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User Satisfaction on the Use of Kendriya Vidyalaya Libraries of Guwahati, India: A pilot study

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Abstract

The present study is a pilot study of the user satisfaction in the Kendriya Vidyalaya Libraries of Guwahati, the capital city of Assam. The users of a school library generally are the students and the teaching and non-teaching staff of the Vidyalaya. A survey method was adopted for the collection of data and to address the research problem. KV libraries are well equipped with both human constituent and bibliographical constituent. The KV libraries are rendering some services and this paper is concentrated on the satisfaction of the users in the services provided by the library authority. A total number of 84 questionnaires have been distributed amongst the users categorizing in them students and teachers. The users have given some suggestions to increase the user satisfaction level to a new height in the limelight of a KV.

Key Words: User Satisfaction, KV Libraries, Library Resources and Services.

1. Introduction

A library is a place where the satisfaction of the users/ readers is an important factor. The expectations and needs of users are varied from one library to another as per the institution's goal where the library is attached. The basic objective of a school library is to supplement the student community of their classroom teaching and learning in a user friendly environment. In the teaching learning process in a school, students are to prepare the assignments both as homework and during the school hours at the school. At the same time they have to prepare for class room examinations, weekly, monthly, half yearly, and yearly and so on. In all the cases, teachers will teach them and guide them. In that context, the services of the particular school library are always extended to the students in order to attain themselves knowledgeable for their all-round development.

Kendriya Vidyalaya Sangathan (KVS) is the premier educational organization for Government of India which was established in 1965 in New Delhi. There are a total number of around 1245 KVs established all over the India. (www.kvsangathan.nic.in). Moreover 03 Kendriya Vidyalayas (KVs) are established in the abroad. The libraries of KVS are generally categorized into 3 types. They are class library, central library and ZIET library. The class library is generally meant for the primary level students located in the class room; the central library is located in a central place of the school premises and students from secondary and senior secondary levels as well as the school's teaching and non-teaching staff can avail the library facility. A Zonal Institute of Education and Training (ZIET) is an organization under the KVS, which conduct in service training of various courses for the staff at different times and the ZIETs also have good libraries for the staff to be used during the training periods.

KV libraries are enriched with textbook, general books, reference books, fiction and non-fiction, magazines and newspapers. Moreover different types of services like circulation, reference services, reprographic service, CAS/ SDI services etc. are provided in the KV libraries.

2. Objectives of the study

The objectives of the present study are:

- a) To measure the level of satisfaction amongst the users.
- b) To know the purpose(s) of visiting the library by the students;

c) To know the satisfaction level of the students in availing the library services.

3. Scope of the study:

The present study is confined on the study of user satisfaction in the Kendriya Vidyalayas (KVs) located in Guwahati. Students of +2 stages of KV Khanapara (Guwahati) and KV NFR, Maligaon (Guwahati) and the teaching staff of both the schools are the target group for the study to know their satisfaction level on the use of their KV libraries.

4. Methodology of the study:

A structured questionnaire has been designed for data collection for the study of the users satisfaction in the KV libraries of the said Schools. As indicated, the survey has been done of the students of class XI and XII in all streams i.e. Science, Commerce and Humanities and also the teaching staffs of Primary Teachers (PRTs), Trained Graduate Teachers (TGTs) and Post Graduate Teachers (PGTs). A total of 84 questionnaires were distributed among the users and get return from 65 respondents.

5. Data Collection:

As stated, two KVs from Guwahati region were included in the present pilot study covering both students and teaching staff as follows:

SINo	Name of the KV	Region	State	Year of est.	School sector	Classes up to
01	KV Khanapara	Guwahati	Assam	1965	Civil	XII (Science, Commerce, Humanities)
02	KV NFR Maligaon	Guwahati	Assam	1979	Project	XII (Science, Commerce, Humanities)

Table1: KVs covered in the study

KV Khanapara, Guwahati and KV NFR Maligaon, Guwahati are situated in the heart of Guwahati, India. KV Khanapara is the oldest KV in the Northeast Region which was established in 1965. The KV NFR Maligaon was established in 1979. KV Khanapara is a civil sector school and KV NFR Maligaon is a project school of Northeast Frontier Railway (NFR). Both the

schools are having three streams in their academic programme in class XI and class XII: Science, Commerce and Humanities.

SINo	Categories of Library Users	Questionnaires' distributed	Questionnaires' received	Percentage
Teachers				
01	Primary teachers (PRT)	08	06	75
02	Trained Graduate teacher (TGT)	04	03	75
03	Post Graduate teacher (PGT)	07	07	100
Students of Class XI				
04	Science stream	16	14	88
05	Commerce stream	07	04	57
06	Humanities stream	07	05	71
Students of Class XII				
07	Science stream	18	14	78
08	Commerce stream	09	06	67
09	Humanities stream	08	06	75
Total		84	65	77

Table 2: Questionnaires distributed and responses received

Of the total of 84 questionnaires distributed 65 filled in questionnaires received back (i.e. 77%) from different categories of users. In the list of respondents, it has been observed that the maximum questionnaires were distributed among the science stream students. The reason behind this is that KV Khanapara, Guwahati and KV NFR Maligaoan are having maximum enrollment in the science stream. However, the enrollments of commerce and humanities in the KVs under study are standing in the 2nd and 3rd position respectively. Subsequently, the survey has included the teachers like PRTs, TGTs, and PGTs. An encouraging fact is that among the teaching staff it is found that teachers of PGT have returned the filled in questionnaire fully (cent percentages).

5. Findings:

5.1 User orientation programme

User orientation programme for the library users helps in orienting user on the library rules and guidance of the particular library besides encouraging them to maintain discipline and use of library resources in proper perspectives. They are encouraged to use books and other library resources for their academic, social developments. In the said KVs, library user orientation programmes for the students conducted at the time of beginning of each academic session while for teaching staff it is mainly when he/ she joins at the schools and also whenever someone needs such information. Teachers are also oriented in case of new rules are implemented and any information if necessary to pass on to them. The responses on the attendance of the programmes are as follows.

SlNo	Categories of Library Users	User Orientation Programme attended (Out of)	Percentage
	Teachers		
01	Primary teachers (PRT)	06 (06)	100
02	Trained Graduate teacher (TGT)	03 (03)	100
03	Post Graduate teacher (PGT)	07 (07)	100
	Students of Class XI		
04	Science stream	13 (14)	93
05	Commerce stream	04 (04)	100
06	Humanities stream	05 (05)	100
	Students of Class XII		
07	Science stream	14 (14)	100
08	Commerce stream	06 (06)	100
09	Humanities stream	05 (06)	83
	Total	63 (65)	97

Table 3: Attendance in User Orientation Programme

Out of the total number of 65 respondents 63 (i.e. 97%) respondents have attended their user orientation programme held in their respective school library. All the teacher members have

attended the users' orientation programme, conducted by the library authority. One student members from each XI Science and XII Humanities stream have not attended the user orientation program. The minimum percentage of the user orientation programme is 83%, whereas a total number of 07 numbers of users under different categories are attending cent percentages of users' orientation programme.

5.2 Frequency of Library Visits

The success of a library depends upon the use of the resources and the services extended by the library and availed by its users. In the presents study, it was asked about the frequency of the library visits by the users based on the time table set by the Kendriya Vidyalaya Sangathan (KVS) for the students. The KVS has in its guidelines a time table set in running the different academic programmes in a school including the library hours per week for the classes the school is conducting. Besides students' community, members of the teaching staff (and also the non teaching staff) are also using the library resources for the academic pursuits. Responses received on the library visits by the users are found to be as follows:

SlNo	Frequency of library visit	No of users	Percentage
01	Daily	12	18
02	Weekly	43	66
03	Fortnightly	03	05
04	Monthly	06	09
05	Not responded	01	02
	Total	65	100

Table 4: Frequency of users' library visit

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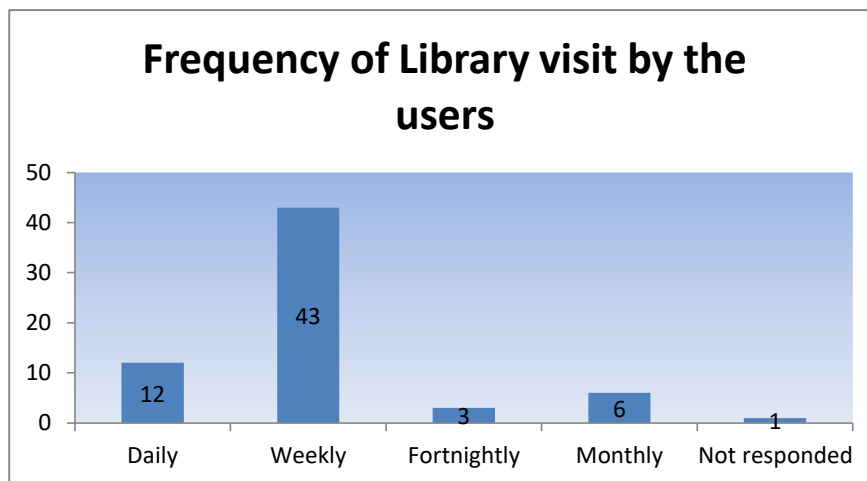


Figure 1: Frequency of users' library visit

Of the total number of 65 users, 43 users (i.e. 66%) are visiting the library weekly, while 18% users are visiting the library in daily basis. The students are visiting their school libraries in weekly basis as the time table of the students are designed with one period in a week for the secondary and senior secondary students. One respondent has not responded on the frequency of their library visit.

5.3 Purpose of library visit by the users

School library is treated as the most important entity of the schools. Many social scientist and educationist has stressed on it time to time. In a KV library the students generally visit the library on their respective period allotted in their daily timetable. Beside that the students can visit the library with the prior permission from their teachers for the projects, assignments and for other activities related to the teaching and learning. Moreover a staff member can visit it as per their convenience. The users were asked different queries related to their purpose of library visit. The responses in this regard are as follows:

SINo	Purpose of library visit	Users visiting (Out of)	Percentage
01	Reading of newspaper	19 (65)	29
02	Issue/ return of library resources	62 (65)	95
03	Internet searching	38 (65)	58

04	Reading of text/ reference books	21 (65)	32
05	Preparation for competitive examination	37 (65)	60
06	Preparing class lectures (Teachers only)	12 (16)	75
07	Preparing assignments and projects (students only)	42 (49)	86

Table 5: Purpose of library visit by the users

The respondents were asked six different purposes for their school library visit and they were free to select multiple purposes on the questionnaires'. Of the total number of 65 users 62 users (i.e. 95%) are coming to the school library for the purpose of issue and return of library books. 42 student users out of the 49 (i.e. 86%) are visiting the school library for preparing the assignments and other course related activities. 12 teachers out of 16 are visiting the school library for preparing their class lectures. Moreover 58% users are visiting the school library for the purpose of internet searching.

5.4. Services extended to the users by the libraries

The standard of a library is depending on the users' services the library is extending. The academic libraries are to work in coordination with the academic programmes in its teaching a learning process. Libraries are supplementing the academic requirements of the student's community with the class room lectures. It is in that context, the school library services are expected to be students friendly and environment be made to such level so that optimum utilization of the library resources are made by the teachers and taught. It is found that the KVs under study have extended the following library services to the users: members of the teaching staff and the students' community and also the non teaching staff of the respective school.

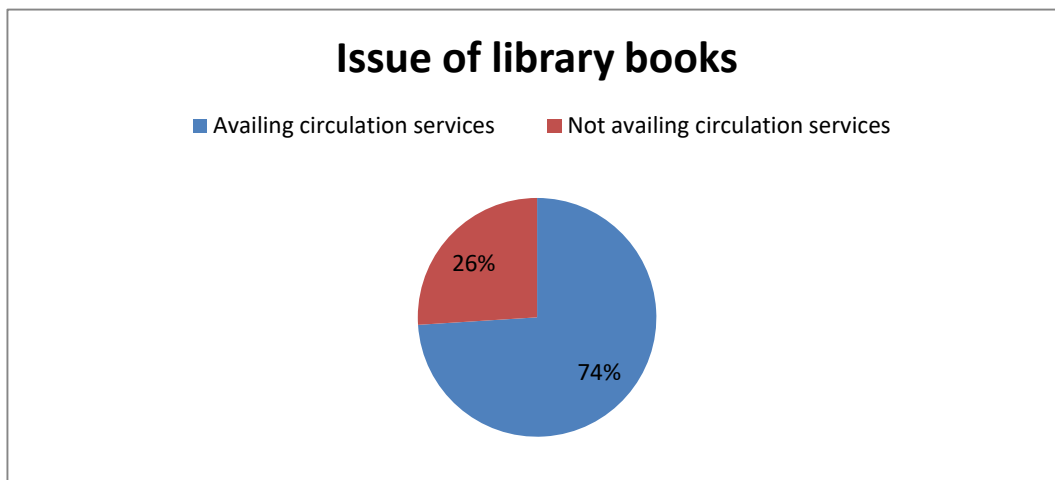
SINo	Library services of KV Libraries
01	Circulation service
02	Reference service
03	Reprographic service
04	Current Periodical and Newspaper service
05	CAS and SDI service

06	Computer and Internet service
07	Career guidance and counseling

Table 6: Different Library services extended by KVs

5.41 Circulation Service

Dr. S.R. Ranganathan has rightly pointed out that the ‘Books are for use’ in his five laws of library science. A KV library is the main source of resources and information for its users. A student user can borrow a maximum of two books for a period of two weeks; while a teacher is entitled to can issue five books at a time for a fortnight. It may be mentioned that a library identity card is issued to each student at the time of admission to a new session, generally in the month of April every year through the class teachers. Both, teachers and students are interested to have library books for home use. Of the respondents under study, the study finds that out of 65 users 48 (74%) users have used the circulation service (issue/ return) of the library is s follows:



5.411 Types of books issued:

In a school library the resources are categorized in different groups; such as, text books which includes the NCERT and CBSE books, and the reference books that includes encyclopedia, dictionaries, and subject reference books. A general book section includes the fiction and non-fiction books. In the other hand resources like the biography/ autobiography, resources on art, yoga, personality development, child psychology and pedagogy, mythological books, books on facts and figures are also categorized on the general book sections in a school library. A total of

48 users are responding that they are issuing library books at regularly while other 17 users (of the 65 users) do not responded to the query. Users are issuing books of different types at different times as shown in the below (Table 7)

SINo	Types of books	No of users issuing books	Percentage
01	Text books	13	27
02	Reference books	39	81
03	General books	38	79

Table 7: Different types of books issued by users (N=48)

Most users issue reference books (81%) followed by the general books (79 %) from their school library. While only 27% users are issuing the text books from their libraries.

5.42 Reference Service

Reference service is one of the most important services for a school library. The reference service is the process of establishing contact between a reader and the books by the personal service. In a school library the reference service is provided by the school librarian. The reference resources for a school library include different types of dictionaries, encyclopedias, and subject reference books. The KV libraries are well enriched with a sound reference collection and it helps the user community. The subject reference books are the main source of reading resources for a school library user especially for those who are going to appear the CBSE Board examination. In the study it is found that 58 users out of 65 (i.e. 89%) are regularly using the reference service rendered by their school libraries.

5.43 Reprographic Services

The KV libraries are providing the reprographic services to its users at a nominal cost. Users can avail the services during the working hours. Documents like previous years' question papers, projects works submitted by earlier batch as a part of course curricula, other teaching materials are some of them students are getting Xeroxed in the library premises. The schools under study have the Xerox machine in the library and the study show that 29 users out of 65 (47%) have availed this services.

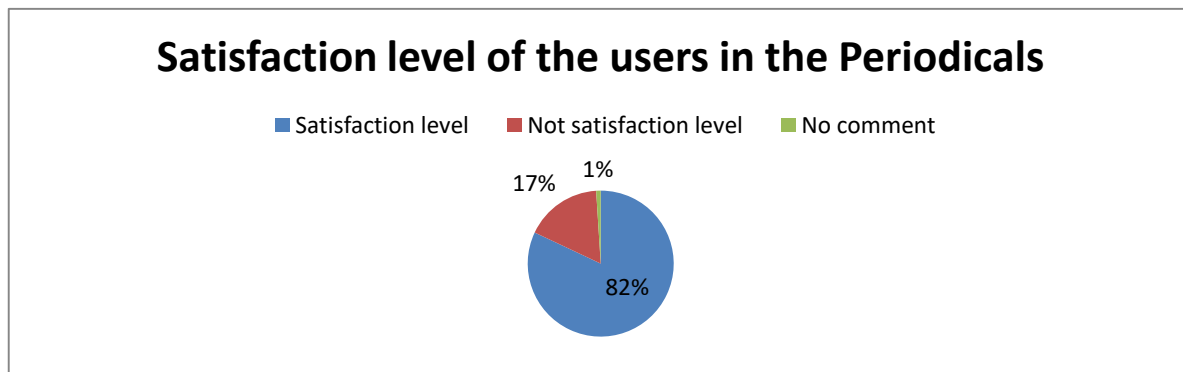
5.44 Current Periodicals and Newspaper Sections

Current periodicals and the Newspapers are essential library resources for the KV libraries. As per the general guidelines of a KVS, there should be at least 25 periodicals and 05 daily newspapers in a library. (*Guidelines for school library and procedural manual 2012*). Current periodicals in the surveyed KVs include different course related periodicals like the Chemistry today, Mathematics today, Physics for you, Biology today, HFI Education today, etc. The respondents were asked on the use of current periodicals of their school libraries and their level of satisfaction on it.

SINo	Level of satisfaction on the current periodicals	No of users	Percentage
01	Satisfied	53	82
02	Not satisfied	11	17
03	No Comments	01	01

Table 8: Use of periodical collection and Users' satisfaction

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Amongst the respondent it is found that 53 users (82%) of the total 65 users are satisfied with the current periodicals of the KVs which are a very positive note while the 11 users (17%) users are not satisfied with the service of current periodicals; while 1 user has not commented on the query.

5.45 CAS and SDI services

Current Awareness Services (CAS) and Selective Dissemination and Information (SDI) Services are to be extended to the user community by the library. The changing trend of library and Information Centers (LICs) is found to be more dynamic and tries to reach user community in his/ her doorstep/ desktop in whatever way it is possible. CAS and SDI services are the services which enable a library to reach students in getting library services in proper perspectives. The KV libraries under study are extending both the services through various means: one to one; bulletin board, notice board, and telephone and so on. Users queries are met by suggesting users for consulting a particular resources where the information sought is/ are found available among the library resources, or referring them to collect otherwise. Moreover, information on recent addition, informing library rules and guidance are some other services extended time to time. All the users in the libraries under study are found to avail these services.

5.46 Computer and Internet services

It is a matter of satisfaction that the KVs are enriched with the modern facility and the equipment to cope up suiting the present academic environment. Accordingly, KV libraries are also equipped with the computers and internet facilities for the user community of the schools. Users can have the computer and also the internet facilities available inside the school library for their projects, assignments and for teaching and learning processes. It is revealed in the study that out of 65 users 19 users (29%) regularly use the facilities and others are not regular users.

5.47 Career guidance and counseling

KVs are the most important player in the field of modern secondary education in India having satisfactory infrastructure. KV Libraries here plays a pivotal role by rendering the career guidance and counseling services at different times for different levels. In certain occasions, teachers are also consulting the library resources for enhancing their knowledge and wisdom. Here, the study is focused on the student community and it is observed that most of the students have to face an unbearable stress mainly after completion of their 10th and 12th standard examinations for selecting the right course of studies. The library authority has displayed different career oriented brochures/ pamphlets in the notice board of the school library time to time. Moreover, career oriented newspapers like Employment News, Rojgar Samachar are

subscribed by the concern libraries. In the present study, it is found that 23 students (i.e. 35 %) are availing the services.

6.0 Users' satisfaction in the library services

Satisfaction of the users is the most important factor to judge the quality of services rendered by a library. The behavior and the quality of users of a school library is quite difference with other academic libraries.

SINo	Name of the library service	Satisfied		Not satisfied	
		No of users	Percentage	No of users	Percentage
01	Circulation service	61	94	04	06
02	Reference service	58	89	07	11
03	Reprographic service	28	43	37	57
04	Newspaper clipping service	22	34	43	66
05	CAS/SDI service	17	26	48	74
06	Internet access service	38	58	27	42
07	Career and guidance service	11	17	54	83

Table 9: Users' satisfaction on KV library services

Of the total number of 65 users a maximum of 61 users i.e. 94% are satisfied with the services of circulation of their libraries while 89% users are satisfied with the reference services of their school libraries. Internet searching is the service which also satisfies the users with 58%. The users are not satisfied with the current career and guidance service extended by the school libraries. The total users who are totally satisfied with the career and guidance service are 17% which is also the lowest one amongst all the services extended by the school libraries.

SINo	Teachers of different levels	Satisfied		Not satisfied	
		No of users	Percentage	No of users	Percentage
01	Primary Teachers (PRT)	6	100	0	0
02	Trained Graduate Teacher (TGT)	3	100	0	0
03	Post Graduate Teacher (PGT)	7	100	0	0

Table 10: Satisfaction of Teachers of different levels on Library uses

It is earlier mentioned that the total number of respondent from the teaching staff is only 16 amongst the three board categories of teachers. Incidentally in the above table it is seen that all the teaching faculties are satisfied in the current library services provided in their school libraries. This is a good sign to note.

SlNo	Details of the students (Total Number)	Satisfied		Not satisfied	
		No of users	Percentage	No of users	Percentage
Students of class XI					
01	Science stream (14)	12	86	2	14
02	Commerce stream (4)	3	75	1	25
03	Humanities stream (5)	4	80	1	20
Students of class XII					
04	Science stream (14)	13	93	1	7
05	Commerce stream (6)	6	100	0	0
06	Humanities stream (6)	6	100	0	0

Table 11: Students of different levels and streams and their satisfaction

The student users of classes XII Commerce and Humanities students are 100% satisfied with the services of their libraries. Meanwhile the students of XII Science are 93% satisfied with the services of the library. Beside that a total number of 86% users from XI Science are satisfied with the services of the school library. While only 80% and 75% students are satisfied from the XI Humanities and XI commerce stream respectively.

7. Conclusion:

Extending standard services at right time to right readers are the important requirements for any type of library. School libraries are to play a very important role in nurturing the young students in their study enabling them to acquire knowledge both for the class room courses and for their mental, physical growth. The school libraries are also helping students' community in enhancing their reading habit to create a reading culture in the society.

Library services and their resources are the key parts to satisfy users in a great extent. Users are in need of information and resources more accurately within the shortest possible time. Hence the library collection of an organization should be a vibrant and dynamic one. For making the

library resources accessible rightly and sufficiently, library administration along with the school authority must help the young learners in right perspectives and to make the library environment more congenial and user friendly.

In order to make the collections more active and lively, regular addition of relevant text books and reference books are to be made along with a proper implementation of weeding out policy for the unused books. Continuous development library services as per user demand and upgrading library collection at regular basis, a comfortable environment including the fittings and furniture appropriate for use by the user community are some of the areas where the library authority has to ponder over to make library establishment more attractive and useful. Optimum utilization of the resources available in the library by the user community is a well come steps that the concerned areas should look into.

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Sri Nitupan Sarmah is a research scholar in the Department of Library and Information Science, Gauhati University, Guwahati, Assam India on the topic “Organization and Management of Kendriya Vidyalaya Libraries of Assam: A study”. He is currently working in Kendriya Vidyalaya NFR Maligaon, Guwahati, Assam since 2012 as a Librarian. He has published more than 10 national and regional publications in different conference proceedings. The main interest of the study includes Library management, Library automation, FOSS, archives etc.

Prof Narendra Lahkar, former Professor and Head, Department of Library and Information Science (DLISc), Gauhati University did his M.Sc. in Information Studies from The University of Sheffield, UK and MLibSc and PhD from Gauhati University. He has the vast teaching experience for 30 years in the DLISc, Gauhati University; he also served for 12 years as the Head of the Department. Prof Lahkar, the present president of Indian Association of Special Libraries and Information Centers (IASLIC) has contributed about 35 research papers published in both national and International publications. Moreover he has edited 08 LIS publications including two journals. Nevertheless, Prof. Lahkar has successfully completed two Major Research Projects which are funded by Indian Council of Social Science Research (ICSSR) and University Grants Commission (UGC).