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Evaluating Users' Satisfaction on Academic Library Services and Facilities in Khyber Pakhtunkhwa-Pakistan

Rida Anmol, Dr. Ghalib Khan and Izhar Muahmmad

Abstract

This study was set out to explore the level of satisfaction of the faculty members working in the south district (Karak) of Khyber Pakhtunkhwa-Pakistan from their college libraries' services and facilities. In order to achieve the objectives of the study and the real picture of the level of satisfaction of faculty members, census based survey research method was adopted to collect data from the target population. Self-constructed and pilot tested questionnaire was used for data collection. Total 147 questionnaires were distributed out of which 120 filled questionnaires were received back with 81% response rate.

The study found that majority of the users was satisfied from general infrastructural facilities but dissatisfied from almost all library services except circulation. The study recommends the provision of necessary library services and facilities for college faculty members to fulfill their educational, research and information needs.

Keywords: College Libraries, Academic Libraries, Faculty Members, Users' Satisfaction

Back Ground of the Study

Economic development of a nation is dependent on quality education which further relies on academic libraries in tertiary academic institutions. These (academic libraries) are regarded as nerve center in any educational system for intellectual development which impacts the society in shape of economic, political and social development (Joel & Ayinla, 2015). Academic libraries

possess substantial position in educational institutions and are considered as integral part of the educational system (Mahmood, Ahmad, Rehman & Ashiq, 2021). Libraries are weighed imported for running and sustenance of the educational settings. Libraries support and enhance learning, teaching, and research through provision of different resources and services (Abukari, 2019). According to Mahmood, Ahmad, Rehman and Ashiq (2021) “A college library (post-matric to postgraduate level) is a type of academic library that supports educational and research activities in a college setting”. Marwat and Younus (2020) state that in the educational system of Pakistan, college education is a transitional level between basic education and higher specialized education and colleges act as intermediary between schools and universities. A library associated with a college for satisfaction of the informational, research and recreational needs of its users is known as college library (Marwat & Younus, 2020). Students, teachers, ministerial and other supporting staff fall in the users of a college library. Existence of a college library aims at enabling learner of various categories to cope with the challenging needs of modern era (Jan & Hussain, 2020). A college library primarily provides educational facilities and disseminates knowledge. It could be a best place for its users to accomplish different tasks like assignment completion, lecture preparation, reading good books or research work (Marwat & Younus, 2020). A college library should be equipped with sufficient collection (book/non-book material in print and electronic format) and efficient services like technical services, reference services, circulation services, value readers’ suggestions for purchasing new material, train students in the library use, do write off obsolete material and keep stacks well maintained. It should provide suitable physical facilities (ventilation, lightening, furniture, drinking water, heating and cooling arrangements). There must be qualified and competent staff with assistants (Mehmood and Rehman, 2015).

A library is responsible for satisfaction of the information needs of its patrons. Today information explosion and rapid changes in technology have made the worldwide information resources easily accessible. In these circumstances, users' expectations demands accountability and assessment. Libraries are required to re-think about their collection and service delivery, otherwise risk of losing clientele base can be increased (Rehman, Mahmood, Arif & Rafiq, 2009; Kalpana & Komathy, 2012). Since users' needs and expectations are continuously changing, it is imperative for libraries to re-orient their collections, services, and facilities to keep pace with these rapid changes (Rehman, Shafique, & Mahmood, 2001). Different databases, innovative systems and new technologies are available for access to information; this has challenged the librarians and users alike. Frequent availability of information resources and difficulty in evaluation of these resources is a concern for users. Because of the new technologies problems are faced in specific use of a library's services which results in dissatisfaction among academic library users (Kassim, 2009). Users' dissatisfaction can decrease library usage. For measuring the utility and effectiveness of any library, users' feedback is a more reliable factor (Rehman, Shafique, & Mahmood, 2001). According to Khan, Ali and R (2019) "Success of any library is hidden in satisfaction level of the users. Users' feedback helps to strengthen the collection and services of the library". Satisfactory services can only be developed and provided to library users if their views are known. Library performance should be assessed at regular intervals to obtain feedback from users regarding the degree to which their needs and expectations are being met (Morgan, 2000). Change has been observed in approach of librarians, assessment surveys are conducted for enhancement of services. As stated by Mahmood, Rehman, Shafiq and Ashiq (2020) "It has become the regular feature of the academic libraries to assess the library service quality from the users' perspective in the developed world. It helps them to examine the

customer needs, satisfaction, and performance of the library as viewed by the patrons”.

According to Igben (1993) “a library is most functional if the services provided correspond closely with the information needs of its users”. Libraries are regarded as service oriented organizations which aim at satisfaction of needs of its users. Users’ needs can be effectively met through user satisfaction survey. In order to understand user satisfaction, it is useful to identify who is a user and what does satisfaction means to such a user. User is a person who comes to library with different needs and expectations, uses sources and services of library and leaves the library taking with him satisfaction or dissatisfaction. According to Mairaj and Naseer (2013) various terms are used as a synonym to user like ‘patron’, ‘client’, ‘customer’, etc. but ‘user’ is a preferred term. Many inseparable words are used for users like customers, readers, benefactors, consumers, data searchers, data users and so forth, these all are applied to same person who benefits the administrations of a library and uses its services (Rani, 2018). According to Oxford Dictionary of English (2010) “satisfaction means fulfillment of one's wishes, expectations, or needs, or the pleasure derived from this”. According to Joy and Idowu (2014) “user satisfaction is a concept that includes how good users feel after visiting and using the library, their likeness to return back to that library any time an information need arises”. The extent to which a library fulfills the needs of its users with available information resources and services results in user satisfaction or dissatisfaction.

It is common in the developed world for libraries to conduct user satisfaction surveys to improve the level and quality of services offered to users. These surveys help in evaluating the strengths and weaknesses of libraries and provide an opportunity to library managers to enhance the user satisfaction. Users’ perceptions and satisfaction about library services have largely been ignored by researchers and practitioners of library and information science in developing countries

(Mairaj & Naseer, 2013). There were many studies conducted on university libraries, public libraries; degree college libraries are having different kind of users and the collections also quite differ. Hence the investigators tried to conduct a case study on male degree colleges in district Karak.

Objectives of the Study

This study systematically examined the use and users' satisfaction of library services by faculty members in male degree colleges. This study was set out to explore the level of satisfaction of the faculty members from their respective college libraries' services and facilities.

Research Questions

1. What is the level of satisfaction of the faculty members from their respective college libraries' facilities?
2. What is the level of satisfaction of the faculty members from their respective college libraries' services?

Review of Relevant Literature

There are many studies conducted on user satisfaction of different libraries in Pakistan and abroad. Few of the recent and relevant studies are reported below:

Mahmood, Ahmad, Rehman and Ashiq (2021) evaluated service quality of college libraries through perceptions and expectations of users. Study was quantitative in nature and survey research method was used. Results indicated that no service met the desired expectations of

users. Differences were found in service quality on bases of patron's gender, type and academic discipline. Lack of professional staff and ICTs were also identified.

Khan and Bhatti (2020) surveyed university libraries of Pakistan to assess users' satisfaction in regard of library's collection development and management. Data was collected from faculty members of the targeted libraries through semi structured questionnaires. Results of the study indicated that satisfaction level of the faculty members was almost in between of the satisfaction and dissatisfaction. Majority of the respondents gave neutral opinion about policies and procedures of collection development. Study recommended involvement of faculty members and administration during development of collection for libraries.

Mahmood, Rehman and Ashiq (2020) analyzed the comments of users regarding service quality of college libraries in Pakistan. Findings of the study showed negative feedback of users regarding current situation and infrastructure of college libraries. Users encountered dissatisfaction regarding space, ventilation, electricity, current resources, ICT tools and attitude of library staff.

Taufiq, Rehman and Ashiq (2020) examined the level of user satisfaction of public libraries in Lahore. Study was survey of users and quantitative in nature. Data was collected through distribution of questionnaire using convenience sampling. Findings of the study revealed satisfaction from circulation service of respective libraries and daily library visits of the users. However, dissatisfaction regarding internet based services and library-user relationship was observed.

Abukari (2019) used descriptive survey research design to study satisfaction level of users at Narh-Bita College, Tema, Ghana. Results indicated that most of the users were visiting library for study and research purposes. Users were satisfied with resources and services of library.

Khan, Ali and R Kumar (2019) explored users' satisfaction regarding resources, facilities and services in Vidyavardhaka First Grade College, Mysuru. Results showed that users visited library mainly for borrowing books once or twice in a week. Majority of the respondents were satisfied with the overall physical and web based services of library. Satisfaction regarding library facilities was also observed. Users suggested extension of library collection for improvement of library.

For identification of satisfaction level Aslam and Seher (2018) surveyed the users of Liaquat Memorial Library, Karachi through random sampling technique. Study discovered vital role of library to some extent along with revision of many areas for fulfillment of users' expectation.

Bea, Musabila and Deogratus (2018) reported a study on customer satisfaction with library services at the sokoine national agricultural library morogoro region in Tanzania. Results indicated satisfaction of respondents with library services. Users highlighted dissatisfaction with various challenges they face while accessing library resources that include: lack of good customer care practices from some library staff, lack of adequate security in the Library that made some users' properties in their bags temporarily kept in the library being stolen and poor arrangement of books in shelves that made users to spend a lot of time in searching materials.

Yeboah, Adams and Boakye (2018) carried out a study on users' satisfaction with library resources in Public Colleges of Education in Ghana. Population for study was selected through Multi-stage sampling technique. Data collection was completed through distribution of

questionnaires by using survey research method. Results of the study showed satisfaction of users with design, location, reading spaces, furniture and reference sources. Users were dissatisfied from computers and internet facility in the library.

Tiemo and Ateboh (2016) investigated users' satisfaction with library information resources and services at the College of Health Sciences (CHS) library Niger Delta University, Nigeria. Data analysis discovered satisfaction of users with renewal of library materials, lending services of library and longer hours of internet services in the library. Users were not satisfied with reference material and research journals.

Patrick, Aghojare and Ferdinand (2015) quantified level of the user satisfaction in the library of Federal University of Petroleum Resources, Nigeria. Study revealed that majority of the respondents visited library due to internet availability in library. High satisfaction of users was found with library collection, services and infra-structure.

Mairaj and Naseer (2013) studied users' satisfaction of health care professionals working in Punjab Institute of Cardiology selected through purposive sampling. Study was qualitative in nature and data was collected semi structured interview technique. Results indicated that users were satisfied with the library organization, collection, circulation and reference services, cooling, heating and staff attitudes. Users were not satisfied with opening hours, furniture, environment and space.

Nawarathne and Singh (2013) found highest dissatisfaction of users regarding library opening hours. Library users of management studies were highly satisfied from library services as compared to other disciplines. Need of infrastructural facilities was also suggested for improved services.

Shafique, Rehman and Mahmood (2012) explored satisfaction level of university library users of Punjab and Islamabad. Main focus of the study was on understanding users' perceptions regarding library services. Results indicated no full satisfaction of users with their respective library services. Users also experienced some problems which needed to be corrected.

Nam and Choi (2011) studied user satisfaction with e-Book services in university libraries of Korea. Findings showed 2.93% satisfaction of users with e-book services. Direct relation between frequency of library usage and level of satisfaction was found. Content of the service was most influential factor in e-book services. User education and variety in contents were suggested for stimulation of e-book services.

Rehman, Shafique and Mahmood (2011) conducted a study on users of University Libraries of Punjab. The study aimed to explore their satisfaction level regarding reference services in respective libraries. Data was collected through questionnaires by following cross sectional survey research method. Study disclosed daily and twice a week visits of users. Users were satisfied with collection, services and staff of the reference section. However no category was ranked as highly satisfied.

Research Methodology

This study is quantitative in nature where census based approach was used for getting the real picture of the satisfaction level of the library users. Survey research method was adopted to collect data from the target population. According to Rehman, Shafique and Mahmood (2011) surveys have become widespread in academic libraries during the last twenty years and that surveys have often been used as a tool to assess service quality and user satisfaction. Self-

constructed and pilot tested questionnaire was therefore the main tool for data collection. The respondents for this study were all the faculty members working in the male degree colleges of District Karak, situated in the South of Khyber Pakhtunkhwa. Total 147 questionnaires were distributed and 120 filled questionnaires were received back with 81% response rate.

Structure of Data Instrument

The structure of the questionnaire contained two sections i.e. respondents' demographics and level of satisfaction.

First section of the questionnaire gathered information on respondent's designation, qualification, teaching experience and age group.

Second part of the tool collected data on satisfaction level of the respondents from their respective college libraries. The library resources, services, facilities, and staff are the major determinants of user satisfaction (Abukari, 2019). This paper reports user satisfaction through two dimensions: (a) General Infrastructure (b) Services to users. These two determinants were further investigated by framing sub parameters for each separately. Satisfaction of the respondents from general infrastructure was explored through following areas: Location, Building, Library hours, Collection, Furniture, Cooling facility, Heating facility and Library staff helpfulness. Satisfaction level from services was inquired by covering/highlighting 8 sub parameters which included: Cataloguing, Circulation, Photocopying, Scanning, Internet and Computer availability. The level of satisfaction for each of the two dimensions was gauged using a group of statements on a four-point Likert scale of 1 (Extremely Satisfied), 2 (Satisfied), 3 (Dissatisfied), 4 (Extremely Dissatisfied).

Data Analysis and Results

Back Ground of the Respondents

Data analysis revealed that participation of Full professors and Assistant professors in this study was satisfactory. That was significant in accordance with their number. Whereas response rate of Associate professors and lecturers was not in proportionate with their number. All the faculty members were engaged in different tasks like taking classes, lecture preparation, laboratory work, exam conduction, administrative activities, meeting colleagues and students. The contribution level showed their interest and exposure towards research. Results revealed that Full professors and Assistant professors were more familiar with research. That is why despite of their busy schedules they participated in the survey. Particulars of the respondents are reported below:

The result of Table 1 shows the frequency distribution of faculty members' designations. Data analysis demonstrates that 64 (53.3%) were Assistant professors followed by 15 (12.5%) full professors, 5 (4.2%) Associate professors and 36 (30%) lecturers.

Table No. 1: Frequency Distribution of Respondents' Designation (N=120)

S.No.	Designation	Frequency	Percent (%)
01.	Lecturer	36	30
02.	Assistant Professor	64	53.3
03.	Associate Professor	5	4.2
04.	Full Professor	15	12.5

Table 2 demonstrate that out of 120 respondents, 55 (45.8) had B.S, 23 (19.2) master, 10 (8.3) M.Phil and 31(8.3) had a Ph.D.

Table No. 2: Qualification of Respondents (N=120)

S.No.	Qualification	Frequency	Percent (%)
01.	Master	23	19.2
02.	B.S (4 Years)	55	45.8
03.	M.Phil	10	8.3
04.	Ph.D.	31	8.3

This section presented figure as: 49 (40.8%) had teaching experience of 11-15 years, 30 (25%) 6-10, 12 (10%) 16-20 years. While two categories 21-25 years and 26 and above got same frequency that was 11(9.2%). Only 7 (5.8%) faculty members were having teaching experience less than 5 years.

Table No. 3: Teaching experience of Respondents (N=120)

S.No.	Teaching experience	Frequency	Percent (%)
01.	Less than 5 years	7	5.8
02.	6-10 years	30	25.0
03.	11-15years	49	40.8
04.	16-20 years	12	10
05.	21-25years	11	9.2
06.	26 years and above	11	9.2

It is obvious from table 4, that majority 41(34.2%) of the respondents are within the age bracket of 36-40 years while, 25(20.8%) are 31-35 years, 20 (16.7%) 46-50 years and 12 (10%) 41-45 years. While 51-55 and 56 and above got same rank by 8 (6.7%) faculty members. Only 6 (5%) teachers were below 30 years of age.

Table No. 4: Age of Respondents (N=120)

S.No.	Age group	Frequency	Percent (%)
01.	Below 30 years	6	5
02.	31-35 years	25	20.8
03.	36-40 years	41	34.2
04.	41-45 years	12	10
05.	46-50 years	20	16.7
06.	51-55 years	8	6.7
07.	56 years and above	8	6.7

Satisfaction of the Users with College Library

A library is an important source of knowledge to its users. It should support educational, informational and recreational needs of its users. In this study library users were faculty members of the targeted colleges. Teachers are role models and chief drivers of education. They need information on various aspects. Most of their information needs are related with their teaching activities, research conduction, articles and books writing. They also search information regarding current affairs, workshops / seminars, latest development, government orders related to

jobs and discussions with professional colleagues. For satisfaction of those needs they first consult institutional library. Colleges do not have long buildings containing multi storied portions. Since the library is usually housed in a class room. It works for the faculty members as a guest room, meeting point, reading newspaper and informal discussion with colleagues. In some colleges it was also observed that teachers usually take out time or during break, they meet with their colleagues and take tea. Therefore they could have different needs and purposes while entering in an institutional library. Thus a college library should strive to support different needs and various purposes of its users. In this study data was collected on satisfaction level of the users from general infrastructure and services of their college libraries, which is reported below:

General Infrastructure

This section contained 8 sub headings/sections, which are:

Users' Satisfaction with Location of Libraries

Location of a library has significant impacts on library patronage. Feasible location of a library to all departments of an institution alters the number of readers. Central strategic location of a library is likely to have more number of users as compared to a library situated on distant corner location. Users were asked to indicate their level of satisfaction with location of the library.

Generally 32(26.7%) and 79(65.8%) users indicated that they were extremely satisfied and satisfied. However, 5(4.2%) and 4(3.3%) respectively indicated that they were dissatisfied and extremely dissatisfied.

Users' Satisfaction with Building of Libraries

To a large extent user satisfaction is influenced by the nature of the library building. Library should be housed in well-furnished rooms. It must have sufficient space to accommodate its users and to provide comfortable working conditions. It must possess adequate space for a reading room and storage space for collection. Nineteen (15.8%) and 77(64.2%) users respectively showed extreme satisfaction and satisfaction while 18(15%) were dissatisfied. Six (5%) users expressed extreme dissatisfaction.

Users' Satisfaction with Library Hours

Libraries are regarded as hub of knowledge in academic institutions. Users visit libraries for satisfaction of different needs. Adequate opening hours provide library users with opportunities for study at their convenience. Majority of the users 85(70.8%) were satisfied, 18(15%) were extremely satisfied. Low portion of respondents 4(3.3%) showed extreme dissatisfaction. Only 13(10.8%) respondents were dissatisfied.

User Satisfaction with Library Collection

The collection is the foundation of a library and a key source to meet the information needs of users. The studies have shown that an adequate collection is closely associated with the users' perceptions of library effectiveness. Collections which fail to satisfy the information needs of users would be a futile exercise (Khan & Bhatti, 2020). Majority of respondents 66(55%) were satisfied, 15(12.5%) were extremely satisfied while 30(25%) and 9(7.5%) showed that they were dissatisfied and extremely dissatisfied respectively.

User Satisfaction with Library Furniture

Library furniture matters a lot in terms of measuring user satisfaction with physical facilities of an academic library. It is an important part of a library. Comfortable furniture is essential for providing appealing environment for study. It could be seen from Table 6 that 5(4.2%) of the respondents were extremely satisfied with the library furniture whereas 70(58.3%) were satisfied. However, 39(32.5%) and 6(5%) indicated that they were dissatisfied and extremely dissatisfied respectively.

User Satisfaction with Cooling and Heating Facility

Comfort temperature in library is necessary for both collection and the users. Required temperature and humidity levels for collection must be carefully maintained. A pleasant temperature makes it possible for users to continue their study for longer periods. Comfort temperature increases the number of users as they come to enjoy it in hot summer and cold winter. Least number of respondents 3(2.5%) were extremely satisfied with both facilities. 15(12.5%) and 9(7.5%) users were satisfied from cooling and heating facility respectively. 49(40.8%) and 53(44.2%) showed dissatisfaction and extreme dissatisfaction respectively from cooling facility. 52(43.3%) and 56(46.7%) indicated dissatisfaction and extreme dissatisfaction respectively from heating facility.

User Satisfaction with Library Staff

Attitude of library staff has a direct impact on users and influence library use. Library staff should be humble, well behaved and cooperative while serving. Majority of the respondents 74(61.7%) were satisfied with the Library staff helpful ness, 38(31.7%) were extremely satisfied while 5(4.2%) and 3(2.5%) indicated dissatisfaction and extremely dissatisfaction respectively.

Table No. 6: Satisfaction of the faculty members with the college library (N=120)

S.No	Name	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
1.	Location	32(26.7%)	79(65.8%)	5(4.2%)	4(3.3%)
2.	Building	19(15.8%)	77(64.2%)	18(15%)	6(5%)
3.	Library hours	18(15%)	85(70.8%)	13(10.8%)	4(3.3)
4.	Collection	15(12.5%)	66(55%)	30(25%)	9(7.5)
5.	Furniture	5(4.2%)	70(58.3%)	39(32.5%)	6(5)
6.	Cooling facility	3(2.5%)	15(12.5%)	49(40.8%)	53(44.2)
7.	Heating facility	3(2.5%)	9(7.5%)	52(43.3%)	56(46.7)
8.	Library staff helpful ness	38(31.7%)	74(61.7%)	5(4.2%)	3(2.5)

Library Services

College library is known as the heart of college. It imparts knowledge and satisfies various needs of its users. It is designed to facilitate its users through provision of different services (Mehmood & Rehman, 2015). Library performance can be judged by the services it offers. It can demonstrate value by assessing library usage and impart. To achieve objectives of library and

goals of institution, different services are provided in academic libraries like Reference Service, Technical services, circulation services, Current Awareness Services, Selective Dissemination of Information, Inter Library Loan Services, Orientation and Information Sessions and Printing Services. This paper highlights users' satisfaction with some of the basic services:

Users' Satisfaction with Cataloguing Services

Library catalogue presents bibliographic details of library holdings. It facilitates users in identification of information resources and fulfills the Ranganathan's fourth law "save the time of users". In most of the college libraries area of cataloguing is ignored. The researchers asked respondents to indicate their level of satisfaction with the cataloguing service of the libraries. As shown in Table 7, 34(28.3%) and 12(10%) respondents were satisfied and extremely satisfied respectively. Contrarily, 49(40.8%) and 25(20.8%) respondent respectively indicated that they were dissatisfied and extremely dissatisfied.

Users' Satisfaction with Issue and Return (Circulation Service)

A circulation service is an important area of the overall library service to allow the usage of material outside the library premises. It is the activity of lending library books and other materials to the users and ensuring that the borrowed materials are returned. The study found out, as indicated in Table 7, that 79(65.8%) and 33(27.5%) were satisfied and extremely satisfied with the circulation services respectively as against 6(5.0%) and 2(1.7%) who were dissatisfied and extremely dissatisfied respectively.

Users' Satisfaction with Photocopying Service

Photocopying services make the library more valuable for users. Users can easily take copy of material which cannot be issued (reference material). It can also increase the number of users by allowing them usage of service for material other than library collection. This will increase library visits of users making them familiar with library environment and collection, thus potential users can be produced. Unfortunately large number of respondents 62(51.7%) was dissatisfied and 39(32.5%) extremely dissatisfied from the service. Only 16(13.3%) and 3(2.5%) indicated satisfaction and extreme satisfaction respectively.

Users' Satisfaction with Scanning Service

Scanning is an activity in which print material is converted to electronic format by a machine known as scanner. College libraries are not modern enough to provide everything in electronic format. Provision of this service can market its collection and services, can attract more users and can raise library usage ratio. Users were asked to show their satisfaction level regarding this service in libraries. Satisfaction level appeared with a disappointing figure, only 16(13.3%) and 3(2.5%) were satisfied and extremely satisfied respectively. Vast portion of users 61(50.8%) was dissatisfied and 47(39.2%) extremely dissatisfied.

Users' Satisfaction with Internet Facility

At present time survival without electronic gadgets and internet seems difficult. It is because advent of internet and advancement in technology has changed the way of communication, acquisition, sharing, searching and creation of content. It has brought significant revolution in every field. Therefore, internet and online searching can be assumed as need of the day. Libraries should provide internet facility to support all types of users' needs. Table 7 shows the satisfaction level of respondents on internet facility. It states that 15(12.5%) respondents were satisfied and 7(5.8%) respondents were extremely satisfied with Internet Services. In same way,

51(42.5%) respondents were dissatisfied and 47(39.2%) respondents were extremely dissatisfied with this service.

Users' Satisfaction with Computer Facility

In this age of information technology role of computers in libraries cannot be neglected. It can help the library professionals in technical work, resource sharing, patrons' records and other library basic tasks. It is basic requirement for library automation. It facilitates the users in retrieval of library material (OPAC), access to HEC databases and support electronic format. Benefits of computers in a library for both staff and users cannot be over looked. Its availability is mandatory for library. Therefore the users were asked about computer facility in their libraries. Table 7 shows that in case of computer Facility only 5(4.2%) of respondents were extremely Satisfied and 20(16.7%) were Satisfied while majority of respondents 48(40%) and 47(39.2%) were extremely dissatisfied and dissatisfied respectively.

Table No. 7: Satisfaction of the faculty members with services of the college library

(N=120)

S.No	Services	Extremely satisfied	Satisfied	Dissatisfied	Extremely dissatisfied
1.	Cataloguing	12(10%)	34(28.3%)	49(40.8%)	25(20.8%)
2.	Issue and Return	33(27.5%)	79(65.8%)	6(5.0%)	2(1.7%)
3.	Photocopying	3(2.5%)	16(13.3%)	62(51.7%)	39(32.5%)
4.	Scanning	2(1.7%)	10(8.3%)	61(50.8%)	47(39.2%)
5.	Internet facility	7(5.8%)	15(12.5%)	51(42.5%)	47(39.2%)
6.	Computer facility	5(4.2%)	20(16.7%)	47(39.2%)	48(40%)

Major Findings of the Study

Majority of the respondents were Assistant Professors by designation. B.S degree was dominant in the qualification of respondents. Most of the participants had teaching experience of 11-15 years. Majority of respondents fell in the age bracket of 36-40 years.

Respondents used to visit library for more than one purposes. Vast portion of users used library for burrowing learning resources and reading library material. Least number of users visited library for meeting friends.

Major part of users showed satisfaction with library location only 4 personals indicated extreme dissatisfaction. Majority 77(64.2%) users showed satisfaction with library building, only 6 users expressed extreme dissatisfaction. Majority of the users 85(70.8%) were satisfied with library hours while 4(3.3%) showed extreme dissatisfaction. Majority of respondents 66(55%) were satisfied library collection, 15(12.5%) were extremely satisfied while 30(25%) and 9(7.5%) showed that they were dissatisfied and extremely dissatisfied respectively. Seventy (58.3%) users were satisfied with library furniture while 6(5%) were extremely dissatisfied. Least number of respondents 3(2.5%) were extremely satisfied with cooling and heating facilities while majority of respondents showed dissatisfaction with both facilities. Majority of the respondents 74(61.7%) were satisfied with the Library staff helpful ness while only 3(2.5%) indicated dissatisfaction.

Thirty four (28.3%) respondents were satisfied cataloguing services, 49(40.8%) respondent indicated that they were dissatisfied. Majority 79(65.8%) of users were satisfied with the circulation services, only 6(5.0%) were dissatisfied. Large number of respondents 62(51.7%) was dissatisfied with photocopying service only 16(13.3%) indicated satisfaction. Only 16(13.3%) users were satisfied with scanning services while vast portion of users 61(50.8%) was

dissatisfied. Fifteen (12.5%) respondents were satisfied with internet facility in library, in the same way 51(42.5%) respondents were dissatisfied. In case of computer facility only 20(16.7%) were Satisfied while majority of respondents 48(40%) were dissatisfied.

Recommendation of the Study

Study found that majority of the users were satisfied from general infrastructural facilities but dissatisfaction was observed from all mentioned services except circulation. Therefore it is recommended that to catch/obtain users' satisfaction all the necessary services and facilities should be provided in libraries. Librarians should strive to compensate users' dissatisfaction through ways. They should attend seminars, workshops and conferences in their area. This would make them aware and motivated about developments taking place in libraries in remote areas of country. They should show their efforts for acquisitions of modern skills and knowledge about information technology. Higher authorities should allocate sufficient budget for establishment and provision of effective and efficient services according the needs of the modern era.

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