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LIBRARY RESOURCES AND SERVICES SATISFACTION FOR USERS: A CASE STUDY OF IIT LIBRARIES IN INDIA

Library Resources and Services Satisfaction for Users: A Case Study of IIT Libraries in India

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Abstract – This study examines user satisfaction with the library resources and services available in IIT libraries in India. To define the research issues, a survey research method was adopted. In order to gather relevant information on their satisfaction, 900 questionnaires were distributed to final year students, graduation students, research scientists and faculty members from IIT libraries. There were received and analyzed 758 completed questionnaires. On this basis, a few suggestions to increase user satisfaction from libraries have been included in this research.

Key Words – User Satisfaction, Library Resources & Services, Library Users, IIT Libraries

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INTRODUCTION

The primary goal of libraries and library professionals was user satisfaction. Various depending on user expectations are present in the academic library. Moreover, the library is becoming more complex, more difficult for library professionals and users through technological advances, data bases and innovative access to information systems. The abundance of available resources and the complexity of assessing these assets also create users' difficulties. Because of new technologies and the trouble to access data sources the specific use of library services is unable to be identifiable easily can start contributing to user dissatisfaction among users of academic libraries. [1] Current teachers with different needs emerge to the Indian Institute of Technology every year. The resources of a library are essential for user fulfillment. However, all its users cannot always be satisfied by any library. Some universities have very limited resources and are clearly unable to accommodate their users, while others have large holdings and a variety of services. Certainly, those libraries that offer users everything they want will achieve greater user satisfaction. This can significantly influence user satisfaction with the availability of resources. [2]

LITERATURE REVIEW

Saikia & Gohain (2013) The students and researchers of Tezpur University have been able to examine customer satisfaction with library facilities, programs and knowledge searching behaviors. Usage guidance is considered essential in order to support library users satisfy their knowledge needs and notify users of the library tools and services accessible.[3]

Ranganathan & Babu (2012) Studies at the Osmania University, Hyderabad on knowledge and utilization of library facilities and services. They examine the appropriateness of library services, the perception of e-resources or written sources, why e-resources are used and how knowledge sources are fulfilled with.[4]

Sohail et al. (2012) The students of the University of Kalyani researched the use of library services. The author found guidelines to help students fulfill their knowledge requirements through the usage of library facilities and facilities. They noticed that the most common knowledge outlets for students were papers, textbooks and lectures. They also offered to include in the library selection the new text-book version and reference materials to guide people to utilize library services.[5]

Adeniran (2011) User satisfaction of university library services: university employees and the experiences of students has been explored. The research shows that the loyalty of customers relies on the efficiency of a library's personnel and facilities. The analysis also showed that the availability of appropriate content resources, an access point and an atmosphere conducive to the usage of library education, teaching and analysis.[6]

Martensen & Gronholdt (2003) Literature checked and focal groups studied show a vital factor for library quality programs: multimedia materials, written publications set, other library services, technological infrastructure, library and user experience environments.[7]

Simmonds (2001) Specified different variables, including responsiveness, expertise and guarantees

and tangibles as well as capital, which could affect customer satisfaction.[8]

OBJECTIVES OF THE STUDY

•   To research the intent of visiting the library

•   The usage of library facilities, installations and programs to be learned.

•   Assessing the degree of customer satisfaction with library facilities and programs

RESEARCH METHODOLOGY

In all social science studies, methodology plays a critical position. The final-year undergraduate group, postgraduate students, research scholars and faculty members of seven old IIT libraries were among the target community. To resolve the study concerns, a survey research approach was introduced. [9] The users returned a total of 900 dispersed questionnaires and 758 entirely completed questionnaires.

DATA ANALYSIS

Table 1: Number and proportion of users in various IITs

Name of IIT	Number	Percentage
IIT Guwahati	121	16.0
IIT Kharagpur	108	14.2
IIT Kanpur	100	13.2
IIT Roorkee	106	14.0
IIT Delhi	103	13.6
IIT Bombay	109	14.4
IIT Madras	111	14.6
Total	758	100
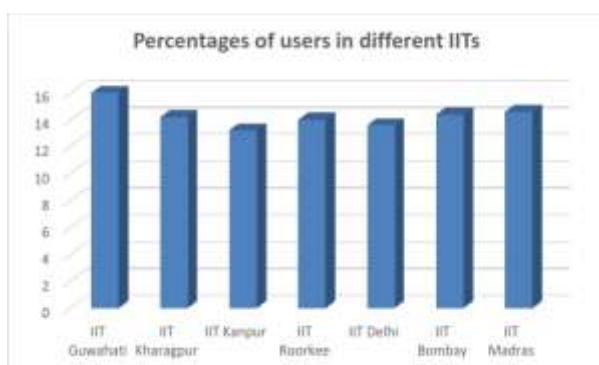
Figure 1: Number and proportion of users in various IITs

As already reported, 758 samples from seven IITs in India were included in this analysis. The number of samples obtained from each IIT is clearly seen in Table 1. The following are the respective numbers and percentages of samples obtained from various IITs. IIT

Guwahati 121(16%) users overall and IIT Kanpur 100 minimum users (13.2%).

Table 2: Gender wise distribution of library users

| Gender	Frequency	Percentage
Male	588	77.6
Female	170	22.4
Total	758	100.0

Figure 2: Gender wise distribution of library users

Of the 758 users included in the study, it is observed that 588 (77.6 per cent) are male and 170 (22.4 per cent) are female by plurality (26.4 per cent) based on the sex wise distribution of library users.

Table 3: Age wise distribution of library users

Age Group	Frequency	Percentage
Below 20	174	22.9
20-29	470	62.1
30-39	77	10.2
40-49	13	1.7
50-59	7	.9
60-69	4	.5
Above 70	0	0.00
Missing	13	1.7
Total	758	100.0
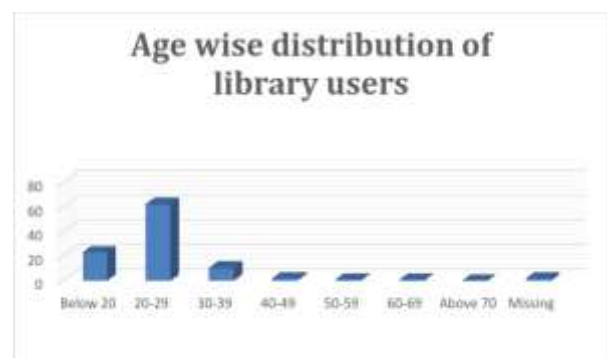
Figure 3: Age wise distribution of library users

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The users of the library are from varying ages. Table 3 demonstrates how the library users' age-specific distribution is used. It has also been observed that the highest figures of the aged 20 to 29 are 470 (62.1%), followed by 174(22.9%) under 20 years and 77(10.2%) under 30-39 years. Similarly, 13 (1.7%) are 40-49 years, 7(0.9%) are 50-59 age, while 4 (0.5%) are 60-69 years of age, and no sample contained in this analysis is over 70. The sample is above. But 13(1.7%) failed to respond.

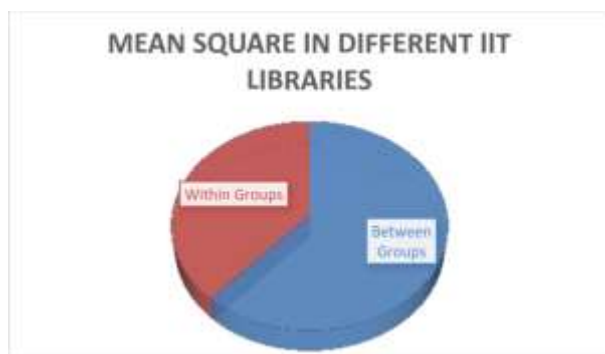**Table 4: User's Satisfaction on Library's Services**

Satisfaction on library services	Not Satisfied		Satisfied		CR
	N	%	N	%	
Loan of books	96	12.6	662	87.6	0.77
Journals/Periodicals Circulations	137	18.1	621	81.9	0.16
CD-ROM Loan and print –outs	171	22.6	587	77.4	0.78
Reference Service	119	15.7	639	84.3	0.80
Reservation Service	151	19.9	607	80.6	0.80
Inter Library Loan	186	24.5	572	75.8	.032
Reprography Service	164	21.6	594	78.4	0.12
Internet Service	102	13.4	656	86.7	0.20
E-journals and on-line database services	147	19.3	611	80.9	0.14

Table 4 indicates that samples of the happiness of library customers of separate library-services have the amount and percentage of answers. It has been noticed that 662 (87.6%) consumers are pleased with book lending. However, the internet service satisfies 656(86.7%) and the comparison service 639(84.3%) was fulfilled. Likewise, the circulations of Journal/Periodicals are pleased with 621(81.9 percent). 611(80,9%) are happy with online database and e-journals and 607(80,6%) are satisfied with the booking service etc.

It is therefore assumed that on numerous library facilities, all customers of various IITs are pleased. The vital ratio reached in the library's resources offered by libraries is smaller than the table value which implies that there is no substantial variation in customer satisfaction rate.

Table 5: Users' Satisfaction on Library's Services in Different IIT libraries

Satisfaction of Library Services		Sum of Squares	df	Mean Square	F	Sig.
	Between Groups	51.746	6	8.624	1.606	.143
	Within Groups	4033.791	751	5.371		
	Total	4085.537	757			

Figure 4: Users' Satisfaction on Library's Services in Different IIT Libraries

Table 5 displays the overall customer satisfaction rate for library facilities in various IITs. At 0.05 levels of importance the obtained F value 1.60 is smaller than the table value. This ensures that the content of the library's resources in the various IITs may not vary greatly.

Table 6: Users' satisfaction on total sample based on their gender

Satisfaction on Library Services	Sex	N	Mean	Std. Deviation	t	Level of significance
	Male	588	16.33	2.402	.475	P:>0.5
	Female	170	16.43	2.032		

Table 6 reveals that the t value obtained is 0.05 with importance below 0.475 of the table values. That means there is no big gap between male and female users in the customer satisfaction of library services in various IITs.

Table 7: User's satisfaction level on computers and software availability

Satisfaction levels	Not Satisfied		Satisfied		CR	
	N	%	N	%		Missing
Adequacy of Computers	127	16.8	629	83.2	0.807	2
Configuration of Computers	148	19.5	610	80.5	0.154	
Queries search / OPAC	116	15.3	642	84.7	0.802	
LAN	107	14.1	651	85.9	0.794	
WAN	138	18.2	619	81.8	0.809	1
Adequacy of band width	113	14.9	643	85.1	0.031	2

Table 7 reveals that in terms of computer satisfaction and program availability in the library the amount and percentage of answers. It is apparent that 651 of LAN facilities (85.9%), 643 (85.1%) of bandwidth adequacy and 642 (84.7%) of queries search/OPAC are fulfilled. However, the data adequacy of 629(83.2per cent), the computer configuration of 619(81.8per cent) and the computer configuration of 610(80.5per cent) are fulfilled.

The vital partnership obtained is less than the table value which implies that the happiness of the consumers with computers and accessible applications in various IIT libraries is not substantially different.

Table 8: User's Satisfaction level on Digital Sources/Services

Digital sources/services	Not Satisfied		Satisfied		CR	
	N	%	N	%		Missing
CD-ROM	147	19.5	608	80.5	0.804	3
Internet	89	11.7	669	88.3	0.193	
E- Mail	93	12.3	665	87.7	0.772	
Online Database	119	15.7	639	84.3	0.804	
E-Journals	115	15.2	643	84.8	0.801	
Online public Access Catalogue (OPAC)	138	18.2	620	81.8	0.032	
Institute website	109	14.4	649	85.6	0.187	

The statistics and the percentages of answers to digital source/service satisfaction in the library are

seen in table 8. We believe that the Internet services fulfill 669 (88.3 per cent), the email facility is fulfilled by 665 (87.7 per cent). Likewise, the database of the Institute satisfies 649(85.6%), the online data base 643(84.8%), the online catalog satisfies 639(84.3%), and 620(81.8%), the online publishing catalog satisfies (OPAC).

The crucial ratio obtained is below the table value which indicates that the satisfaction level of consumers with digital sources/services in the IIT libraries is not substantially different.[10]

Table 9: Satisfaction level of Digital Sources/Services in different IITs

Name of IIT	N	Subset for alpha = 0.05
		1
IIT Roorkee	106	12.75
IIT Madras	111	12.86
IIT Kharagpur	108	12.87
IIT Delhi	103	12.97
IIT Kanpur	100	13.02
IIT Guwahati	121	13.06
IIT Bombay	109	13.42
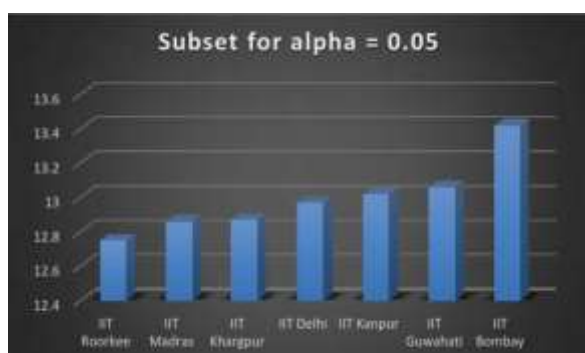
Figure 5: Satisfaction level of Digital Sources/Services in different IITs

IIT Bombay consumers have a strong degree of satisfaction for the consumer on Digital Sources/Services relative to other IITs.

SUGGESTIONS

The following recommendations for enhancing current IIT library infrastructures and facilities in India, to please consumers, are included on the basis of the research results and the feedback obtained from respondents.

- The intranet search facility should be built by IIT libraries to help discover intranet-based knowledge. In addition, to warn users of new information, a framework could be added.

- Workforce planning is important as library productivity depends on staff success. The library customers should be instructed how to use the intranet in IIT with special instruction.

- Library should expand the selection of e-books since e-books are still a valuable knowledge source and Library should develop other e-resource sets in order to satisfy users' information needs.

- Daily reviews on the enhancement of current library services and operation is often useful for scholars, research scientists and faculties. Extended library timings. This way, both study books and analysis will be best used by consumers. Library is expected to be available 24 hours a day. Better book arrangement is important, OPAC quest should be improved.

CONCLUSION

For all libraries in technical education creation and provision of high-quality customer service is an essential goal. Books move from paper to electronics. The customer wants the library facilities in a large variety of places at any period in an IIT library. The delay in providing the correct information could contribute to a delay in your research work. And if a split second is disrupted, the whole process can go waste. The skilled librarians and database sciences can also be a move forward for their customers. It is likely to assume that the IIT libraries have to provide customers in the Intranet and Internet world with more web-based library resources and even use more web 2.0 technology for improved content delivery. A strict plan must be drawn up which incorporates library users' training programs as well as employees to effectively utilize resources and facilities. Daily input from teachers and students can also enhance the library service and can easily please them.

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