User Satisfaction with Academic Library Resources, Services and Facilities: A Study in Angel College of Engineering and Technology Tirupur, Tamil Nadu

N. Murugesan

Librarian, Angel College of Engineering and Technology, Tirupur, Tamil Nadu, India
E-Mail: angellibrarian@gmail.com

Abstract **- Information is most essential to students, faculty, and academicians as well as researcher 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 Angel College of Engineering Technology Tirupur, Tamilnadu, India. A questionnaire collected from 240 users with the data on preferred use of library resources and level of user satisfaction of library 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.**
Keywords: **Engineering Institutions, Library resources, library services, library collection, user's satisfactions**

I. INTRODUCTION

In the modern communication technological era academic library such as engineering college libraries have been a great contribution and responsibility to support in education and learning process. Being technical institutions, all engineering colleges are applying and implementing Infrastructures of Information communication technology in their libraries according to users information needs. Advancement of ICT has dramatically changed worldwide library resources and services. The engineering college library contributes primarily to the teaching and learning process for faculty members and students and it has a responsibility to disseminate and communicate users with a collection of resources and services. Therefore, the engineering colleges need to strengthen their library resources and services according to users' information needs and satisfaction levels. In today's rapidly changing information world, information needs of users are met through a plethora of sources. The library is obviously the source of power of knowledge in higher education and research, the use of library resources and services is a matter of concerns to faculty and students.

The academic libraries need to provide various services and facilities to the users to motivate them to use library. The developing nations are nowadays concentrating more in providing various facilities and services, in turn, which will help the countries in scientific and research development. The ultimate aim of providing such facilities will enable the users towards utilising the library services at greater potentials. Based on the user requirements different types of services are provided in the academic libraries. These facilities and services have greater impact on the users' satisfaction. The academic library users, in general, expect some cost benefit services so as to use the library regularly. Apart from this, the libraries provide some academic facilities to have international benchmarking. These library facilities and services assist the learners and the academicians in educational processes. The cognitive skills are developed by making the users to use the library resources.

The proper utilisation of library resources can be optimally used only by attracting the users to the library. This attraction is possible only by providing some good services. The library users' satisfaction plays a vital role in the development and provisions of the library. The potential users' feedback regarding the library resources, services and facilities should be considered for providing necessary resources and amenities in the library. The Middle East countries, as developing nations, need to concentrate more on the users' satisfaction to benchmark themselves with the international standard. The higher education providers need to measure the users' satisfaction to maintain the quality in all the activities. Thus, the study was undertaken to identify the major impact factors of the services and facilities provided in the academic library.

II. OBJECTIVES OF THIS STUDY

1. Assess how often users frequent used academic library.
2. Find out the services used by academic library users.
3. Find out the main purpose why patrons use academic library services.
4. Awareness of services offered is sufficient to propel effective use of academic library services.
5. Examine whether users are satisfied with academic library services.
6. Assess the factors affecting users' satisfaction of academic library services.

III. REVIEW OF LITERATURE

Numerous studies were conducted by various authors to measure the academic library services and the users' satisfaction. Poll & Payne has conducted the study and revealed that the diverse projects all over the world are trying to establish that the usage of library services can optimistically persuade competences and skills, attitude and actions of users. Pauline identified that the students are using the library services more than the academic staffs. Sowole5 revealed that by providing the required information resources and services the library users' satisfaction shall be attained.

Nnadozie concluded that the facilities required to deliver the qualitative services of the library are either available in insufficient quantities or totally not available. Abagai explored that the usage of the library users and certainly their satisfaction with the services of the library depends on the availability of the skilled staff, knowledge materials and accommodation in the library. Cullen & Calvert observed that the evaluation of input based on collection, budget, staff resources and process competence measures are the indicators of the library users' perception of the resources and services offered by the library.

According to Kaur10 the academic staff distinguish that the eminence of library services is just above the average. The library has positive impact on academic staff's research and teaching and learning purposes. Simmonds & Andaleer found that the academic library usage is mostly influenced by a users' awareness and resources of the library. Fidzani12 specified that assistance is important in the usage of library services and resources will help the students to meet their information needs.

IV. METHODOLOGY

To accomplish the above objectives of the study, a survey method was conducted using a well-structured questionnaire. In a total 280 questionnaires were distributed to faculty, staff and students in of Angel College of Engineering Technology Tirupur, Tamilnadu,. Out of which, 240 filled questionnaires were received back. The collected data were classified, analyzed and tabulated by using statistical methods.

V. DATA ANALYSIS AND INTERPRETATION

TABLE: FREQUENCY OF VISIT TO LIBRARY

S. No.	Frequency	No. of users	Percentage
1	Every Day	50	20.83
2	Twice in a week	92	38.33
3	Once in a week	40	16.67
4	Once in a fortnight	24	10.00
5	Once in a month	18	7.50
6	Occasionally	16	6.67
	Total	240	100

Analysis of respondent's frequency of visit reveals that 38.88% of staff members prefer to go twice a week to the library; 20.83% of staff members use the library everyday; 16.67% of staff members use library once a week. 25% of lecturers use library everyday; 38% of senior lecturers, 45% of Assistant Professors, and 42% of Professors use library twice a week. 40.8% of staff members spend one hour each during visit to the Library.25% of Staff members spend 30 minutes and 16.67% of staff members spend 2 hours.

TABLE 2 TIME SPENT IN THE LIBRARY

S. No.	Time	No. of users	Percentage
1	Below30 Minutes	30	12.50
2	30 Minutes to 1hour	60	25.00
3	1hour to 2 hour	98	40.83
4	2 hour to 3 hours	40	16.66
5	More than 3 hours	12	5.00
	Total	240	100

Table 5.2 shows 40.8% of users spending one hour to two hour during each visit of the Library. 25% of users spend 30 minutes to one hour and 16.67% users spend 2 to 3 hours in each visit. The maximum duration of more than 3 hours was to be used by only a very few 5.0% staff members.

TABLE 3 PURPOSE OF VISITING LIBRARY

S. No.	Purpose of Visit	No. of users	Percentage
1	To borrow books	102	42.50
2	To read newspaper and magazines	23	9.59
3	To access reference sources	28	11.66
4	To access e – resources	60	25.00
5	For general / current reading	15	6.25
6	For relaxation	12	5.00

Table 5.3 shows 42.5% of users to borrow books during each visit of the Library. 25% of users to access e – resources like e- journal, e-books and other e materials. 11.66% users right to entry for access Reference sources. 9.59% users are read the newspaper and magazines for each visit. 6.25% users read the general information / current reading for each visit. of be used by only a very few 5.0% user to visit the library for relaxation.

The below table shows that majority 59.16% of respondents are satisfied with the collection of Text books, 68.33% of respondents are satisfied with the collection of reference books. 74.2% of the user satisfied with the collection of Journal / Magazines. 52.5% of the user happy with the collection of online resources. 60.8% of the user in high spirits with the collection of CD/DVD / Video materials. 66.6% are not satisfied with the collection of Projects/ Thesis

TABLE. 4 SATISFACTION IN LIBRARY RESOURCES

S. No.	Library resources.	Highly satisfied	Satisfied	Not satisfied	Total
1	Text books	83 (34.5%)	142 (59.16%)	15 (6.25%)	240 (100%)
2	Reference books	44 (18.3%)	164 (68.33%)	32 (13.3%)	240 (100%)
3	News papers	28 (11.6%)	156 (65.0%)	56 (23.3%)	240 (100%)
4	Journal / Magazines	36 (15.0%)	178 (74.2%)	26 (10.8%)	240 (100%)
5	Online resources	92 (38.3%)	126 (52.5%)	22 (9.2%)	240 (100%)
6	CD/DVD / Video materials	65 (27.1%)	146 (60.8%)	29 (12.1%)	240 (100%)
7	Projects/ Thesis	12 (5.0%)	68 (28.3%)	160 (66.6%)	240 (100%)
8	Supplementary reading materials	88 (36.6%)	106 (44.2%)	46 (19.2%)	240 (100%)

TABLE 5 SATISFACTION ON LIBRARY SERVICES

S.No.	Library Services	Highly satisfied	Satisfied	Not satisfied	Total
1	Circulation service	92 (38.3%)	126 (52.5%)	22 (9.2%)	240 (100%)
2	Reference service	86 (35.8%)	142 (59.16%)	12 (6.0%)	240 (100%)
3	Current Awareness Service (CAS)	65 (27.1%)	146 (60.8%)	29 (12.1%)	240 (100%)
4	SDI Service	14 (5.8%)	160 (66.6%)	66 (27.5%)	240 (100%)
5	Book Bank facilities	22 (9.2%)	41 (17.1%)	177 (73.7%)	240 (100%)
6	E- Services	56 (23.3%)	156 (65.0%)	28 (11.6%)	240 (100%)
7	OPAC /WOPAC	96 (40.0%)	128(53.3%)	16 (6.7%)	240 (100%)
8	Reprography (Xerox) service"	32 (13.3%)	164 (68.33%)	44 (18.3%)	240 (100%)
9	Training & demo on E-Resources retrieval	36 (15.0%)	178 (74.2%)	26 (10.8%)	240 (100%)
10	Orientation Programme for fresher	28 (11.6%)	186 (77.5%)	26 (10.8%)	240 (100%)
11	Reservation of Books Service	24 (10.6%)	162 (65.0%)	54 (22.5%)	240 (100%)
12	Overnight issue	48 (20.0%)	160 (66.7%)	32 (13.3%)	240 (100%)

The above table indicates that 52.5% of respondents satisfied with the Circulation service, 59.16% of respondents are happy with Reference services. 60.8% of user satisfied with the Current Awareness Service (CAS). 65.0% of respondents are excellent with the e- Services. 53.3%   respondents satisfied with the OPAC /WOPAC. 74.2% % of respondents satisfied with the training & demo on E-Resources retrieval. 77.5% of user satisfied with the orientation programme for fresher. 66.7% of respondents satisfied with the overnight issues 73.7%   of user not satisfied with the book bank facilities

TABLE 5.6 - SATISFACTION IN LIBRARY FACILITIES

S. No.	LIBRARY FACILITIES	Highly satisfied	Satisfied	Not satisfied	Total
1	Stock room space for reading	36 (15.0%)	178 (74.2%)	26 (10.8%)	240 (100%)
2	Magazines section	24 (10.6%)	162 (65.0%)	54 (22.5%)	240 (100%)
3	News papers section	12 (5.0%)	162 (67.5%)	66 (27.5%)	240 (100%)
4	Digital library	54 (22.5%)	128(53.3%)	58 (24.2%)	240 (100%)
5	Lighting and Ventilation	22 (9.2%)	126 (52.5%)	92 (38.3%)	240 (100%)
6	Drinking Water	32 (13.3%)	164 (68.33%)	44 (18.3%)	240 (100%)
7	Library furniture Equipments	86 (35.8%)	138(57.5%)	16 (6.7%)	240 (100%)

The above table specify that 74.2% of respondents are satisfied with stock space for reading in available the college library, only 65.0% are of respondents are satisfied with the magazines section, 67.5% of respondents are satisfied with news papers. 53.3% of user satisfied with the Digital library facilities. 68.33% of respondents are good with drinking water. 57.5% of user satisfied with the library furniture equipments. 38.3% of respondents are not satisfied with the lighting and ventilation.

VII. FINDINGS

1. Majority 38.88% of user prefer to use twice a week in the library;
2. Maximum 40.8% of users spending one hour to two hour during each visit of the Library.
3. Most 42.5% of users to borrow books during each visit of the Library.
4. The majority 59.16% of respondents are satisfied with the collection of Text books and 68.33% of respondents are satisfied with the collection of reference books.
5. Majority 52.5% of the user happy with the collection of online resources.
6. The most 52.5% of respondents satisfied with the Circulation service,
7. Greater part 65.0% of respondents are excellent with the e- Services.
8. Very big 77.5% of user satisfied with the orientation programme for fresher.
9. Huge 74.2% of respondents are satisfied with stock space for reading in available the college library.
10. Majority 53.3% of user satisfied with the Digital library facilities.
11. Vast 57.5% of user satisfied with the library furniture equipments.

VIII. CONCLUSION

This study was carried out to examine user satisfaction with academic libraries services in engineering college library. The result of the study clearly indicates that important role of library in engineering education and satisfaction of their user be must. Majority of the user of these institutions are depending on the text books, reference books and online resources available in the Libraries. Nowadays number of services provides by these libraries are in the electronic era for the users. Along with Text books, reference books, periodicals, newspapers the user also want online resources, good internet facility, Print out, photocopier, scanning facility etc. in the Library. The services of librarian are also make good customer satisfaction among users. Librarian should regular examine customer satisfaction with the library's collection, services and information preferences to ensure that the information needs of users are satisfactorily fulfill within time.

REFERENCES

[1] Simmonds, P., & Andalreb, S. S., "Usage of Academic Libraries: The Role of Service Quality, Resources, and User Characteristics", *Library trends*, vol. 49, No. 4, pp. 626-634, 2001.
[2] Kassim, N. A., "Evaluating users' satisfaction on academic library performance". *Malaysian Journal of Library & Information Science*, vol. 14, No.2, pp.101-115, 2009.
[3] Reddy, K K S, "User satisfaction in Sree Vidyaniketan Engineering College Library: A Survey" *Pearl: A Journal of Library and Information Science* Vol 4, No. 3, 2010.
[4] Sohil MD, Pandye A, Upadhyay Ak, "Use of library resources in university libraries by students: a survey with special reference the University of Kalian", *IASIC Bulletine*., vol. 57, No. 2, pp.122-128. 2012
[5] Ranganathan S , Babu KS, "Awareness and use of library information resources and services in Osmania University, Hydrabad". *International Journal of Library and Information Studies*, vol. 2, No. 3, pp. 42-54. 2012.
[6] Singh, Bhoop and Kumar, Dinesh, "Networking and Resources Sharing of Engineering College Libraries of Rajasthan: A Proposal". *International Journal of Multidisciplinary Educational Research*, vol 2, pp.196-206, 2012.
[7] Singh, Bhoop and Kumar, Dinesh, Kumar, "E resources in Engineering colleges Library with special reference to Rajasthan: Need and Importance", *International Journal of Library and Information Science*, vol.3, pp.151- 156, 2012.
[8] Kumar, Rupesh and Kulsharetha, S. B., "User Satisfaction in Engineering College Libraries: a Case Study of Krishna Engineering College, Ghaziabad, Uttar Pradesh", *International Journal of Librarianship and Administration*, Vol 4, No. 1, 2013.