

A Study on Library Resources with Services Satisfaction Based on Students and Faculties: In an Institution

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Abstract

Fulfilling users' data prerequisites in the instructive organizations has been the primary point of scholarly libraries and digital libraries. For scholastic as well as digital libraries the user serves distinctive classes of users, for example, students, examine researchers, instructing/non-teaching staffs, and executives with fluctuated data requests. Libraries are assistance based associations built up for the arrangement of important data assets and quality administrations to address and fulfill their users' satisfaction with PG and UG students and faculties. The examination is to attain a user's satisfaction on library for the most part, investigates the satisfaction of library resources and services analyze with students and faculties. To start with we gather information from the institution based on user result and we need to examine the user satisfaction. The information gathering depends on user questionnaires and respondents. Here the satisfaction level is examined and it is clarified in the underneath procedure.

Keywords: satisfaction, library resources and services, students and faculties.

1. INTRODUCTION

College libraries are centers of scholastic life, enhancing students' instructive knowledge [1]. It is expensive to research the level of users' satisfaction by means of the services of the college library [2]. Yearly, new students go to the school/college with different necessities and expectations. With advancing mechanical advancements and the assortment and plenitude of data [3] that is getting to be accessible to data users, the aggressive pressure will keep on intensifying for scholastic libraries [4]. User satisfaction is additionally attempted to be decidedly identified with the user's level of library utilize and examine with questionnaires.

Thusly, the purpose of digital libraries have changed drastically [5] in addition to a digital library is not anymore only an accumulation of data assets, however, ought to be a computerized network for users' correspondence, e-learning, and e-research [6]. A library is necessary not exclusively to enhance its gathering, administrations, plus facilities [7] in answer to changing needs of library users in a quickly changing data age, yet it likewise should keep taking their input to find the viability of the resources and services offered [8]. The accomplishment of any library depends on the fulfillment of the data requests of its users [9].

The efficiency of a library administration can be assessed just by the level to which its administrations and resources are used [10]. In colleges, the three noteworthy foundations are labs, instructors/classrooms, and libraries that contain rich and adjusted data assets [11] including hardware that can support the educating, learning and research work. This examination was directed to assess the administrations offered by the institution [12] and the level of user satisfaction among students and faculties, for example, professors, assistant professors for both academic and digital libraries [13]. In view of user prerequisites, diverse type of administrations is given in academic libraries [14]. Thusly, there is required for academic libraries to know about the user needs and satisfy their data needs [15]. The fundamental targets of this part are to distinguish the respondents from various division students with under and postgraduate students and faculties [16] to learn about the utilization of library resources, with administrations by the students as well as faculties. Hence, the questionnaires and respondents got by the user's [17]

2. LITERATURE REVIEW

The motivation behind this investigation was to coordinate the data framework achievement hypothesis, Technology Acceptance Model, and affinity hypothesis to recognize the components that may influence user satisfaction and user assuredness to computerized libraries by (Xu, Fang et al 2018) [18]. Here, a sum of 426 substantial overview questionnaires was gathered. They additionally found that user contrasts, thinking about age, gender, and instructive level, fundamentally influenced DLs' liking, which additionally affected user satisfaction as well as commitment. In conclusion, this examination analyzed just the elements emphatically adding to build user satisfaction and dependability; however, it didn't investigate the negative aspect of lessening user satisfaction and reliability.

(Mirza, Muhammad Sajidet al 2012) [19] Had proposed an endeavor to assess the feasibility of electronic assets and administrations in Pakistani college libraries based on users' satisfaction. Here eight college libraries; four each from Islamabad and Lahore including two from people in general division and two from the private area having IT applications, were incorporated into the user's study. The aggregate populace (i.e., 40,236) users were chosen from that they consider just eight libraries were chosen. To estimate the satisfaction level of the user, the five-point Likert scale

method was utilized to scrutinize the respondents. The investigation presumed that Pakistani college libraries are putting forth viable electronic assets and administrations to their users.

Chinese students in American scholastic libraries: An overview of Chinese user fulfillment with U.S. library encounter was shown by (Shao, Xiaorong *et al* 2013) [20]. This study survey 83 Chinese students along with researchers after they came back from learning at colleges in the United States to quantify and record their fulfillment with the scholarly library administrations and assets they utilized amid their examination abroad. Here, the motivation behind the library, most helpful assets in the library and the recurrence of the library use by the members. It was trusted that the discoveries from this investigation can help scholastic libraries in the U.S. better comprehend the requirements of Chinese students and researchers.

(Murugan, K *et al* 2016) [21] Had investigates that an examination on Job fulfillment of the Library experts. Think about different employees and discover the outcome of age wise, as indicated by fulfillment and so on. Knowledge has the awaken of the job fulfillment of library experts. The different variables influence the library experts were circumstance, condition, physical offices, and safeguarding. The dominant part of the library experts 76(79.00%) was male, a large portion of the age in 31-40 years 41(39.43%) and Library experts are Satisfied 36(34.62%).

(Anyaku, Ebele N *et al* 2015) [22]. had decided the part of authority style and librarians' condition of job fulfillment of scholastic administrators in the innovation-driven workplace. Factors examined were authority style, attitude to innovation and work fulfillment. The questionnaire was utilized to gather information for the investigation. It was basic to recognize the elements that may help enhance work fulfillment. Questionnaires were circulated in four meeting fields facilitated by Nigerian Library Association (NLA) and its sub-segments. 124 usable duplicates from scholarly librarians were gotten and investigated to acquire comes about for the examination. The examination prescribes that this procedure enhance imaginative, adaptable and dynamic.

(Veena, G., *et al* 2016) [23]. had analyzed the user's fulfillment in library offices, resources and administrations of the students of SDM College Library, Ujire. 300 questionnaires were dispersed among students to gather pertinent information. The respondents visit the library every day 177(59.0%); most of the respondents were exceptionally happy with the gathering of general books. For course readings, the outcome was 210(70.0%) and 160(53.3%) distribution benefits as great. The examination concerned that school library did these investigations keeping in mind the end goal to recognize user's data needs and their data gathering practices.

(Khan, Abdul Mannan *et al* 2012) [24]. had inspected user observations in regards to the level of fulfillment with library accumulations, association, offices and in addition customary and IT empowered administrations. In this study, a questionnaire was directed to the employees, examine researchers and students. The considered colleges were

Aligarh Muslim University (AMU), Banaras Hindu University (BHU), Allahabad University (ALU) and Baba BhimRaoAmbedkar (BBRAU). From the outcome, it was inferred that the ALU and BBRAU colleges were better to fortify framework and offices showed by all classes of respondents. By and large, fulfillment levels of users at old concentrated colleges were great.

Global students and the Chinese scholastic library: A user review at Beijing Normal University Library was proposed by (Liu, Jia *et al* 2013) [25]. The study was intended for using Beijing Normal University Library (BNUL), as well as a five-point Likert scale questionnaire concentrating on the region, for example, library administrations, resources, and condition. The primary target of this paper is to know global students' data needs, break down their appraisal to the library, decide where and how holes exist and discover viewpoints that BNUL needs to progress. The paper, at last, reached a few determinations on the most proficient method to enhance BNUL benefit quality to universal students.

3. METHODOLOGY

In scholarly establishment, the library is estimated as an imperative and fundamental part of the raised quality research. Fundamentally, the user, for example, students and faculty's execution is one of the strategies for assessing the possibility of library resources and services. The procedure gives the user satisfaction with the library has been taken for investigations. Consequently, the user satisfaction result was based on the investigation of questionnaires and respondents. A questionnaire overview was utilized to look at the execution of user on academic and digital libraries. Almost, 300 questionnaires were circulated and 177 are reacted to this review. It has been utilized to assess the user presentation of inside a library with students and faculties. This strategy was decided for more effectiveness and accommodating to assemble data about the library from the institution.

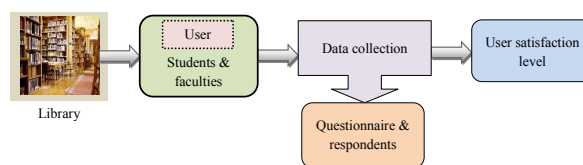


Fig 1: methodology for user satisfaction

3.1. Library

The students access an enormous group of books and journals; from the institution, moreover, it contained more than 1.5 lakh and computerized learning administrations. The library also accesses to a scope of selective e-books and e-diaries can be obtained by the Digital Knowledge Center. The reason for a library is vanquished if its users are not happy with the resources and services it gives. The libraries hold printed materials including books, periodicals, daily papers, reports uncommon gathering of government archives and an extensive variety of electronic assets among others. It is

fundamental that libraries perceive the requirements of their users and attempt however much as could reasonably be expected to address their issues. Here, two libraries were considered such as Academic library and Digital library.

3.1.1 Academic Library

The academic library assumes an essential part in instructing and learning of a scholarly establishment. Its points are to gather, process, protect and spread records and data to serve the user system. With a specific end goal to make the assets accessible to its users effortlessly and helpfully unique sorts of offices and administrations are being rendered from the foundation. Introduction programs are sorted out in the library welcoming a new batch of students, explore researchers, recently selected faculty and staff part department wise.

Library service: It gives open to working conditions and should have adequate space to suit its users. It must give expected space to a reading room and storage room for books and diaries. All respondents demonstrated their worry about library space. Twelve respondents found the library space relatively little. They normally utilized the terms of 'deficient', 'inadequate' or "congested". They were of the view that the library should either be stretched out or moved to some sensible place inside the institute.

Library registration procedure: The users in the library keep up records with a specific end goal to get in contact with them at whatever point required. The library enlistment technique satisfactory was found by the ten interviewees. They thought of it as 'fine', 'great' or 'alright'. The outcomes are as per the discoveries of the examination directed at the library or the institution.

Library hours: Sufficient opening hours give library users open doors to learning whenever the timing is ideal. The library stays open from 8:00 a.m. to 10:00 p.m. in two shifts (From Monday to Saturday). Eight respondents asked the library administration to build the library opening hours for a further 2 hours, that is, until 12 midnight. The existing time period was adequate to read the books and this was satisfied by the three respondents. Nonetheless, one of the respondents recommended that throughout examination periods, the library ought to stay open for a further 2 hours.

The attitude of library staff: Typically, the impression of a man is dependably computed to decide the disposition. Library staff ought to be unassuming, very much carried on and helpful while serving. All respondents were happy with the collaboration and conduct of library staff while serving and discovered them 'cordial' and 'accommodating'. The discoveries are like the consequences of the examinations directed at provincial focus library of the institution.

3.1.2 Types of academic libraries

A academic library is a library that is appended to an advanced education organization which fills two reciprocal needs to help the school's educational modules, and to help the examination of the college staff and students, a portion of

the type of scholastic libraries are College and university library, Community school library, Vocational and innovative school libraries.

College and University Libraries

Academic libraries are a significant fraction of superior learning organization and typically provide two corresponding principles: to sustain the prospectus along with maintain student research along with faculty members. The type of institution they provide several frequent responsibilities and the academic library positions differ depending on the task, the responsibilities are organization projects, department, and community relationships; provide instruction, reference, curriculum, research, and classroom support; technological development in the library along with information knowledge keeping with its trend.

Community College Libraries

Community college libraries can work as both research/ student scholastic keep up centers and network focus. In this way, librarians in two-year universities are frequently called upon to fill an assortment of parts from accumulation improvement to peruser warning to the course to reference and guideline. Community college libraries, for the most part, have littler staffs, which likewise prompts the obscuring of job qualifications and in addition the possibility to accept various parts. Also, the community college setting requires predictable effort endeavors to draw in the different student body, huge numbers of whom are low maintenance students taking an interest in corporate, specialized, and proceeding with instruction.

Vocational and Technical College Libraries

Libraries in professional and specialized colleges have an altogether different concentration than that of community colleges, four-year College. Though the last three help boundless educational programs that incorporate both general and concentrated examinations, professional and specialized college libraries, frequently, have a much smaller order. The students' courses center on different parts of specialized training offered by each school and the library resources maintain both the specialized training and regularly some extra essential business abilities. Rather, librarians for professional and specialized universities may oversee accumulations of norms and determinations, industry specialized magazines, manuals, and a little gathering of more broad business and profession resources.

3.1.3 Library Information Resources

Data is a fundamental component in work execution of workforce of colleges around the world. Libraries are set up in associations especially colleges to give genuinely necessary data in the help of educating, research and network administrations. The principal reason for any library is to give applicable and up-to-date materials with a perspective of fulfilling the data needs of users. Academic libraries promote data proficiency and give resources to the two students and staffs.

3.1.4 Library Information Services

The library data administrations depend on the idea of library administration and arrangement of application materials for utilizing. Library, as a substance has an orientation on hierarchical advancement. It enhances the personal satisfaction and known the nation's rich logical and social inheritance in various structures. Libraries are set up to render various types of administrations to users. Hence, administrations are the principal result of the library system. A standout amongst the most fundamental task of a resources focus is to make data accessible and support individuals to utilize it, by offering a scope of data administrations. Data administrations should enhance access to data, not just for individuals who can come and visit the resource centre, yet additionally, for the individuals who can't come into the data focus for various reasons. The most usually provide administrations incorporate loaning, reservation, advisory administrations, writing researches and photocopying.

3.1.5 Factors that Affect Use of Information Resources and Services in academic libraries

A satisfactory learning about the users, their requirements, needs, and requests are important in order to make the library and data administrations are successful. The library administrations incorporate library accumulations, openness, deficient space, and the nature of the administration are the issues experienced by the users. The most issues are about the inadequate and outdated accumulation and incorrect availability. Because of the absence of web benefits, the students were not happy with electronic resources but rather they were happy with library accumulations and administrations.

3.2 Digital library

The questions were gone for recognizing the user desires for the administrations offered, including accessible equipment, online lists, access from home, entryways/destinations, user's instructive foundation, advancement/attention, and staff help. The computerized assets accessible in Italian advanced libraries included: electronic diaries, ebooks, databases, CDROMs, learning materials, varying media and sight and sound, proposition and students' work. Furthermore, the study endeavored to distinguish social organizations other than the reviewed establishments, which the users consistently utilize for all intents and purposes.

3.2.1 Function of Digital Library

- ✓ Access to a lot of data to users wherever they are and at whatever point they require it.
- ✓ Access to essential data sources.
- ✓ Support compact disk contented alongside with text.
- ✓ Network openness on Intranet and Internet
- ✓ User-accommodating interface

- ✓ Hypertext joins for route
- ✓ Client-server architecture.

3.2.2 Purpose of Digital Library

In the digital library, some of the purposes are in the below points.

- Expedite the efficient improvement of strategies to gather, store, and sort out, data in computerized shape.
- Promote the effective delivery of data monetarily to all users.
- Encourage co-agent efforts in research resource, processing, and communication systems.
- Strengthen communication and coordinated effort between and among learning organizations.
- Take an influential position in the period and distribution of learning.

4. LIBRARY USER

Library users are the people like student, specialist, and technologist and so on. They visit the library either by physically or for all intents and purposes to fulfill his data requirement for misusing data resources. "User" as a man concerned who is qualified for using the services of a library. Numerous indistinguishable words are utilized for users like benefactors, customers, data users, data searchers, consumers, readers and so forth and these words have same significance since they all apply to the same person who benefiting the administrations of a library. A library user has a specialist to utilize library accumulations and administrations. Here the users are the faculty members and the students. The reason for adding the library staff was to discover distinctive assessments and perspectives about the libraries 'benefit quality and incentive to users. The researcher chose similar classes of users, that is, college students and faculty staff to help lead a correlation of the libraries.

4.1.1 User satisfaction with library

User fulfillment is a model that fosters the energy about how well the library and the administrations offered to its open capacity, User fulfillment has thusly been perceived as an essential measure of library execution. The request of users infers giving the administrations or real data that will address the issues of organization searchers or users for fulfilling an academic library. The users will dependably be urged to make utilization of the library if the library is overseen by qualified, experienced and refined staff. The user's fulfillment is considered as dependable criteria to deciding library efficiency. In this way, it is imperative for the library to keep their users fulfill. For fulfilling its user the library should be all around prepared. It depicts diverse factor which adds to user fulfillment:

- ✓ Availability of state-of-the-art data realizes fulfillment in the users, getting to the office and facilitate.
- ✓ The library ought to arrange its offices to be noticeable to the users.
- ✓ The library administrations and resources ought to be effectively open.
- ✓ The library staff ought to be extremely gracious and benevolent in their commitment with the users.
- ✓ The appearance of a library, its facilities, gathering, staff, and administrations ought to be attractive and agreeable.

5. DATA COLLECTION

The present examination is clear in nature the information gathered from the institution. In this review, the students and faculties' information was gathered from the given college library. In that, we have examined the respondents, questionnaire, and fulfillment from the given users. It is explained in the below explanations

5.1.1 Questionnaires

A questionnaire is a form or a report containing various inquiries on a specific subject, issue, or supposition to be explored. The questionnaire offers a device for gathering data which can be exhibited in table configurations. The information is gathered from the institution. They are for the most part utilized as a part of the assessment as a reason for social event data. Questionnaires have been utilized by a few library science researches in assessing library benefit quality, fulfillment and view of library value. It is likewise less demanding and less expensive methods for social affair information from an expansive gathering of individuals.

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1. What is the level of users' satisfaction with library services in an institution?
 a) Medium b) high c) very high d) low
 2. How much satisfied are you with the library?
 a) Very satisfied b) satisfied c) Dissatisfied
 d) very dissatisfied
 3. To what extent are you overall satisfied with the electronic resources & services in your library?
 a) Very high degree b) High degree
 c) Low degree d) Very low degree
 4. Do you find the efficiency of the faculty satisfactory?
 a) Yes b) No
 5. Why do you primarily use the library and its services?
 a) Leisure b) for study c) browsing d) Taking books
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5.1.2 Respondents

A respondent is the college students and faculties to convey the consequence of utilizing the library. Here, the number of questions requested by students and faculties. The questionnaire has the benefit of accepting competitor data from respondents since questions can be finished without the scientist. This likewise ensures obscurity and gives sufficient time for the respondent to think and reply.

Problems encountered in using the library

The inaccessibility condition and insufficient library resources likewise influence the utilization of library resources. It additionally observed numerous issues while looking for data in the library. The issues are

- ❖ Insufficient web passageways
- ❖ Opening hours
- ❖ Space insufficient
- ❖ The short length of book credit
- ❖ Lack of time
- ❖ Lack of library introduction

6. RESULTS AND DISCUSSION

The gathered information has been scrutinizing and revealed in the accompanying tables. Here, the information is gathered from the institution and we have considered the students and faculties for finding the user fulfillment result. The questionnaires and respondents from the students and faculties are likewise investigated from the beneath outline.

Table 1: Department wise respondents

Department	No. of respondents	Percentage
ECE	25	24.4%
MECH	16	15.5%
CIVIL	32	31.1%
EEE	77	48.43
CSE	54	33.96
IT	28	17.61

Table 1 explains the respondents from different department students. The research scholars were asked to indicate the library services used for their research. Here, the considered departments are ECE, MECH, and CIVIL. For ECE students the no. of respondents is 25(24.4) %, Next to the ECE students, the no. of respondents for MECH is 16(15.5) % and for the CIVIL category, the result is 32(31.1) %. Next, to this, we got the similar result for other departments.

Table 2: Distribution of questionnaires for students as well as faculties

For students			
Students	No. of questionnaires	No. of respondents	Percentage
Post graduate	75	67	53.60
Undergraduate	56	45	43.60
For faculties			
Professors	58	25	35.57
Assistant professors	45	35	33.65
Librarian	45	40	30.78
Assistant librarian	104	80	86.6

materials, 54.7% highly satisfied, 41% satisfied and 4.3% not satisfied. Similarly, for library services, the satisfaction levels were explained.

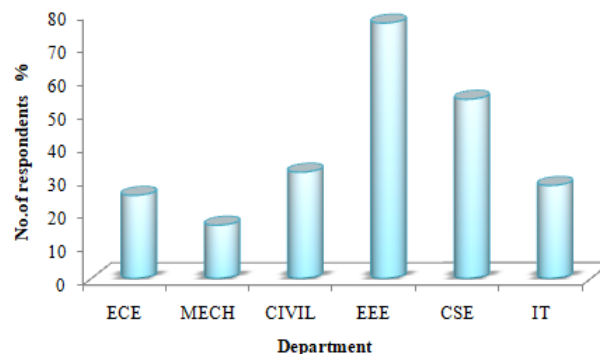


Fig 2: No. of respondents with various departments

Table 2 demonstrates the no. of questionnaires and respondents for UG and PG students with faculties. For PG students the number of questions was distributed is 75 and the respondents are 67, totally 53, 60% satisfaction. The no. of questionnaires distributed for UG students is 74; no. of respondents is 56 and 43.60% satisfaction. Next to PG and UG students' faculties' data were described such as professors, 35.57% satisfaction and questionnaires distributed is 40 and respondents are 37. Similarly, for other faculties, the result is explained in the above table.

Figure 2 explains the No. of respondents analyzes with various departments. For ECE students the user respondents are 24.4%, 15.5% them for mechanical students. For CIVIL students the respondents are 31.1%. Next to CIVIL, the no. of respondents for EEE is 48.43%. For various departments, we have different respondent's values. The no. of respondents for CSE is 33.96 and 17.61 for IT students.

Table 3: User satisfaction in library resources and services

Resources	Highly satisfied (%)	Satisfied (%)	Not satisfied (%)
Books	86.7	13.0	2.7
Supplementary reading materials	54.7	41.0	6.3
Online journals	66.0	29.3	9.9
projects	29.56	19.49	23.90
Services			
Internet	53.3	17.0	21.1
OPAC Service	12.3	68.7	4.3
Browsing	56.0	4.7	3.0
E-mail service	45.7	10.7	9.9

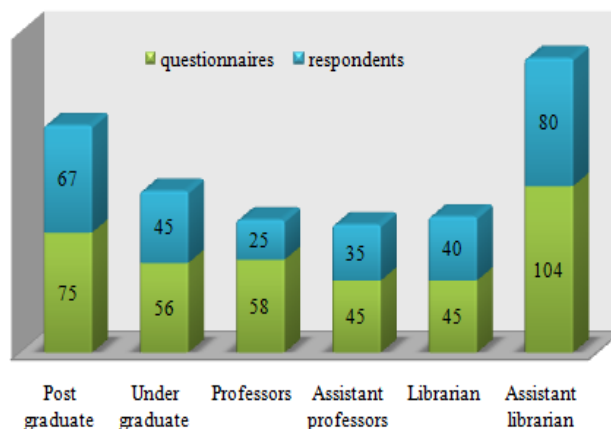


Fig 3: Questionnaires and respondents from students & faculties

Table 3 explains the user satisfaction result for library services and resources. Here, the library services and resources are analyzed with three categories highly satisfied, satisfied and not satisfied. The user is 86.7% highly satisfied, 13% satisfied and 0.3% not satisfied with books. For supplementary reading

Figure 3 explains the questionnaires and respondents from the college students and faculties. Here the considered students are PG and UG. The faculties are professors, assistant professors, librarian and assistant librarian. The questionnaire distributed for PG students is 75 and for the respondent are 67. For UG students the questionnaire distributed is 56 and respondents are 45. Similarly, for the faculties, the questionnaire is given and the faculties give the respondents explained in the above graph.

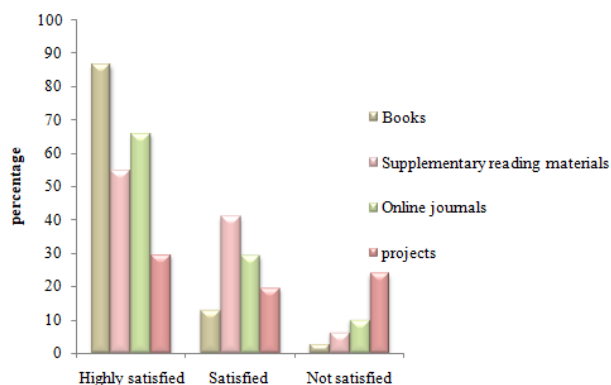


Fig 4: user satisfaction on library resources

Figure 4 demonstrates the user satisfaction based on library resources. Here, the considered resources are books, supplementary reading materials, online journals, and projects. For books, the user satisfaction is highly satisfied at 86.7%, 13% satisfied and 2.7 % not satisfied. 54.7 % for supplementary reading highly satisfied, 41% for satisfied and 6.3 % not satisfied. For each resource, the user satisfaction is different based on their library performance. Similarly, for online journals and projects, we have described the satisfaction % in the above graph.

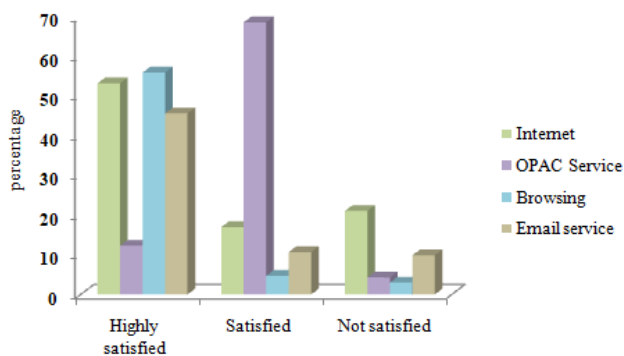


Fig 5: user satisfaction on library services

In figure 5 explains the user satisfaction based on library services. We take the library services as internet, OPAC service, and browsing and email service. For the internet, the user is highly satisfied with 53.3%, 17% satisfied and 21.1% not satisfied. The user is highly satisfied with 12.3 % for OPAC service, 68.7 for satisfied and 4.3% for not satisfied. Next, to these services, the browsing and email service analyze the satisfaction percentage for different library users.

7. SUMMARY

The paper introduces a thorough clarification of user fulfillment with library resources and services with the foundation. Every academic library should develop their assets for users require and computerized library for the web

administrations. The institution should complete their examinations in order to recognize the user fulfillment with students and faculties and data gathering in view of their utilization. For consider various departments, and the user respondents are assembled and furthermore from students and faculties. The user fulfillment is examined with the constant analyses clarified a detail in this examination.

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