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Users' Satisfaction with Library Services and Resources: A case study of IISER Kolkata Library in India

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Abstract

This study explores the users' satisfaction related to the library resources and services of the IISER Kolkata library. Well designed questionnaires distributed among 1480 users PhD Scholars, Integrated PhD Scholars, MS by research students and Integrated BS-MS students and returned 1105 filled questionnaires. It is observed that a large number of users satisfied with features under library services through physically visiting the library and print and online library resources except a few. The features of online library services dissatisfied the users. Most of the users are highly interested in the resources of biological, chemical, earth, mathematics & statistics and physical sciences.

Keywords: Library services, Library resources, IISER Kolkata library, Online resources, IISER library, Basic science library

1. Introduction

An institute's library is regarded as an essential component. The position and importance of academic libraries in higher education cannot be overstated. Without a good library, a good education is unlikely. One of the most commonly used and recognized services in the modern world is library services. Library services are used by the academic community, especially in institutes, for research and study. The library helps with academic work. As a result, the library is rightfully known as the beating heart of an institute.

IISER Kolkata

Indian Institute of Science Education and Research Kolkata (IISER Kolkata) was founded by the Ministry of Human Resource Development, now known as the Ministry of Education, Central Government, in 2006. IISER Kolkata initially started at IIT Kharagpur's Kolkata extension

centre as a temporary basis at salt lake. Later, IISER Kolkata shifted to its main campus at Mohanpur, Nadia district, in 2009. That is 55 km distance from Kolkata city. IISER Kolkata completed his more than ten years and produced good quality in the basic science education and research publication. It offers PhD, Integrated PhD, MS by Research, and Integrated BS-MS academic courses in biological sciences, earth sciences, physical sciences, mathematics & statistics and chemical sciences. It has a total of 1480 students. IISER Kolkata library has resources mainly for basic sciences in the form of print books, e-books, multimedia, DVD online journals as well as print. IISER Kolkata library uses virtua, VTLS, library software. IISER Kolkata subscribes more than 26000 online journals and back files also from reputed publishers such as AIP, World Scientific, Nature, PROLA, IOP, Royal Society, Wiley, and Springer. Besides these, IISER Kolkata subscribes to databases like Faculty 1000 Biology, GeoScience World with GeoRef, SciFinder, MathSciNet and Web of Science.

2. Literature Review

Patel & Anand (2020) studied library services and resources of IIT Patna library. They distributed 150 questionnaires among P.G. students and research scholars and received 133 filled questionnaires. The authors observed that 14.1% of users visit the library every day, while 37.8% visit once a week. A large number of (77.8%) users come to the library for their research work. Most of the library users (74.8%) came for textbooks, 60.7% of respondents aware of e-resources and, 62% regularly used online journals.

Nooshi et al. (2017) conducted a survey on the central library of Astan Quds Razavi related to library and library services. The authors designed questioners and checklist distributed to users of the library. They found electronic direct marketing had a significant effect compared to traditional advertising on using library services.

Dodamani & Brahma (2016) conducted a survey on the library of Tata Institute of Social Sciences in Mumbai. They discussed library and library services on the opinion of faculty members, staff and students. They observed the library has a lot of resources both online as well as print related to concerned disciplines. The library has its own created digital repository. The library opens for 24 hours for its user with modern technology.

Tamrakar & Garg (2016) organized a survey on the IIT Guwahati library. The authors attempted to assess and quantify the areas of online resource usage, e-resource awareness, information awareness, library staff attitude, the goal of using electronic tools, and the ultimate impact of online services provided by the IIT Guwahati library. The authors 394 prepared questionnaires were distributed to research scholars, faculty members and PG students of IIT Guwahati. The authors observed that e-journals most highly used than print journals, the library regularly deliver information alert to their users.

Mohindra & Kumar (2015) conducted research to evaluate library service efficiency and user satisfaction of Panjab University Library. They adapted the SERVQUAL instrument to measure the perceived efficiency of user satisfaction and library services. According to the findings, the library atmosphere and facilities have a major impact on user fulfilment. The strength of the quality of various attributes, such as library collection, environment, personnel, and facilities,

varied significantly across academic disciplines. The analysis would assist libraries in improving their service performance and improving user requirement.

Saini et. al. (2014) assessed the service quality of engineering colleges of Jaipur city of Rajasthan. The study's findings revealed how satisfied users are with library collections and facilities, such as textbooks, periodicals, reference books, theses and dissertations, online resources, newspapers, and so on. The authors attempted to determine the cause of the users' dissatisfaction.

Sriram & Rajev (2014) assessed the services quality and user satisfaction of the library of the Sur University College. According to the findings, academic libraries must have a variety of facilities and resources that warrant greater interest in order to meet the needs of users.

Naqvi (2014) studied library collection and services of Govind Pant University of Agriculture & Technology. In this study author distributed questionnaires among 250 students randomly and got 137 usable questionnaires. The author used likert's scale for designing questionnaires. The author found library resources and services were maxima used by the research scholars and P.G. students for their various purposes. Besides these, the author observed that electronic databases such as CAB Abstract AGRIS and AGRICOLA most used among research scholars and P.G. students.

Saikia & Gohain (2013) conducted a study entitled "Use and User's Satisfaction on Library Resources and Services in Tezpur University (India): a study". It is realized that user guidance is thought to be important to assist library users in fulfill their information needs and to make them aware of the library's resources and services.

Sohail et al. (2012) conducted a survey on the library of the University of Kalyani, West Bengal, India. The studies found that instruction for library resources and facilities needs to assist students in meeting their information requirement. The authors realized that journals, textbooks, and lecture notes were also important sources of information for users. They suggested that the library's collection be updated with the most recent editions of textbooks and reference materials and that users be instructed on how to use the library's services.

Ranganathan & Babu (2012) examined the use and awareness of library services and resources at Osmania University, Hyderabad. They looked at library services, opinions on electronic resources vs print sources, the purpose for using electronic resources, and satisfaction with information sources.

3. Objectives of the study

The main aim of this study is to explore users' satisfaction related to the library resources and services of the IISER Kolkata library. Therefore, the following objectives mentioned to fulfil the main aim of this study:

- To assess the users' satisfaction on library services through the physically visit and online visit.
- To know the thought of the users on the role of library employees.

- To evaluate the uses of print and online resources of the library.
- To recognize the purpose of the users related to the uses of library resources.
- To assess frequency of uses of library resources within the library premises and outside of the library.

4. Methodology

The study applied a survey method for the collection of data. The questionnaire was designed with ‘Google Form’ for the study. The questionnaires were sent to 1480 library users among PhD scholars, Integrated PhD scholars, MS by research students, and Integrated BS-MS students. Filled 1105 (74.66%) questionnaires returned from library users. Analysis of data and presented in tabular format with the help of statistics and MS-excel, questions of the study were close-ended and replies of the users measured on a 5 point Likert scale mapped by strongly dissatisfied (1) at one end to extremely satisfied (5) at the other (Tabassum et al., 2015).

5. Data Analysis and Interpretation

5.1 Category of respondent

Table 1 shows the category of respondent. The questionnaire 1480 distributed among scholars and students of IISER Kolkata and returned filled questionnaire 793 (71.765%) from Integrated BS-MS students followed by 232 (20.995%) from PhD scholars, 80 (7.240%) from Integrated PhD scholars.

Sl no.	Category	No. of Distribution	No. of Response	% of 1105
1	PhD Scholar	387	232	20.995
2	Integrated PhD Scholar	161	80	7.240
3	MS by Research	3	0	0.000
4	Integrated BS-MS Student	929	793	71.765
Total		1480	1105 (74.662%)	100

Table : 1 Category of respondent

5.2 Library services through physically visiting the library

Table 2 shows the realization of users related to library services through physically visiting the library. The users of the library satisfied with suitable service hours, library assists user for development in their area of interest; As usual, user content with library support for study and research work; library helps users’ progress in their academic goal or work, dependability in the

handling of service problems of the library' users, library entitles the user to more able in their academic discipline or work, The users of the library dissatisfied on the modern instrument that makes user easy access of required information. Users strongly dissatisfied with library space that emboldens study, and the library is a convenient and inviting location.

Parameter	Rating	No. of Response	% of 1105	Mean
Library space that emboldens study	1-2	497	44.98	3.31
	3-4	387	35.02	
	5-6	115	10.41	
	7-8	55	4.98	
	9-10	55	4.98	
A convenient and inviting location	1-2	553	50.05	3.2
	3-4	298	26.97	
	5-6	166	15.02	
	7-8	44	3.98	
	9-10	44	3.98	
The modern instrument that allows me easily access the required information	1-2	497	44.98	3.5
	3-4	321	29.05	
	5-6	144	13.03	
	7-8	77	6.97	
	9-10	66	5.97	
Suitable service hours	1-2	55	4.98	7.28
	3-4	66	5.97	
	5-6	221	20.00	
	7-8	365	33.03	
	9-10	398	36.02	
Availability of information materials easily accessible	1-2	33	2.99	6.92
	3-4	66	5.97	
	5-6	398	36.02	
	7-8	298	26.97	
	9-10	310	28.05	
Dependability in the handling of service problems of library users	1-2	66	5.97	6.62
	3-4	89	8.05	
	5-6	387	35.02	
	7-8	287	25.97	
	9-10	276	24.98	
It assists me for development in my area	1-2	22	1.99	7.28
	3-4	77	6.97	

of interest	5-6	276	24.98	
	7-8	354	32.04	
	9-10	376	34.03	
It helps me progress in my academic goal or work	1-2	44	3.98	6.82
	3-4	111	10.05	
	5-6	320	28.96	
	7-8	332	30.05	
	9-10	298	26.97	
It entitles me to more able my academic discipline or work	1-2	111	10.05	6.18
	3-4	166	15.02	
	5-6	298	26.97	
	7-8	298	26.97	
	9-10	232	21.00	
As usual, I am contented with library support for study and research work	1-2	55	4.98	6.88
	3-4	77	6.97	
	5-6	354	32.04	
	7-8	287	25.97	
	9-10	332	30.05	

Table : 2 Library services through physically visiting of library

Note (on mean value): 1-3.49 Strongly Dissatisfied; 3.50-5.49 Dissatisfied; 5.50-7.49 Satisfied; 7.50-9.49 Very Satisfied; 9.50-10 Extremely Satisfied.

5.3 Online library services

Table 3 demonstrates online library services. The library users responded dissatisfied with all features such as the website of the library enabling users to find out information on their own, access to special collections and archives, and guidelines are available for using of electronic resources of the library, library website helps the user with information ability that is required in their study or work.

Parameter	Rating	No. of Response	% of 1105	Mean
Website of the library enabling me to find out information my own	1-2	55	4.98	4.68
	3-4	66	5.97	
	5-6	365	33.03	
	7-8	321	29.05	
	9-10	298	26.97	
Guidelines are available for using electronic resources of the library	1-2	77	6.97	4
	3-4	166	15.02	
	5-6	298	26.97	

	7-8	221	20.00	
	9-10	243	21.99	
Access to special collections and archives	1-2	55	4.98	4.86
	3-4	221	20.00	
	5-6	332	30.05	
	7-8	276	24.98	
	9-10	221	20.00	
Library website helps me with information ability, I require in my study or work	1-2	66	5.97	3.68
	3-4	155	14.03	
	5-6	332	30.05	
	7-8	276	24.98	
	9-10	276	24.98	

Table : 4 Online library services

Note (on mean value): 1-3.49 Strongly Dissatisfied; 3.50-5.49 Dissatisfied; 5.50-7.49 Satisfied; 7.50-9.49 Very Satisfied; 9.50-10 Extremely Satisfied.

5.4 Role of library employees

Table 4 presents the role of library employees. The respondents perceived that they are satisfied with all features under the role of library employees, i.e. employees are emphatically courteous, employees are helpful to users, users are satisfied with the behaviour of library's employee, and employees are always ready to respond to users' questions.

Parameter	Rating	No. of Response	% of 1105	Mean
Library's employees are emphatically courteous	1-2	55	4.98	6.84
	3-4	66	5.97	
	5-6	365	33.03	
	7-8	321	29.05	
	9-10	298	26.97	
Library's employees are always ready to respond to users' question	1-2	77	6.97	5.7
	3-4	166	15.02	
	5-6	298	26.97	
	7-8	221	20.00	
	9-10	243	21.99	
Library's employees are helpful to users	1-2	55	4.98	6.2
	3-4	221	20.00	
	5-6	332	30.05	
	7-8	276	24.98	
	9-10	221	20.00	

Generally, I am satisfied with the behaviour of the library's employee	1-2	66	5.97	6.48
	3-4	155	14.03	
	5-6	332	30.05	
	7-8	276	24.98	
	9-10	276	24.98	

Table : 3 Role of library employees

Note (on mean value): 1-3.49 Strongly Dissatisfied; 3.50-5.49 Dissatisfied; 5.50-7.49 Satisfied; 7.50-9.49 Very Satisfied; 9.50-10 Extremely Satisfied.

5.5 Print and online library resources

Table 5 shows the opinion of respondents on print and online library resources. Users are very satisfied with both print and online journal resources that are needed for their study and work. And users are satisfied with the library's print materials, and online resources are required individually for their study and work.

Parameter	Rating	No. of Response	% of 1105	Mean
Library's print materials are needed for my work	1-2	77	6.97	5.64
	3-4	287	25.97	
	5-6	332	30.05	
	7-8	298	26.97	
	9-10	111	10.05	
Library's online resources are required for my study and work	1-2	88	7.96	5.62
	3-4	265	23.98	
	5-6	354	32.04	
	7-8	287	25.97	
	9-10	111	10.05	
Print and online journal resources are needed for my study and work	1-2	33	2.99	7.66
	3-4	44	3.98	
	5-6	177	16.02	
	7-8	398	36.02	
	9-10	453	41.00	

Table : 5 Print and online library resources

Note (on mean value): 1-3.49 Strongly Dissatisfied; 3.50-5.49 Dissatisfied; 5.50-7.49 Satisfied; 7.50-9.49 Very Satisfied; 9.50-10 Extremely Satisfied.

5.6 Uses of resources within library premises

Table 6 demonstrates the uses of library resources within library premises. A large number of Integrated BS-MS 793 (100%) students use library resources within library premises, followed by Integrated PhD 54 (68%) scholars, PhD 70 (30%) scholars.

The maximum number of BS-MS students, 396 almost daily, 198 thrice a week, 143 once a week, and 56 students twice a week, are used. Integrated PhD 20 scholars once a week followed by 14 twice a week, 12 thrice a week, and 8 scholars almost daily are used. PhD 23 scholars once a week followed by 19 twice a week, 16 thrice a week and 12 scholars almost daily are used library resources within library premises.

Sl no.	Category	Almost daily	Thrice a week	Twice a week	Once a week	Total
1	PhD Scholar	12	16	19	23	70(30%) (n=232)
2	Integrated PhD Scholar	8	12	14	20	54(68%) (n=80)
3	Integrated BS-MS	396	198	56	143	793(100%) (n=793)

Table : 6 Uses of resources within library premises

5.7 Uses of library resources from outside of the library

Table 7 shows the opinion on the uses of library resources from outside of the library. A majority of the Integrated PhD 76 (95%) scholars use library materials from outside of the library, followed by PhD 211(91%) scholars, Integrated BS-MS 619 (78%) students.

Integrated BS-MS 246 students once a week, 182 twice a week, 135 thrice a week and 56 almost daily are used. Integrated PhD 27 scholars once a week, 23 twice a week, 14 thrice a week, and 12 almost daily are used. PhD 70 scholars once a week, 53 thrice a week, 46 twice a week, and 42 almost daily are used library materials from outside of the library.

Sl no.	Category	Almost daily	Thrice a week	Twice a week	Once a week	Total
1	PhD Scholar	42	53	46	70	211(91%) (n=232)
2	Integrated PhD Scholar	12	14	23	27	76(95%) (n=80)
3	Integrated BS-MS	56	135	182	246	619(78%) (n=793)

Table : 7 Uses of library resources from outside of the library

5.8 Choice of Library Resources

Table 8 presents the choice of library resources. In this study, PhD scholars highly use reference materials (mean=6.44) followed by resources of earth sciences (mean=6.14), resources of biological sciences (mean=5.97), resources of chemical sciences (mean=5.94). Average use resources of mathematical sciences (mean=5.72), resources of physical sciences (mean=5.49). Lowest use are other materials (mean=3.62), institute theses (mean=3.75) and rare book & manuscript (mean=4.21).

Integrated PhD scholars highly use mathematical resources (mean=7.18) and resources of earth sciences (mean=7.18), followed by resources of chemical sciences (mean=7.03) and resources of biological sciences (mean=7.03), resources of physical sciences (mean=7). Average use reference materials (mean=5.68), rare book & manuscript (mean=4.08). Lowest use institute theses (mean=3.93), and the library's other materials (mean=3.9).

Integrated BS-MS students highly use resources of earth sciences (mean=7.16) followed by resources of mathematical sciences (mean=7.10) and resources of physical sciences (mean=7.10), resources of chemical sciences (mean=7.06), and resources of biological sciences (mean=6.88). Average use reference materials (mean=5.46). Lowest use institute theses (mean=4), other library materials (mean=4), and rare book & manuscript (mean=3.86).

Parameter	Ph D Scholar (n=232)				Int. Ph D Scholar (n=80)				Int. BS-MS Student (n=793)			
	Rating	No. of Response	% of 232	Mean	Rating	No. of Response	% of 80	Mean	Rating	No. of Response	% of 793	Mean
Resources of Biological Sciences	1-2	18	7.76	5.97	1-2	4	5.00	7.03	1-2	40	5.04	6.88
	3-4	58	25.00		3-4	6	7.50		3-4	79	9.96	
	5-6	56	24.14		5-6	20	25.00		5-6	198	24.97	
	7-8	51	21.98		7-8	25	31.25		7-8	246	31.02	
	9-10	49	21.12		9-10	25	31.25		9-10	230	29.00	
Resources of Chemical Sciences	1-2	16	6.90	5.94	1-2	5	6.25	7.03	1-2	40	5.04	7.06
	3-4	60	25.86		3-4	6	7.50		3-4	47	5.93	
	5-6	60	25.86		5-6	18	22.50		5-6	206	25.98	
	7-8	49	21.12		7-8	25	31.25		7-8	254	32.03	
	9-10	47	20.26		9-10	26	32.50		9-10	246	31.02	
Resources of Earth Sciences	1-2	16	6.90	6.14	1-2	2	2.50	7.18	1-2	24	3.03	7.16

	3-4	49	21.12		3-4	7	8.75		3-4	47	5.93	
	5-6	58	25.00		5-6	19	23.75		5-6	222	27.99	
	7-8	63	27.16		7-8	26	32.50		7-8	246	31.02	
	9-10	46	19.83		9-10	26	32.50		9-10	254	32.03	
Resources of Mathematical Sciences	1-2	26	11.21	5.72	1-2	1	1.25	7.18	1-2	32	4.04	7.1
	3-4	60	25.86		3-4	5	6.25		3-4	47	5.93	
	5-6	53	22.84		5-6	25	31.25		5-6	222	27.99	
	7-8	49	21.12		7-8	24	30.00		7-8	238	30.01	
	9-10	44	18.97		9-10	25	31.25		9-10	254	32.03	
Resources of Physical Sciences	1-2	37	15.95	5.49	1-2	3	3.75	7	1-2	40	5.04	7.1
	3-4	58	25.00		3-4	8	10.00		3-4	39	4.92	
	5-6	46	19.83		5-6	21	26.25		5-6	214	26.99	
	7-8	51	21.98		7-8	22	27.50		7-8	246	31.02	
	9-10	40	17.24		9-10	26	32.50		9-10	254	32.03	
Rare book and Manuscript	1-2	70	30.17	4.21	1-2	24	30.00	4.08	1-2	238	30.01	3.86
	3-4	63	27.16		3-4	25	31.25		3-4	246	31.02	
	5-6	62	26.72		5-6	20	25.00		5-6	254	32.03	
	7-8	21	9.05		7-8	6	7.50		7-8	39	4.92	
	9-10	16	6.90		9-10	5	6.25		9-10	16	2.02	
Reference Materials	1-2	23	9.91	6.44	1-2	12	15.00	5.68	1-2	39	4.92	5.46
	3-4	33	14.22		3-4	18	22.50		3-4	246	31.02	
	5-6	53	22.84		5-6	17	21.25		5-6	238	30.01	
	7-8	58	25.00		7-8	17	21.25		7-8	230	29.00	
	9-10	65	28.02		9-10	16	20.00		9-10	40	5.04	
Institute Theses	1-2	81	34.91	3.75	1-2	24	30.00	3.93	1-2	246	31.02	4
	3-4	79	34.05		3-4	25	31.25		3-4	238	30.01	
	5-6	46	19.83		5-6	25	31.25		5-6	222	27.99	
	7-8	14	6.03		7-8	2	2.50		7-8	40	5.04	
	9-10	12	5.17		9-10	4	5.00		9-10	47	5.93	
Other Materials	1-2	84	36.21	3.62	1-2	29	36.25	3.9	1-2	246	31.02	4

3-4	77	33.19	3-4	28	35.00	3-4	238	30.01
5-6	53	22.84	5-6	9	11.25	5-6	214	26.99
7-8	9	3.88	7-8	6	7.50	7-8	55	6.94
9-10	9	3.88	9-10	8	10.00	9-10	40	5.04

Table : 8 Choice of Library Resources

6. Findings

- Library space is not enough for library users, and they are strongly dissatisfied.
- Users of the library strongly dissatisfied with the location of the library that is not convenient and invited.
- The modern instrument of the library is not compatible.
- Users are satisfied with the library's service hours.
- Users are satisfied with easily accessible available information materials.
- Users are satisfied with the library that develop their area of interest.
- Users are satisfied with the library that progress their academic goal and work.
- Users are satisfied with the library that support their study and research work.
- The behaviour and attitude of the library's staff satisfied the users.
- The users of the library dissatisfied with online library services.
- The users are very satisfied for needed both print and online resources.
- PhD 12(15%) scholars come to the library almost daily.
- Integrated Ph D 20(25%) scholars come once a week to the library.
- Integrated BS-MS 396(50%) students come to the library almost daily.
- Ph D 70(30%) scholars use library resources from outside of the library once a week.
- Integrated Ph D 27(34%) scholars use library resources from outside of the library once a week.
- Integrated BS-MS 246(31%) students use library resources from outside of the library once a week.
- The majority of Integrated PhD scholars and Integrated BS-MS students use the resources for chemical, biological, mathematical, and physical sciences.
- The majority of PhD scholars use reference materials.

7. Conclusion

The study reveals users satisfied with some features under the heading of library services through physically visiting the library, such as suitable library service hours, library assists users for development in their area of interest; As usual, users are contented with library support for study and research work; library helps users' progress in their academic goal or work, availability of library information materials easily accessible, dependability in the handling of service problems

of library users, library entitles users to more able in their academic discipline or work. Under the heading of the role of library employees, all features satisfied the users. It is observed that library's print materials are needed for users' work; library's online resources are required for user study and work satisfied also. Print and online both journal resources are required for user study and work very satisfied with the users. Some features related to the library and services need to improve those strongly dissatisfied with the users, such as library space that embolden study, a convenient and inviting location. Apart from these, the feature modern instruments that allow the user to easily access required information and all features under online library services dissatisfied of the library users. Many users are interested in resources of biological, chemical, earth, mathematics & statistics and physical sciences. Integrated BS-MS students have highly used library and library services from both within library premises and from outside of the library.

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