

ANALYSING THE USERS' SATISFACTORY LEVEL OF USING LIBRARY RESOURCES AND SERVICES IN SWAMI VIPULANANDA INSTITUTE OF AESTHETIC STUDIES, EASTERN UNIVERSITY, SRI LANKA

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ABSTRACT

An academic library plays a dynamic role to enable the users through library resources and services rendered to face challenges as a result of the information explosion. User satisfaction is an important measure to understand library performance. The library needs to be satisfied with the actual information needs and expectations of the user. This article seeks to analyze the satisfactory level of users with library resources and services among the students of Swami Vipulananda Institute of Aesthetic Studies, Eastern University. In this study, self-developed questionnaires were distributed among undergraduate students for the purpose of collecting the data. The response rate is 89%. 86% of respondents were female and 14% were male. The overall analysis reflects that the library users were satisfied with the resources and services provided to meet their needs and expectations. It reveals that library users visited the library for multiple purposes such as borrowing books, studying for an examination, reading different materials, upgrading the knowledge, seeking information, recreation and access internet. The finding has drawn that users need some improvement for field relevant and updated books in the library, photocopying, selective dissemination of information and current awareness services for the user, access of e-resources, an extension of library opening hours and creating a positive learning environment to fulfil their needs. The findings of the study referenced by library management for continuous improvement in library resources and services.

Keywords: library resources, library services, user needs, user satisfaction.

1. INTRODUCTION

The library is considered as a service-oriented department and is the heart of any institute. Libraries that attached to an academic institution are acquiring different types of resources and continuously providing services to support teaching, learning, research development, and community services for students and staff to satisfy their needs. Usually, the library of aesthetic institute hold study materials like books, journals, newspapers, magazines, and sole collection of research reports and conference proceedings are mainly relevant to the field of aesthetic studies.

To understand the users' needs and expectations is the responsibility of the academic libraries for maximizing the benefits of its users. User satisfaction of the library implies how users feel after making use of the library resources and services and their willingness to come back to the library when the next information they need (Ikenwe and Adegbilero, 2014). Library collection and services have to satisfy the information sought by the user to face the challenges due to the information explosion in the present era. Cullen (2001)

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noted that today, academic libraries are facing their greatest challenge from the explosion in tertiary education and academic publishing the world over.

User needs, expectations, and information-seeking behavior are played the dynamic roles to enhance library collections, upgrade library facilities and provide better services to the user to effectively meet their needs and fulfill their expectations (Tahir, 2008). Due to the advanced computer technology and high-speed networks, academic libraries have been required to change their library management system for collecting, organizing, and archiving their users to provide service (Back, 2001). Every year, a certain amount of new students enter the academic institution with different needs and expectations. Inclusion of new technologies in specific library services they find difficulties to access information sources that contribute user dissatisfaction among the academic library users.

1.1 STATEMENT OF THE PROBLEM

In any academic institutional libraries are committed to providing excellent information resources and services for its user community to support teaching, learning, and research processes. The availability and quality of information resources and services held by the library should be meet the standard of user needs and fulfill their expectations. Therefore, frequently investigate the satisfactory level of user with library resources and services is much helps to strengthen the collection and services for the future development of the library. This study is carried to find out the Swami Vipulananda Institute of Aesthetic Studies library is being satisfied with the resources and services provides to them. Further, it measures how to improve the library collection and services offered to the user to enhance their level of satisfaction.

1.2 LITERATURE REVIEW

There is a number of research especially focused on user satisfaction in academic libraries. The purpose of the institutional libraries is to satisfy the needs of its users by delivering library information resources and services that should be meet the programs curriculum that the institute offered. A library is the most functional unit if the services provided to its users is closely related with their information need (Igben, 1993).

Students have many purposes of visiting the library in all academic institutions. Akobundu (2007) found out that main reason for the library visits is the usage of books. Tiefel (2004) pointed out that most library users are unaware of the quality and variety of information available in the library. The environment of the library affect students' perceptions for the usage of the library. Therefore modification of the environment should lead to increasing in the library usage by students (Watson 2001). User guidance is very important for users to meet

their information needs and make aware of the available library resources and services in the library (Saikia and Gohain, 2013).

Sohail et al. (2012) found that students used a text book, journals, and lecture notes were the most prefer information sources in the library and they suggested that users should be guided to use the new edition of the latest text books and reference materials acquired in the library collection.

1.3 OBJECTIVES

General Objective:

- To find out the satisfactory level with the library resources and services offered by the academic library.

Specific Objectives:

- To identify the specific purpose of visit to the library
- To determine the user satisfaction towards the library resources, facilities, and services.
- To find out the user needs regarding library resources and services.
- To provide suggestions to improve the satisfactory level by using Library resources and services.

2. METHODOLOGY

A survey method was used to analyze the satisfactory level of users with the library resources and services offered by the institutional library. Quantitative and qualitative data were collected by using a self-administered questionnaire. For this study, the population was all undergraduate students in Swami Vipulananda Institute of Aesthetic Studies. The total population of this Institute is Eight hundred and thirty-nine (839). The sample size was laid down by Krejcie and Morgan (1970). A sample of 265 students was selected across all the years of study. A simple random sampling method was used to select the students who were using library resources and services. The questionnaire was self-administered among the selected students. There were 236 collected from 265 questionnaires sent out, and the response rate is 89%.

3. DATA ANALYSIS AND DISCUSSION

3.1 Demographic Information

Table 3.1: Distribution of respondents by Demographic Information

Characteristic		Frequency	Percentage
Year of study	1 st Year	59	25.00%
	2 nd Year	52	22.03%
	3 rd Year	47	19.92%
	4 th Year	78	33.05%
Gender	Male	33	13.98%
	Female	203	86.02%

The purpose of an analyzing years of study and gender was to ensure that all the year of study and both gender groups were included by the study. Table 3.1 indicates that the library of Swami Vipulananda Institute of Aesthetic Studies is mainly used by 4th year students to compare with 1st, 2nd, and 3rd year. The majority of respondents are female, which is 86.02%, and 13.98% are male. Gender distribution in the total population of the Institute is impacting on the gender distribution of respondents.

3.2. Use of Library

3.2.1 Library visit

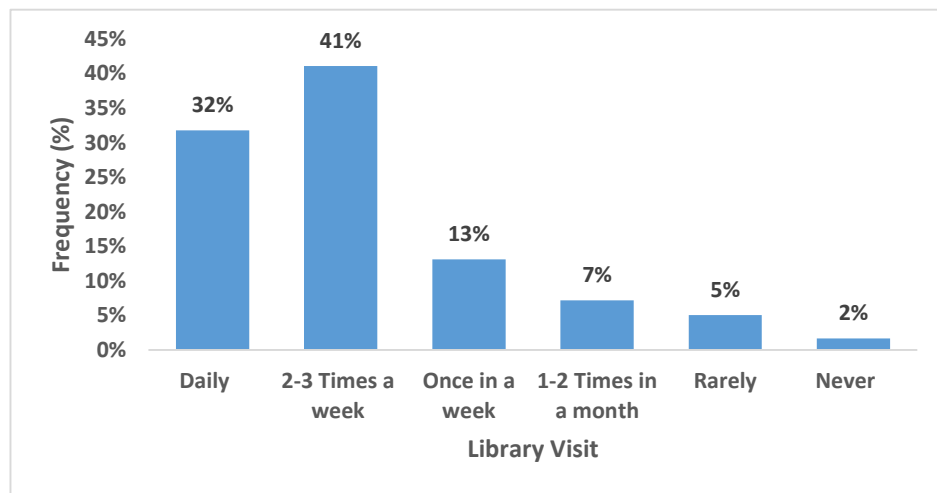


Figure 3.1: Distribution of respondents by frequency of library visit

Figure 3.1 shows that the frequency, which users visit and use the library. In this analysis, 2-3 times per week is the most frequent library visit by the user, and 32 % of respondents visit the library every day is the next. The least percentage responded never visit the library, which is 2%. Overall, the frequency distribution of library visit was comparatively high.

3.2.2. Time spend in the library

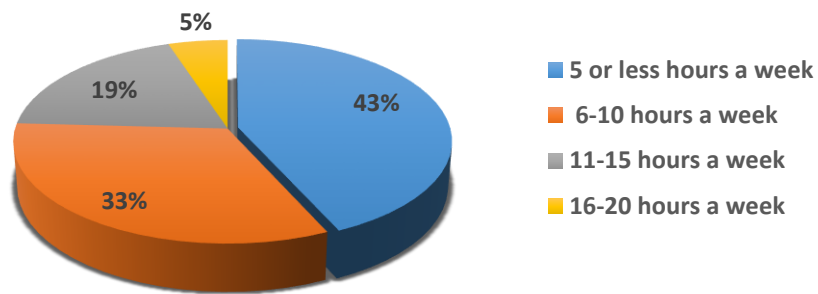


Figure 3.2: Distribution of respondents by time spend in the library

As observed from figure 3.2, 43 % of users spend five or fewer hours per week for using library resources, 33% of users spend 6-10 hours per week for using library resources, and 19% of users spend 11-15 hours per week for using library resources. Only 5% of users spend more than 15 hours per week in the library.

3.2.3 Purpose of Visit

Table 3.2: Distribution of respondents by the purpose of visit

Purpose of Visit	Frequency	Percentage
Borrowing books	187	79%
Reading subject related materials	157	66%
Reading newspapers and magazines	102	43%
Getting current and general information	102	43%
Preparing for examination	71	30%
Writing assignments	68	29%
Self-improvement	51	21%
For Recreation	42	18%
Looking information on job opportunities	36	15%
Preparing general competitive examinations	18	8%
Leisure reading	11	5%
Discussion with friends	11	5%

Library users visit the library for multiple purposes like borrowing books, studying for an examination, reading different materials, upgrading the knowledge, seeking information and, etc. Table 3.2 shows that the majority of the respondents (79%) are visiting the library for borrowing books. Quinn (2007) indicated that books are the key resource, and it should be up to date. Followed by 66% of respondents to read the material in their particular subject. There are 43% of respondents visit the library to

read newspapers and magazines and to gain current and general information. Users' visits to prepare for semester examinations is 30%. Followed by 29% to writing assignments, 21% for self-improvement, 18% for recreation, 15% looking for an information on Job opportunities, and 8% for preparing competitive examinations. The respondents visit the library for leisure reading and discussion with friends is 5%. It is very less. Therefore, the analysis said that users' visit the library are mainly related to learning and reading

3.3 Library Resources

Table 3.3 reflects the opinion on the collection of library resources available in the library. The highest percentage of respondents found the archival materials (Swami Vipulananda collection, Ceylon collection) are very helpful to satisfy the information that they want. From the total respondents, 86% of them felt reference collection in the library either very helpful or helpful, and 85 % of them found the lending collection either very helpful or helpful. It clearly explained that reference and lending collection in the library are satisfied the user needs. Followed by 66% of them responded the periodicals are very helpful or helpful, and 33% of respondents dissatisfied on periodicals available in the library.

76% of respondents dissatisfied regarding the electronic resources available in the library either 24% of them felt is helpful. It clearly is shown that a large amount of users were not satisfied with the electronic sources available in the library. The library tries to find the collection and develop innovative ideas to satisfying the user needs and expectations regarding electronic resources.

Table 3.3: User opinion on Library Collection

Types of collection	Very helpful	Helpful	Somewhat helpful	Not helpful
Reference collection	62%	24%	8%	6%
Lending collection	58%	26%	9%	7%
Periodicals	51%	15%	29%	5%
Archival materials (Swami Vipulananda collection, Ceylon collection)	70%	24%	6%	0%
Electronic resources	0%	24%	57%	19%

3.4 Library Services

The analysis of users' opinions regarding the orientation for library use given to them at the beginning of the academic session and arrangement of books on shelves reflects in Table 3.4. It reveals that 93% of respondents found orientation for using the library either very helpful or helpful. Only 7% felt the orientation for library use given to them at the beginning of the academic session is not helpful. All the respondents were satisfied with the arrangements of books on shelves to find the information available in the library very easy.

Table 3.4: User opinion on Library services

Library services		Frequency	Percentage
Orientation for using of library	Very helpful	148	63%
	Helpful	72	30%
	Not helpful	16	7%
Arrangement of books on shelves	Very helpful	159	67%
	Helpful	77	33%
	Not helpful	0	0%

Table 3.5 reveals that user satisfaction regarding the library services offered to the user. Satisfactory level of user with library services was analyzed by a Likert five-point scale. It was highlighted the majority of respondents are satisfied with circulation service, which is 57%, and followed by 22% of respondents who are dissatisfied. 55% are highly satisfied with user orientation, only 5% highly dissatisfied. Considering the referral services, 36% of user highly satisfied with the service provided by library whereas 4% dissatisfied. 63% of respondents are satisfied with reference services, only 6% are in neutral. 55% of respondents are highly satisfied with research support services while 35% are satisfied with research support services.

43% of respondents are satisfied with Library Catalogue/OPAC and 54% are neutral, and 78% are neutral with a new arrival list. 54% responded either highly satisfied or satisfied on current awareness services offered by the library. As per the results, the library should focus on the new arrival list, OPAC, current awareness services to improve the library performances.

Table 3.5: Level of satisfaction on Library services

Library services	Level of Satisfaction				
	5	4	3	2	1
Circulation service (Issue and return of books)	14%	57%	7%	22%	0%
User orientation	55%	26%	6%	8%	5%
Referral service	36%	52%	8%	4%	0%
Reference service	31%	63%	6%	0%	0%
Research support service	55%	35%	10%	0%	0%
Newspaper clipping	0%	0%	71%	12%	17%
Library Catalogue and OPAC	0%	43%	54%	0%	3%
Help to search the required information	36%	53%	3%	8%	0%
CAS/ SDI	24%	30%	41%	2%	3%
Any other (New Arrival Lists, etc)	0%	0%	78%	22%	0%

5 = Highly Satisfied; 4 = Satisfied; 3 = Neutral; 2 = Dissatisfied; 1 = Highly dissatisfied

3.5 Library Staff

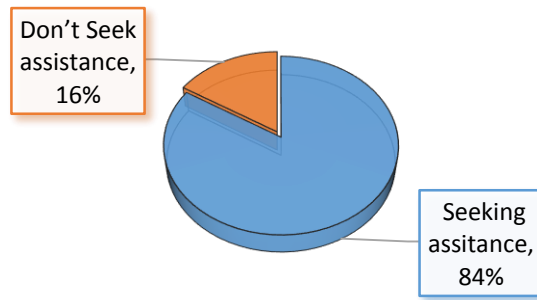


Figure 3.3: Opinion on getting assistance from library staff

In Figure 3.3, 84% of the total participants opinioned to seek assistance from library staff for getting the required information from the library. 16% do not get assistance from library staff for their requirements. It showed that library staff was efficient for doing their duties to satisfy the respondents and make sure all the library staff can deliver better and required service that they expect. Martensen and Gronholdt (2003) have mentioned that qualified and experienced library staff and effective services are motivated to users who will always be encouraged to visit the library for next time.

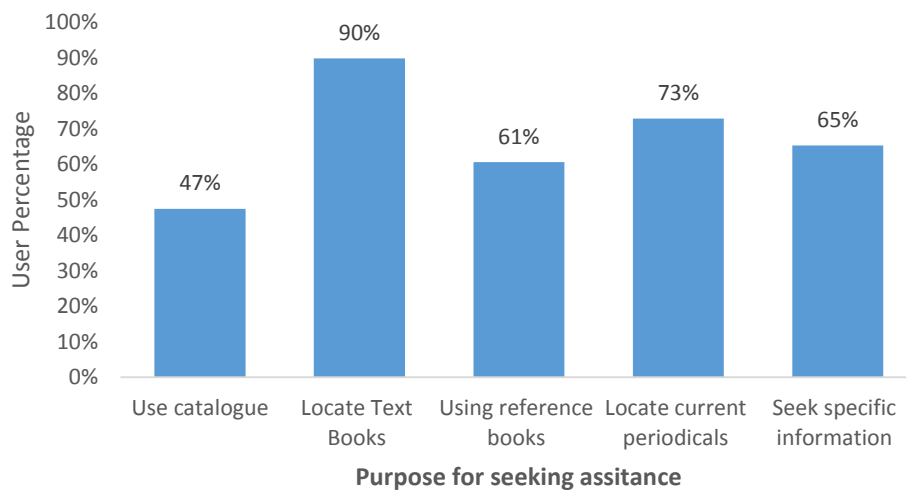


Figure 3.4: Types of Assistance getting from library staff

Figure 3.4 shows that majority of respondents were getting assistance from library staff to locate books, which is 90%, and the least percentage (47%) responded to get assistance from staff. Respectively, 73% of the users locate the current periodicals, 65% of the users seek specific information, and 61% use reference book with the help of library staff.

3.6 Library Facilities

Table 3.6: Level of satisfaction about Library facilities

Library facilities	Satisfaction Level				
	5	4	3	2	1
Lighting	0%	60%	33%	7%	0%
Cooling	36%	53%	11%	0%	0%
Seating arrangement	0%	28%	58%	14%	0%
Comfort of study area	0%	53%	36%	11%	0%
Noise level	11%	53%	10%	26%	0%
Drinking water	0%	53%	17%	29%	0%
Toilet	58%	36%	6%	0%	0%

5 = Highly Satisfied; 4 = Satisfied; 3 = Neutral; 2 = Dissatisfied; 1 = Highly dissatisfied

The above table presents the satisfactory level of user with Library facilities. It reveals that 60% of respondents satisfied with lighting available in the library, and only 7% are dissatisfied. The majority of respondents (89%) were responded both highly satisfied and satisfied with cooling. 28% of respondents are satisfied with seating arrangement in the library while 58% are neutral. 53% are satisfied with comfort of study area and drinking water available in the library, whereas 64% were responded either highly satisfied and satisfied with noise level and 26% are dissatisfied. 94% of respondents were responded either highly satisfied or satisfied with toilet facilities, only 6% are neutral. Maximum users are satisfied with the mentioned physical facilities available in the library.

4. CONCLUSION AND RECOMMENDATION

This study was concluded that the users of Swami Vipulananda Institute of aesthetic studies library is satisfied with library resources and services provided to meet the user needs and expectations, but at the mean time they pointed out some areas which need to be improved by the library to deliver the resources and services effectively. An aesthetic related reading materials were inadequate and outdated; it should be improved by incorporating relevant and latest edition of Tamil books. To enhance the services delivered to all types of user, the closing time should be extended. Existing e-resources in the library were insufficient. The library should be concentrate on acquiring e-resources in the library for quick and easy access of up to date information by the users, and the users should be aware of handling OPAC. There is a necessity to improve photocopying services, Selective Dissemination of information, Current Awareness Services for the user. The facilities and infrastructure of the library need to be upgraded and to enhance a positive learning environment, specially seating arrangement, availability of drinking water, and comfort of the study area. To enable the library, it requires adequate funds from the parent body. Library staff has to involve in upgrading the library services with the focus on users to meet or exceed their needs and expectations. It hopes that information produced through this study will be used for the enhancement of library services and the improvement of the library profession. The overall aim is to improve the library resources and services in a continuous process.

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