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# UTILIZATION AND USERS' SATISFACTION ON LIBRARY RESOURCES AND SERVICES BY SCHOOL OF ENGINEERING AND TECHNOLOGY, MIZORAM UNIVERSITY

By

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## ***Abstract***

*The study is confined to the students and faculties of the School of Engineering and Technology (SET), Mizoram University (MU). University libraries invest a huge amount of money every year on the collection development and maintenance of their resources in order to meet the information need of users. Satisfying the patron of the library is the major aim of every library system. The main objectives of the study are to examine the purpose of the use of library resources, frequency of library visits, to ascertain the type of information needs, find out the duration of time spent in the library, and to determine the level of satisfaction of users towards library resources and services. A structured questionnaire was distributed to 240 users out of which 211 (88%) filled in questionnaires were received. Out of 211 respondents, males constitute a higher number with 84.36% while females constitute 15.63%. The findings reveal that of the SET majority of users are satisfied with the usage of Library Resources and Services of Mizoram University.*

**Keywords:** User satisfaction, Library Resources and Services, School of Engineering and Technology (SET), Mizoram University, Library Users.

## **Introduction:**

The academic libraries have been said as the heart of the institution for providing a place where the students and faculty can conduct their research and enhance their knowledge. The academic Library sustains the university research and development and the students can get the

authenticated information source from the library to make quality education in a tremendous way. In every University, the library act as the center of academic life. Library provides a lot of information among its users which resulted in knowledge and later to become productive workers in the field. Information has become the major component in the 21st century due to its pragmatic role in providing substantial resources. Information leads to the transformation of society and hence the present century is called as Information age or information society. Kemp (1976) said that “indeed, information has been described as fifth need of man ranking after air, water, food, and shelter”. So for this reason, information can be considered inevitable in the life cycle, it kept in touch with human life. The need for information has become increasing and much more valuable now in comparison with the entire history of humanity, and the amount is still growing tremendously due to the drastic change of technological innovations. From the academic perspective, the University library is the epic center of education and research for obtaining authentic information by the faculty, researchers, students, and any users. It is important for any information professional working in an academic or any other library to know the real needs of the user community. Understanding the needs of the target group will help to develop the diverse strategies that are appropriate to obtain effective results.

Satisfying users’ needs in the academic libraries is the primary objective of Libraries and librarians. New students arrive at the university every year with a variety of requirements and expectations. Furthermore, new technologies, databases, and more innovative systems for accessing information have made the library more complicated and challenging for librarians and users alike. The abundance of resources available and the difficulty in being able to evaluating these resources also creates problems for users. The inability to clearly identify the specific use of a library's services as a result of new technology, as well as the difficulty in accessing information sources, can all contribute to academic library users' unhappiness.

### **Statement of the Problem**

Resources in MU Central library such as books, periodicals, reference books, CD, Floppy, thesis, dissertation, e-resources, etc. are being provided to the users of the library. Apart from them, periodical awareness programs are also being given to the users and in the process, the library incurs a lot of expenditure. But, the users feel the absence of the need-based information resources causing thereby discontentment among them. This may be due to the fact that the users are not

aware of the information resources available in the library or they need skills to use the resources especially the electronic resources or the library is not subscribing to adequate e-resources. Certain facts are lying behind which need to be explored through research. Further, the users to satisfy their need either visit other libraries or get the resources by themselves.

### **Scope and limitation of the study**

The study is limited to 224 students and 16 teaching faculties under the SET. The school comprise of four departments Computer Engineering (CE), Electrical Engineering (EE), Electronics and Communication Engineering (ECE), and Information Technology (IT).

### **Review of Literature**

Shaikh (2021) studied the level of satisfaction with the information resources, services, and library staff cooperation offered by the library. Finally, concludes with a number of the important suggestions which can suppose for the higher user services and obtain ultimate satisfaction of the users.

Ekeng (2021) examine the users' satisfaction with library facilities and the attitude of staff in the national library was significantly high. The study found out that the staff in the library should be friendly to users in delivering their library services and regular power supply to enable library users' access the internet while in the library.

Machendranath (2021) examine the users are satisfaction level with different information services offered by the library and the kind of information sources. The study reveals that though the users are satisfied with services and information products there is ample scope for further improvement.

Veeramallu (2021) examine user opinion and satisfaction about library information resources in engineering college libraries. The findings stated that most respondents respond as satisfied and not availing and the second-highest of users respond as highly satisfied about library and information resources.

Singh (2020) mentioned that no significant relationship was found in the frequency of visits to the library between the research scholars (RS) and faculty members (FM) across the libraries. A significant difference was found between RS and FM about availability of required resources,

information sources used by them except non-book materials, whereas a significant relationship was found in the opinion of RS and FM satisfaction from the library collection.

Taufiq (2020) examine the level of user satisfaction with respect to the resources and services of public libraries and the problems faced by public library users in Lahore, Pakistan. The result shows that the majority of the respondents tended to visit the public library daily and were satisfied with the circulation services at the library.

Shahzad (2019) examine to know users' satisfaction level of GC University Library's resources and services. Majority of the users are satisfied with the resource and services of the library. However, majority of the users showed dissatisfaction with the services of computer equipment, research guides, chat service with librarians, online searching catalog, and e-books service.

Hugar (2019) studied the use of Library Resources by the Faculty and Students of Medical and Allied Colleges in Goa. The findings stated that the majority of the respondents visit the library very frequently. The majority of the respondents are having satisfaction with the library working hours. Students feel more convenient than faculties with respect to the location of the library.

Saravanakumar (2018) examine that some improvement has to be made regarding the services and the resource in Sadakathullah Appa College Library (SACLIB), Tirunelveli District, Tamil Nadu.

Kona (2017) studied that four selected deemed university libraries maintain good library information resources, services (electronic & print), and libraries expressed their opinion about library working hours, physical facility, library information resources, and services excellent and good.

Verma (2016) examine the level of awareness and use of online databases by the post-graduate students and their satisfaction level with the infrastructure to support accessing online databases in the Central Science Library (CSL). The majority of the users are satisfied with all the study taken up, but some lack information on online databases subscribed by universities on their subjects/researches.

Mohindra (2015) studied library service quality (LSQ) associated with user satisfaction of AC Joshi Library, Panjab University, Chandigarh, India. It was found that library environment and library services significantly predict user satisfaction.

Saikia (2013) studied the use of library resources, users' satisfaction with library resources & services, and information-seeking behaviors of the students and research scholars of Tezpur University. User guidance is seen to be important to assist library users in meeting their information needs and to make them aware of the resources and services available at the library.

### **Objectives of study**

- to identify the purpose of the use of library resources by faculties and students of SET MU.
- to find out the frequency of library visit by the respondents.
- to ascertain the type of information needs of the users;
- to find out the duration of time spent in the library by faculties and students;
- to determine the level of satisfaction of users towards library resources and services

### **Methodology**

The study took a qualitative approach to identify the research problem and collected from questionnaire method. The responder was chosen using a purposive sampling technique. A structure questionnaire was distributed to 240 users out of which 224 are students and 16 are teaching faculties. The collected data from respondents 211 filled in questionnaire were tabulated, scrutinized and analyzed using SPSS software.

### **Data Analysis**

This study's data analysis is based on a survey that included a schedule questionnaire and observation. The questionnaire responses were praised, and all library users and staff members were thought to be really helpful. The study used abbreviations like CE, EE and IT where CE stands for Computer Engineering, EE stands for Electrical Engineering, ECE stands for Electronics and Communication Engineering, and IT stands for Information Technology. The data obtained through the questionnaire have been analyzed below to draw inferences.

### **Questionnaire respondents**

Table 1 shows that out of a total number of 240 distributed questionnaires, 211 (88%) were received. 16(100%) questionnaire were received from faculties and 195 (87%) questionnaire were received from the students.

Table 1: Questionnaire Responded			
S/N	Designation	Questionnaire Distributed	Questionnaire Received
1.	Students	224	195(87%)
2.	Faculty	16	16(100%)
	<b>Total</b>	<b>240</b>	<b>211 (88%)</b>

### Gender wise distribution

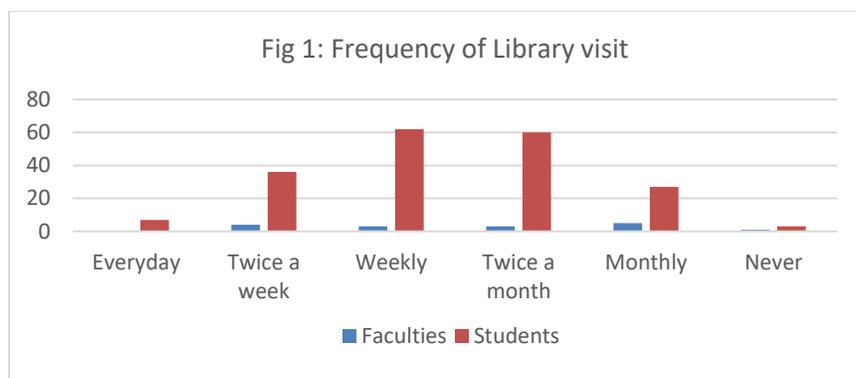
Table 2 revealed that out of 211 respondents, 178 (84 %) were males candidates while 33 (16%) are females candidates. The analysis depicts that the male respondents are more prone to submit the filled-in questionnaire than females.

Table 2: Gender wise distribution			
S/N	Gender	Number of Respondents	% of Respondents
1.	Male	178	84
2.	Female	33	16
	<b>Total</b>	<b>211</b>	<b>100</b>

### Frequency of Library visit

The frequency of visits to the MU Central library helps us to know about the regularity of the library patron for consulting of library resources. Table 3 and Figure 1 shows that 65 (31%) of the respondents visit the Library on weekly basis, followed by 63 (30%) twice a month, 40(19%) visited twice a week, 32(15%) on monthly basis, 4 (2%) of the respondents never visit the library. None of the faculty visit the library on daily basis whereas 7(3%) from the students visit the library on daily basis. This is due to the fact that the faculties are engaged in different academic activities and hence they are unable to visit the library regularly.

Table 3: Frequency of Library visit				
S/N	Periodicity	Faculties	Students	Total
1.	Everyday	-	7	7(3%)
2.	Twice a week	4	36	40(19%)
3.	Weekly	3	62	65(31%)
4.	Twice a month	3	60	63(30%)
5.	Monthly	5	27	32(15%)
6.	Never	1	3	4(2%)
	<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>



### Purpose of Library Visit

The purpose of library visits gives essential information about the library resources and information services that are required for the users. This helps the librarian to develop the library collection as well as improve the library services. Table 4 shows that majority 119(56%) visit the library for borrowing, followed by 43(20%) reading, 26 (13%) studying, 15(8%) to consult reference materials, only 8(3%) visit library for relaxing.

S/N	Purpose	Faculties	Students	Total
1.	Reading	5	38	43(20%)
2.	Borrowing	9	110	119(56%)
3.	Relaxing	0	8	8(3%)
4.	Studying	0	26	26(13%)
5.	Consult reference materials	2	13	15(8%)
	<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>

### Prefer Information Sources

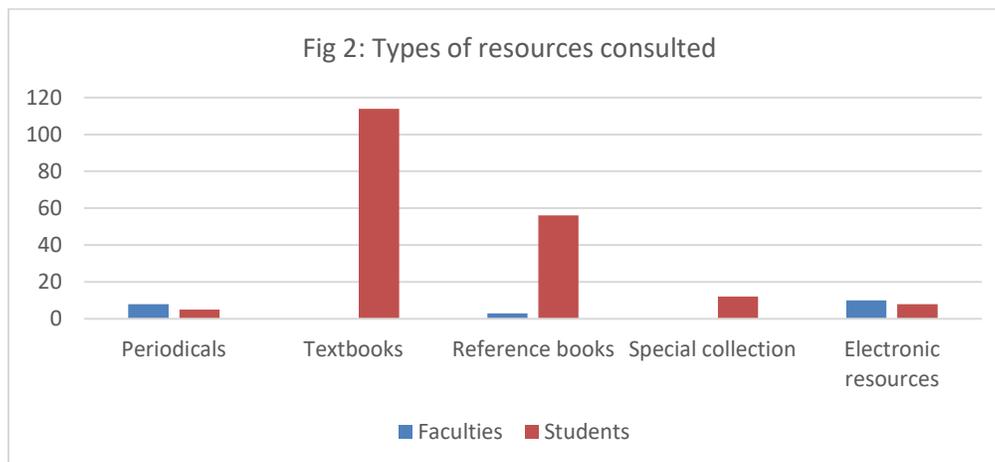
Table 5 shows that faculty and students are more prone to use the Books and e-Books which comes to 96 (45%) respondents, followed by 34(16%) reference material, 29(14%) Internet sites, 22(10%) Academic journals, 12(6%) Newspapers and Magazines, 4(2%) Specialists Information, and only 2(1%) Statistics which is the least in a number. Overall, the faculty and the students of the school under the study required a proper guide to use the various information resources such as Statistics, Specialist information, newspapers, magazines, etc. to facilitate them with a great potential of information for study and research.

Table 5: Prefer Information Sources				
S/N	Information Sources	Faculties	Students	Total
1.	Reference Materials	2	32	34(16%)
2.	Academic Journals	5	17	22(10%)
3.	Newspapers	0	12	12(6%)
4.	Internet sites	1	28	29(14%)
5.	Books and e-Books	7	89	96(45%)
6.	Magazines	0	12	12(6%)
7.	Statistics	0	2	2(1%)
8.	Specialists information	1	3	4(2%)
	<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>

### Types of resources consulted

The availability of proper resources is supposed to satisfy the users. Faculty and students required a lot of resources for their teaching and preparation in assignments respectively. Table 6 shows that 114(53%) majority of the respondents preferred textbooks, follow by 59(27%) reference books, 18(8%) electronic resources, only 13(6%) consulted periodicals.

Table 6: Types of resources consulted				
S/N	Type of Resources	Faculties	Students	Total
1.	Periodicals	8	5	13(6%)
2.	Textbooks	0	114	114(53%)
3.	Reference books	3	56	59(27%)
4.	Special Collection	0	12	12(6%)
5.	Electronic resources	10	8	18(8%)
	<b>Total</b>	<b>21</b>	<b>195</b>	<b>211</b>



### Time Spent in the Library

The duration of time spent in the library depicts the use of the library in many ways such as borrowing of books, consultation of journals, use of electronic resources, exchange of ideas, etc. Table 7 shows that 121(57%) majority of the respondents prefer to spend 1 hour or less in the library, followed by 61(28%) 2 hours, 20 (10%) 3 hours and 9(5%) respondents 4 hours. This is a healthy sign that the users prefer to spend more and more time for various purposes.

Table 7:Time Spent in the Library				
S/N	Time Spent	Faculties	Students	Total
1.	1 hour or less	9	112	121(57%)
2.	2 hours	5	56	61(28%)
3.	3 hours	1	19	20(10%)
4.	4 hours	1	8	9(5%)
	<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>

### Level of Satisfaction

The scholar tried to explore the satisfaction and dissatisfaction of the resources and services being provided by Central Library, Mizoram University for SET. This is one of the major components to know the services of the library. The component has been divided into 9 facets and calculation of each facet has been made for the entire faculty and students. Table 8 shows that 136(65%) respondents are satisfied with the availability of resources whereas 75 (35%) respondents are not satisfied, followed by 144 (69%) are satisfied with the resources in the periodical section whereas 67 (31%) are not satisfied, 128(60%) are satisfied with the reference section whereas 83(40%) are not satisfied, 128(60%) are satisfied with the resources in bound volume section whereas 83(40%) are not satisfied, 137(65%) of respondents are satisfied with OPAC whereas 74(35%) are not satisfied. Also, 144(69%) of respondents are satisfied with circulation services whereas 67(31%) are not satisfied, followed by 138(66%) of respondents are satisfied with reprographic services whereas 73(34%) are not satisfied, 140(67%) of respondents are satisfied with electronic services whereas 71(33%) are not satisfied and 134(63%) of respondents are satisfied with information services whereas 77(37%) are not satisfied.

Table 8: Level of Satisfaction					
S/N	Parameter	Status	Faculties	Students	Total
1.	Availability of Resources	Yes	11	125	136(64%)
		No	5	70	75(36%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>
2.	Resources in Periodical Section	Yes	7	137	144(69%)
		No	9	58	67(31%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>
3.	Resources in Reference Section	Yes	7	121	128(60%)
		No	9	74	83(40%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>
4.	Resources in Bound Volume Section	Yes	9	119	128(60%)
		No	7	76	83(40%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>
5.	OPAC	Yes	13	124	137(65%)
		No	3	71	74(35%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>
6.	Circulation Services	Yes	12	132	144(69%)
		No	4	63	67(31%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>
7.	Reprographic Services	Yes	9	129	138(66%)
		No	7	66	73(34%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>
8.	Electronic Service	Yes	9	131	140(67%)
		No	7	64	71(33%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>
9.	Information Service	Yes	10	124	134(63%)
		No	6	71	77(37%)
		<b>Total</b>	<b>16</b>	<b>195</b>	<b>211</b>

Total 'Yes' = 64 %

Total 'No' = 36%

Standard Deviation for Availability of Resources, Yes= 80.61017, No= 45.96194

Standard Deviation for Resources in Periodical Section, Yes= 91.92388, No= 34.64823

Standard Deviation for Resources in Reference Section, Yes= 80.61017, No= 45.96194

Standard Deviation for Resources in Bound Volume Section, Yes= 77.78175, No= 48.79037

Standard Deviation for OPAC, Yes= 78.48885, No= 48.08326

Standard Deviation for Circulation Services, Yes= 84.85281, No= 41.7193

Standard Deviation for Reprographic Services, Yes= 84.85281, No= 41.7193

Standard Deviation for Electronic Service, Yes= 86.26703, No= 40.30509

Standard Deviation for Information Service, Yes= 80.61017, No= 45.96194

The Standard Deviation for each facet has been explained. Further while calculating the percentage of all facets aggregate, it is observed that 64% of users viewed „Yes“, which means that they are satisfied whereas, 36% respondents viewed negatively which means that they are not satisfied.

## **Findings**

The study was based on the field of services, availability of resources, and satisfaction in consulting the resources. Basically, the findings of the study are presented under the following:

- to identify the purpose of the use of library resources by faculties and students of SET MU.
  - It is evident that the majority 56% visit the library for borrowing, followed by 20% reading, 13% studying, 8% to consult reference materials, only 8(3%) of respondents visit the library for relaxing.
- to find out the frequency of library visits by the respondents.
  - It is seen that majority 31% of the respondents visit the Library on weekly basis, followed by 30% twice a month, 40(19%) visit twice a week, 32(15%) on monthly basis, 4 (2%) of the respondents never visit the library. None of the faculty visit the library on a daily basis whereas 7(3%) of the students visit the library on daily basis. This is due to the fact that the faculties are engaged in different academic activities and hence they are unable to visit the library regularly.
- to ascertain the type of information needs of the users;
  - It is evident that majority 53% of the respondents preferred textbooks, 27% reference books, 18% electronic resources, and only 6% preferred periodicals.
  - It is seen that the majority 45% of faculty and students are more prone to use Books and e-Books, followed by 16% reference material, 14% Internet sites, 10% Academic journals, 6% Newspapers and Magazines, 2% Specialists Information, and only 1% Statistics. Overall, the faculty and the students of the school under the study required a proper guide to use the various information resources such as Statistics, Specialist

information, newspapers, magazines, etc. to facilitate them with a great potential of information for study and research.

- to find out the duration of time spent in the library;
  - It is evident that the majority 57% of the respondents prefer to spend 1 hour or less in the library, followed by 28% 2 hours, 10% 3 hours and only 5% of the respondents spend 4 hours. This is a healthy sign that the users prefer to spend more and more time for various purposes.
  
- to determine the level of satisfaction of users towards library resources and services.
  - It is evident that the majority 64% of the respondents which consist of faculty and students are satisfied with the resources and services being provided by Central Library, Mizoram University for SET. The component has been divided into 9 facets and calculation of each facet has been made for the entire faculty and students. It is seen that 64% of users viewed 'Yes', which means that they are satisfied whereas, 36% of respondents viewed 'No' which means that they are not satisfied.

## **Conclusion**

University libraries invest a huge amount of money every year on the collection development and maintenance of their resources in order to meet the information need of users. Satisfying the patron of the library is the major aim of every library system. To maximize the use of library resources and services, every library should build up its working strategy and collection keeping in view the need of users, and should design a library with changing information environment. The advents of e-resources and increasing use of electronic material have reduced the library scenario from physical to virtual. Due to the advent of electronic gadgets, most of the users prefer e-resources to the conventional type. To solve the present circumstances that we are facing today, the library should adopt itself to satisfy the users. It is learned that its collections are more or less sufficient for the user under SET to access their academic requirements, at the same time research and development are increasing and as such collection of reading materials still needs to be expanded.

As of now SET comprises four academic departments in the same complex but isolated from other departments, it is very much essential to give special care to the university authority in regards to transportation, information resources, canteen, etc. Due to their isolated location, it is difficult for them to access library resources during day time as they are busy with their classes and assignments. It is very essential for them to organize a library orientation program so as to help them in accessing their information needs from the library and other sources as well.

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