has Web Opac facility. Some users are satisfied with Online Journals and CD-ROM Databases.

TABLE VII LEVEL OF USER'S SATISFACTION WITH LIBRARY SERVICES

Library Services	Level of Satisfaction										Total Weightage	Mean Weightage	Rank
	NS		NMS		PS		FS		AS				
	N	W	N	W	N	W	N	W	N	W			
Book Lending Services	5	0	0	1	10	2	50	3	135	4	710	3.55	1
Reference Service	5	0	0	1	20	2	60	3	115	4	680	3.4	2
Reprographic Service	10	0	10	1	30	2	70	3	80	4	600	3.00	3
ILL Services	10	0	20	1	40	2	80	3	50	4	540	2.70	5
Bibliographic Service	10	0	5	1	50	2	60	3	75	4	585	2.92	4

NS – Not Satisfied; NMS – Not Much Satisfied; PS – Partially Satisfied; FS – Fairly Satisfied; AS – Absolutely Satisfied; N – Number; W – Weightage

It is evident from Table VII that the users are more satisfied with the book lending service as compared to other library services provided by the library and it has got first rank. It is followed by Reference service, Reprographic service, Bibliographic service and ILL service which got the ranks 2,3,4 and 5 respectively.

TABLE VIII LEVEL OF SATISFACTION WITH LIBRARY STAFF BEHAVIOUR

S. No.	Level of Behaviour	No. of Users	Percentage
1	Excellent	110	55.0
2	Good	55	27.5
3	Fair	25	12.5
4	Average	10	5.0
	Total	200	100

It is evident from table VIII that the majority of the users (55%) indicated that the library staff behavior was excellent. It is also evident from the table that 27.5% are good, 12.5% are fair and remaining 5% are average in regard pleasant.

VI. CONCLUSION AND SUGGESTIONS

1. The majority (70%) of the users visit the library every day.

2. Most (24%) of the users have been using the library for more than three hours, 30% for two hours, 27% for three hours, and 15% for one hour.

3. Most of the users mainly use Textbooks and Reference Books compared to other print resources.

4. Most of the users are satisfied with the availability of textbooks compared to other print resources. Users are least satisfied with the periodicals and project reports.

5. Most of the users are satisfied with the Internet facility compared to other E-Resources. Users are least satisfied with the college website information.

6. Most of the users are satisfied with the book lending services compared to other library services provided by the library. Users are least satisfied with the ILL services however three more libraries are available in Advanced Educational Institutions, campus.

7. Most of the users are satisfied with the facility of reading space and comfortable furniture provided by the library as compare with the other facilities in the library.

8. The majority of the users (55%) have responded that the library staff behavior is excellent.

   The following suggestions are made by the investigators on the basis of analysis of the data and suggestion from users.

1. As suggested by the users, the library authority should take necessary steps to prevent the users from stealing the books and mutilating pages from them.

2. Some of the users have complained that books on the shelves are not arranged according to the classified order. Hence, proper steps should be taken for shelf rectification on a regular basis.

3. The core periodicals for each department are to be decided on the basis of users survey and only then should they subscribe.

4. The library authority should improve the ILL and Bibliographic service.

5. The Librarian also conduct user education programmes to educate the users about the library facilities and the services.

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