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# **User Satisfaction on Library Resources and Services: A Case Study of Pontifical Institute of Theology and Philosophy Alwaye (PIA) Library at Mangalapuzha Campus**

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## **Abstract**

A case study was conducted to evaluate the users' level of satisfaction with the Pontifical Institute of Theology and Philosophy, Alwaye (PIA) Library at Mangalapuzha Campus. The respondents were the resident seminarians of St. Joseph Pontifical Seminary, Alwaye and they belonged to the faculty of theology and philosophy. A total of 152 responses were received with a response rate of 86.86%. The study concluded that the overall satisfaction of respondents with the library resources and services was 76%. Results showed that the majority of the respondents satisfied with library timings and visited the library for the purpose of referring to books and journals. The reference section of the library was the most relied on the area and the encyclopedia collection was the most relied on resources. The results of this study would help both the PIA administration and St. Joseph Pontifical Seminary authority to take serious steps to strengthen and improve the resources and services.

**Keywords:** User satisfaction, User study, library resources and services, Pontifical Institute of Theology and Philosophy Alwaye (PIA), Mangalapuzha Library.

## **1. Introduction**

A library is considered as a service institution where it serves its users by providing numerous resources, activities, and services to fulfil the information needs of users. It is a service center for supplying various kinds of information. The academic library aims at satisfying the information requirements of users. Manage information and insights, adapt to new desires of users, employ highly skilled and educated staff, surpass competitors, and leverage technology and social networking are the five activities to be implemented instantly in a library to succeed in modern times (Weinstein & McFarlane, 2017). The very purpose of any library is to supply relevant and up-to-date resources to satisfy the information needs of users. When the library features a clear understanding of user needs, as well as the resources and materials needed, there would be accurate and timely decisions on the part of library administrators and management. So that the library should have constant correspondence with their users to ensure that their needs are met. In this sense, user satisfaction is extremely important within the library. With poor stocking of information resources and poor quality of services, a library cannot achieve the very purpose that it is established. A user study is one of the ways to evaluate the resources and services of a library. The success of any library is based on the satisfaction of the information demands of its users. The effectiveness of library resources and services are evaluated to the level to which they are utilized. Therefore, the satisfaction level of users regarding the PIA library at Mangalapuzha campus is taken here for the study.

## **2. Literature Review**

Veeramallu et al. (2021) conducted research to examine the user satisfaction about library information resources in engineering college libraries in Krishna District, in the state of Andhra Pradesh, India. It is evident from the study that most faculty members of various departments of engineering colleges visit the library for borrowing books and reference books, and 89% of the respondents have a pleasant feeling about the convenience of library working hours. The majority of respondents has a preference for electronic resources. Considering all kinds of library and information sources, respondents consider the presence and availability of electronic resources as much effective in their teaching and research purposes. The study recommended to improve the infrastructural facilities within the library and there was an urgent need to digitalize the rare collection in the library.

A survey was conducted by Amarasekara and Marasinghe (2020) in the main library of the Open University of Sri Lanka to evaluate user satisfaction. To them, the service quality of a

library would be measured by conducting a user satisfaction survey. The study concluded that the library was used for reading, accessing resources and information, and borrowing and returning books. Though the respondents were overall satisfied with library resources, services and facilities, they were not much satisfied with user awareness programs, training on information searching, dissemination of services through social networking sites, access to Wi-Fi and audio-visual materials, and online library services. This survey suggested that user awareness and information literacy programs were to be periodically conducted by the library.

A comparative study was done by Mohammed Tukur and Kannan (2020) to know the faculty's satisfaction with the information resources and facilities of the three agricultural libraries in Nigeria. The study found that journals, textbooks, thesis, newspapers, technical reports, e-books, and e-thesis dominated the available information resources in these agricultural libraries. All types of information resource in both print and digital forms assisted faculty members to meet their teaching, learning and research tasks. They posited the need of the librarians to know the profiles of the faculty members so that materials could be timely and suitably provided according to their area of specialization. According to the opinion of respondents, training to the library staff and users, alternative power supply and the provision of internet facilities were the three factors that would improve the utilization of information resources and services.

Maina et al. (2017) conducted a study named "Usage and User Satisfaction of Library Resources in Kisii University Library, Kenya". The study noted that a library should make generous provisions for space and a pleasant atmosphere that would result in high productivity of library staff and library users. The university library staffs (52.82%) and the display boards within the library (15.38%) were the most used ways through which the users were able to find their needed resources from the library. It was found in the study that 48.72% of respondents used library materials daily. It was recommended that the library should be automated and market its resources while providing better training to users.

Padmavathi et al. (2017) conducted a study on "use and user satisfaction of library resources and services by PG students and research scholars in Bangalore University Library, Bangalore". The study reveals that most of the respondents (47.62%) visit the library on a daily basis and their purpose of the visit is to read newspapers and magazines than borrowing books. The information needs of the users (29.8%) are satisfied by referring to reference books. It was a recommendation from the part of the library users to conduct a user awareness programme so that the library resources might be used in a far better way.

### **3. Objectives**

The followings are the objectives of this study:

1. To examine the frequency of visiting the PIA library at Mangalapuzha Campus
2. To identify the purpose of using the library resources
3. To know user's opinion on library and information resources in the PIA library at Mangalapuzha campus.
4. To measure the satisfaction level of library users towards library resources and services
5. To identify the areas of challenges faced and improvements needed.

### **4. User satisfaction in Libraries**

User satisfaction is a difficult concept to be defined and to be measured. But the same concept is used to evaluate the performance and users experience in an information system. J. A. Tessier, Crouch and Atherton made an attempt to define user satisfaction in the research named "The Effects of Information System User Expectations on their Performance and Perceptions", as ultimately a state of experience inside the user's head and therefore is a response that may be both intellectual and emotional (Griffiths et al., 2007). The level of users' satisfaction with library resources and services is basically connected with the quality of a library. The International Federation of Library Associations and Institutions (IFLA) publication 'Measuring Quality' notes that the term quality is developed from both product and service-oriented aspects. In other words, quality is related to the purpose of the product and service. In this sense, the quality is measured by the customers (Poll et al., 2007). There is an inverse relationship between the user satisfaction and service quality of a library. While investigating, if the user satisfaction of the library is high, it is an indication that the qualitative services are provided from the same library; if the level of user satisfaction is less, it is a sign that the service quality is less. Both the service quality and user satisfaction, though interchangeable terms are comprehensive terms and overarching in the field of library and information science.

### **5. Pontifical Institute of Theology and Philosophy Alwaye (PIA) Library at Mangalapuzha Campus**

The history of Pontifical Institute of Theology and Philosophy, Alwaye (PIA) is associated with that of the St. Joseph Pontifical Seminaries in Alwaye. It was begun as a small seminary for the theology and philosophy formation of the Latin and Syrian Clergy. This seminary was shifted to Puthenpalli in 1866 and was again shifted to the new Seminary built with better

accommodation facilities at Mangalapuzha, Aluva in 1933. In 1964 the Seminary was raised to the Pontifical status by the Holy See. The formation of the Pontifical Institute in the Seminary was affiliated with the Lateran University in Rome in 1959. The Congregation for Catholic Education separated the Pontifical Institute from the Pontifical Seminary in 1997 which had already become two independent seminaries at Mangalapuzha and Carmelgiri. The formation of philosophy and theology had started separately in these two seminaries. As a result, there was an urgency in the separation of library collection. At present, the Pontifical Institute functions at two separate campuses; Mangalapuzha and Carmelgiri. PIA Mangalapuzha library functions under the institute but having the library collection from both the institute and seminary. Hence both institute and St. Joseph Pontifical Seminary, Mangalapuzha have administrative roles in the area of library resources and services.

The PIA Mangalapuzha library comes under the academic library as it aims at academic excellence and pastoral training of the users simultaneously. This library can be categorized under special library due to two reasons. Primarily it is a special library as its collection can be divided into theology and philosophy disciplines. Secondly, it is a special library due to the nature of users. In a general sense, it is called a seminary library; its users are mainly seminarians, who go under priestly formation. But for this study, it is considered in the category of an academic library.

## **6. Methodology**

The overall population of PIA library at Mangalapuzha campus is 427 in the academic year 2020-21. Of them, 326 users are residing at St. Josephs' Pontifical Seminary, Mangalapuzha, Aluva. The case study method is used for this research. A structured questionnaire of 15 questions of closed nature was prepared based on the objectives of the study. Simple random sampling was used to select the sample population and the questionnaire was shared with them through their e-mails and social networking apps like WhatsApp and Telegram. The data collection was started on December 26, 2020 and it was ended on January 20, 2021. In between, the researchers sent reminders to the respondents to fill out the questionnaire.

## **7. Scope and Limitation**

The scope of the study will be confined to the resident students of PIA at the Mangalapuzha campus. The students of the Mangalapuzha campus can be categorized into two, residents and day scholars. There are two faculties on the campus, theology, and philosophy. The study was limited to resident students at the Mangalapuzha campus. Due to pandemic Covid-19, the

Mangalapurza library was not open for all users except residents. Mangalapurza library used a closed system during Covid-19 and users were asked to use the reservation facility to borrow books and other materials. And the newcomers of this academic year did not get proper library orientation. These affect the satisfaction level of users.

## 8. Data Analysis and Interpretation

The data collected from the questionnaire is analyzed statistically. The data collection was done with the help of Google Forms. Further, the collected data was worked out with the relevant statistical tools such as simple percentages methods and frequency counts for further evaluation and understanding. The collected and analyzed data were presented in tables and graphs.

### 8.1 Number of Respondents

Data related to the respondents acquired through the questionnaire for this study is placed below the table (table 1). A structured questionnaire was prepared and was distributed to 175 users of PIA library at Mangalapurza campus. The questionnaire was filled out by 152 users. The response rate is 86.86%. And 23 users did not reply to the questionnaire and their rate is 13.14%.

No	No. of Questionnaire Distributed	Respondents		Non-Respondents	
		Number	Percentage	Number	Percentage
1	175	152	86.86%	23	13.14%

*Table 1 Number of Respondents*

### 8.2 Stream of Study

Respondents of the present study belong to streams of philosophy and theology. The following table (table 2) shows the data on the stream of study of respondents.

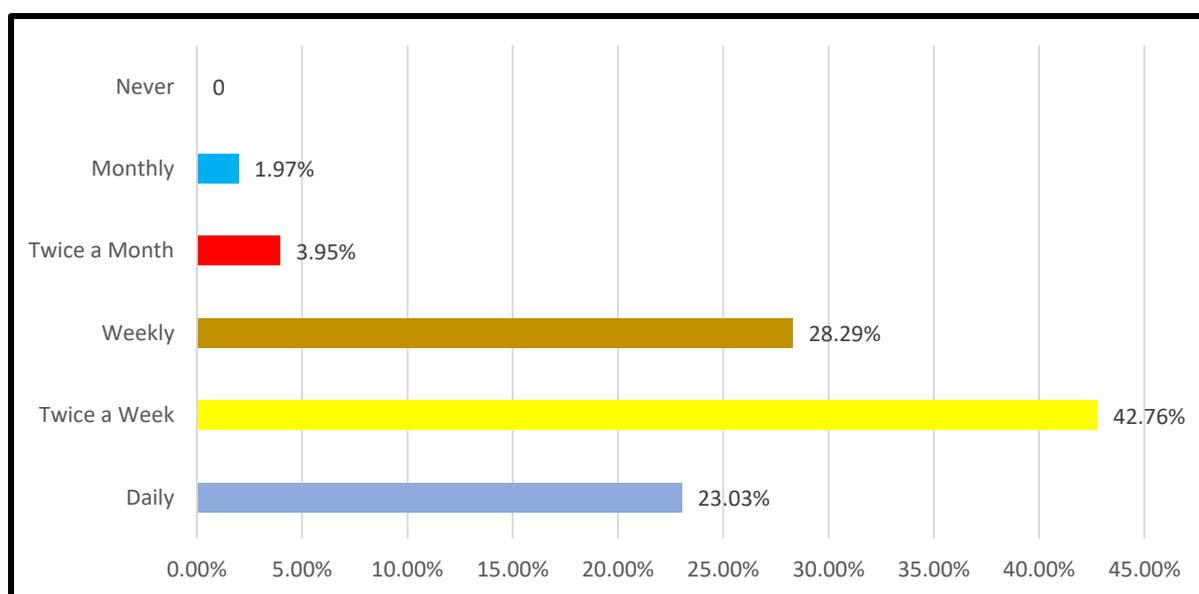
No	Stream of Study	No. of Respondents	Percentage
1	Bachelor of Philosophy	64	42.11%
2	Diploma in Philosophy	26	17.11%
3	Bachelor of Theology	62	40.79%

*Table 2 Stream of Study*

This section is about the nature of respondents. Table 2 shows that 42.11% of the participants are doing a bachelor degree in philosophy. The percentage of the respondents from the theology stream is 40.79%. The respondents who do diploma in philosophy is 17.11%.

### 8.3 Visit to the Library

The study on the frequency of the visit at Mangalapuzha campus library shows that 42.76% of respondents visit the library twice a week. It is followed by weekly visitors (28.29%) and daily visitors (23.03%). The frequency of library visit of users is an indication that they make use of library resources and services for various functions. The result of the study is presented in figure 1.



*Figure 1 Frequency of Visit to the Library*

### 8.4 Average Time Spent in the Library in a Day

The users visit the library for various purposes and their time spent within the library lights to their use and reception of library resources and services. The data obtained about the average time spent in the library is placed in table 3.

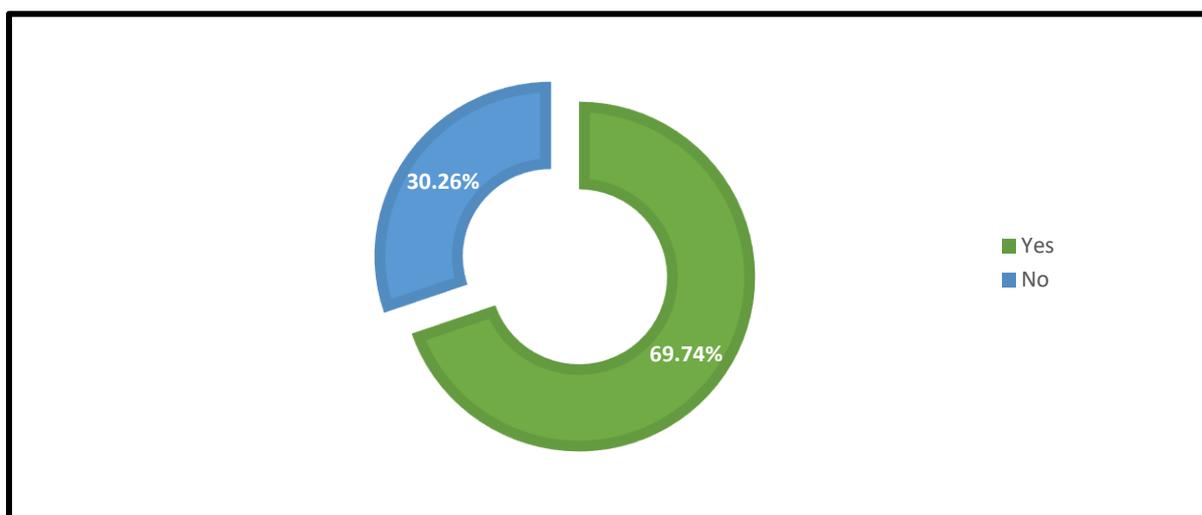
No	Category	No. of Respondents	Percentage
1	Less than 1 Hour	59	38.8%
2	1 to 2 Hours	82	53.9%
3	More than 2 Hours	11	7.2%

*Table 3 Average Time Spent in the Library in a Day*

The presented data in table 3 shows that the average time spent by the majority of users in the library in a day is 1 to 2 hours. Their percentage rate is 53.90%. The respondents of 38.80% are in the library for less than 1 hour.

### **8.5 Adequate Time to Visit the Library**

The respondents are asked to note whether they are provided with adequate time to visit the library. The data collected is presented in graph (figure 5).

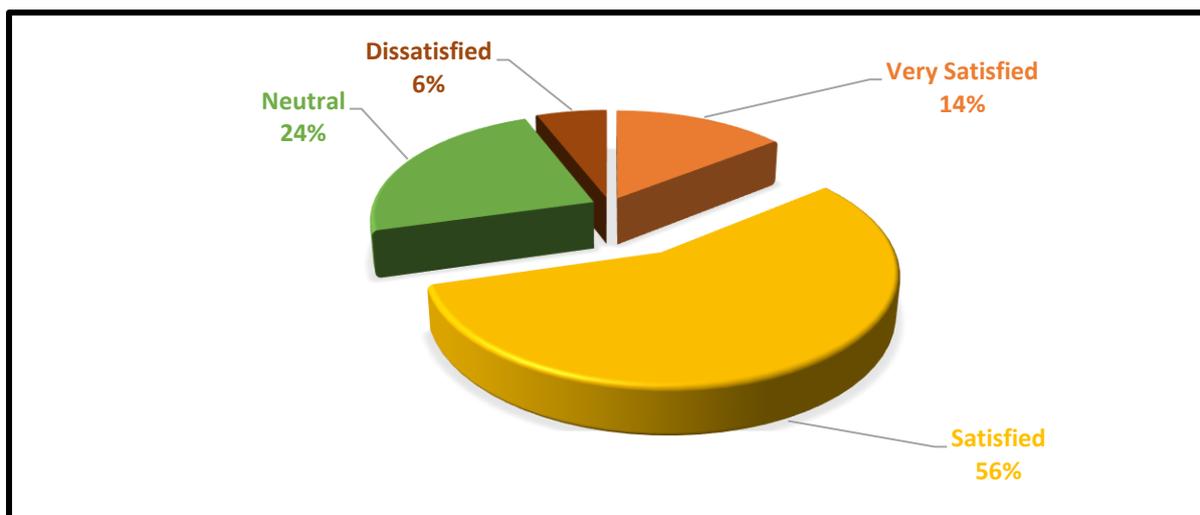


*Figure 2 Adequate Time to Visit the Library*

On the analysis of figure 2, 69.74% of the respondents suggest that they get adequate time to be in the library for various purposes. It is followed by 30.26% of the respondents who speak out that they do not get enough time to visit the library.

### **8.6 Satisfaction with Library Timings**

The opening and closing hours of the library is very important. These hours will decide the presence of users within the library for the reception of services and the use of resources. The collected data are presented below.

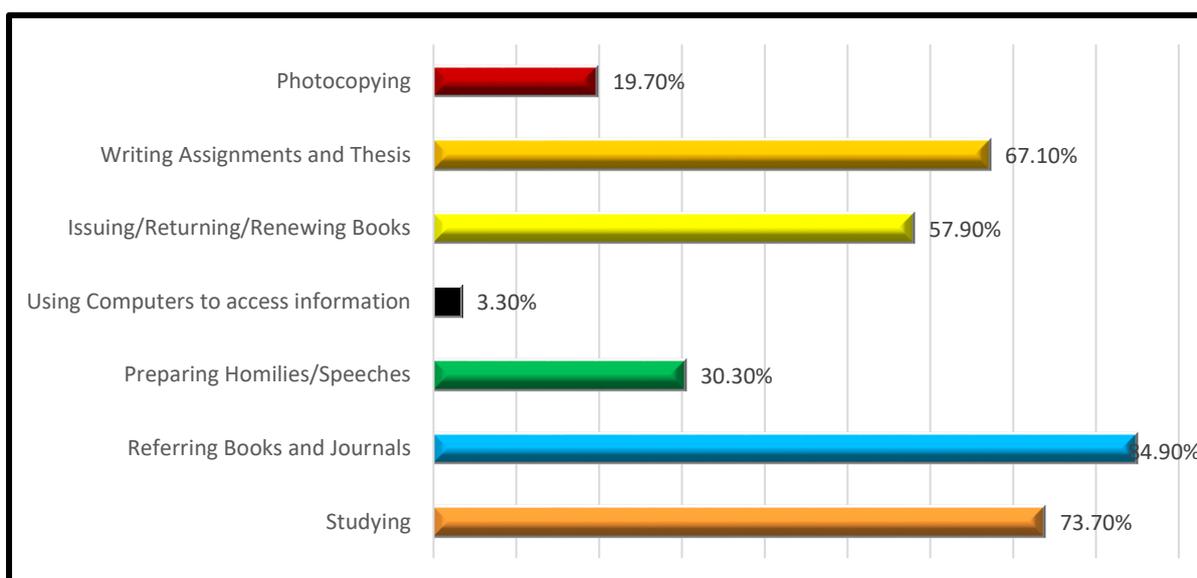


*Figure 3 Satisfaction with Library Timings*

The data of the study regarding the level of satisfaction on library timings (figure 3) show that 56% of respondents are satisfied with library timings; which is the highest and is followed by 24% neutral. Respondents of 14% are very satisfied and 6% of respondents are dissatisfied. It is an indication that the present timings of the PIA library at Mangalapuzha campus are acceptable and useful for the majority of users.

### **8.7 Purpose of Library Visit**

The question regarding the purpose of the library visit would provide a clear understanding of the attitude of users towards the library. The following graph (figure 4) indicates users' purpose of the library visit.

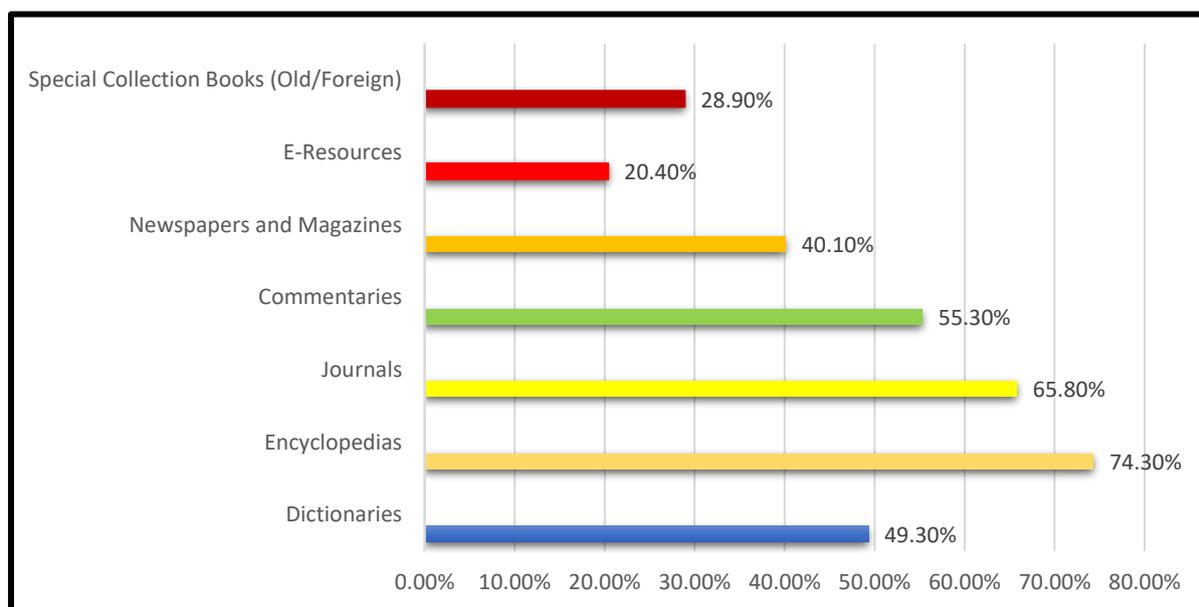


*Figure 4 Purpose of Library Visit*

The above-presented graph (figure 4) shows that 84.90% of respondents visit the library to refer to books and journals. It is indicated that 73.70% and 67.10% of respondents are spending their time in the library for studying, and writing assignments and thesis respectively. The users of 57.90% visit the circulation section to issue, return, and renew books. Other purposes like preparing homilies/speeches (30.30%), photocopying (19.70%) and using computers to access information (3.30%) are the least purposes according to the data available.

### 8.8 Most Relied Sources of Library Users

Users visit the library for various purpose like referring books and journals, studying, preparation of assignments or seminars etc. They require many resources to meet their purposes. They are to be satisfied with the various resources of the library. The availability of required resources is one of the deciding factors of users' satisfaction.



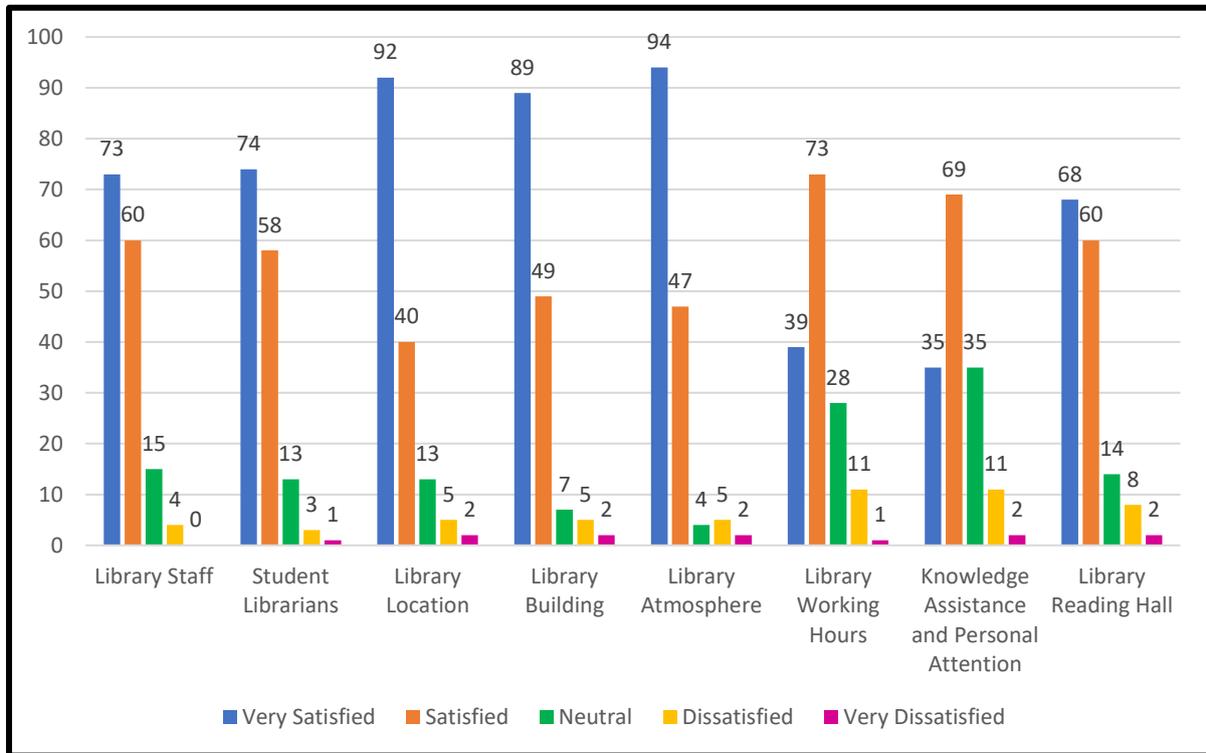
*Figure 5 Most Relied Sources of Library Users*

Analysis of figure 5 shows that the most relied type of resource of PIA library at Mangalapuzha campus is the encyclopedia. The encyclopedia is demanded by 74.30% of respondents, and it is followed by journals (65.80%), commentaries (55.30%), dictionaries (49.30%), newspapers and magazines (40.10%) and special collection books (28.90%). E-resources are considered as the least relied on sources by the respondents; it is calculated so due to their less availability.

### 8.9 User Satisfaction with Library Facilities

It is a competitive world. To attract users, the library should provide high-quality facilities. The failure of the library starts when there are frustration and dissatisfaction regarding the facilities

that the users are getting from the library. There is an analysis of the available facilities of the library, a deciding factor of users' satisfaction. The collected data regarding the facilities are given.

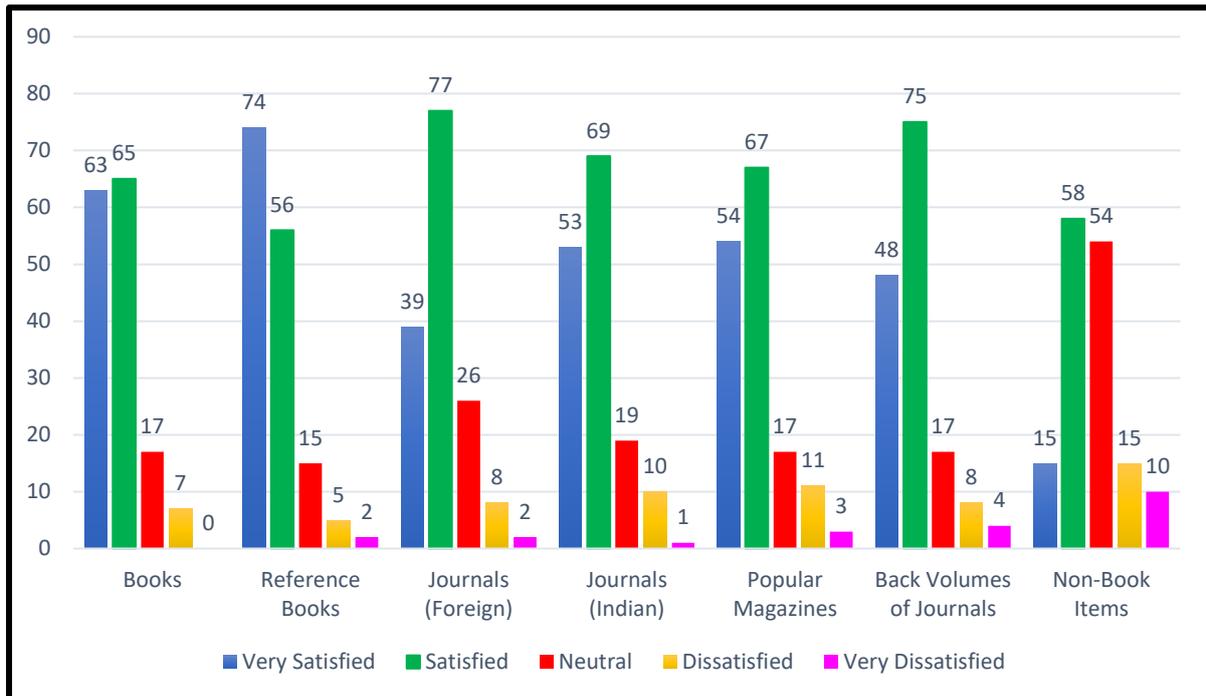


*Figure 6 User Satisfaction with Library Facilities*

The above-placed figure 6 articulates that the respondents are very satisfied with the performance of library staff and student librarians and their response rates are 48.03% and 48.68% respectively. The majority of respondents (60.53%) are very satisfied with the library location. The opinion regarding the library building shows that 58.55% have high satisfaction. All of them together (61.84%) evaluate that library atmosphere is conducive for their study and other purposes. Regarding the library working hours, 48.03% are satisfied. According to the above-mentioned graph, the knowledge assistance and personal attention from the library are to be taken care of, though the response rate is satisfied with 45.39%; 23.03% of the respondents take a neutral position on the same. Respondents of 44.74% are very satisfied with the reading hall facility.

### **8.10 User Satisfaction with Library Resources**

Library resources are one of the areas that raise the satisfaction level of users. It is a common fact that the availability of proper resources decides the satisfaction level of library users.

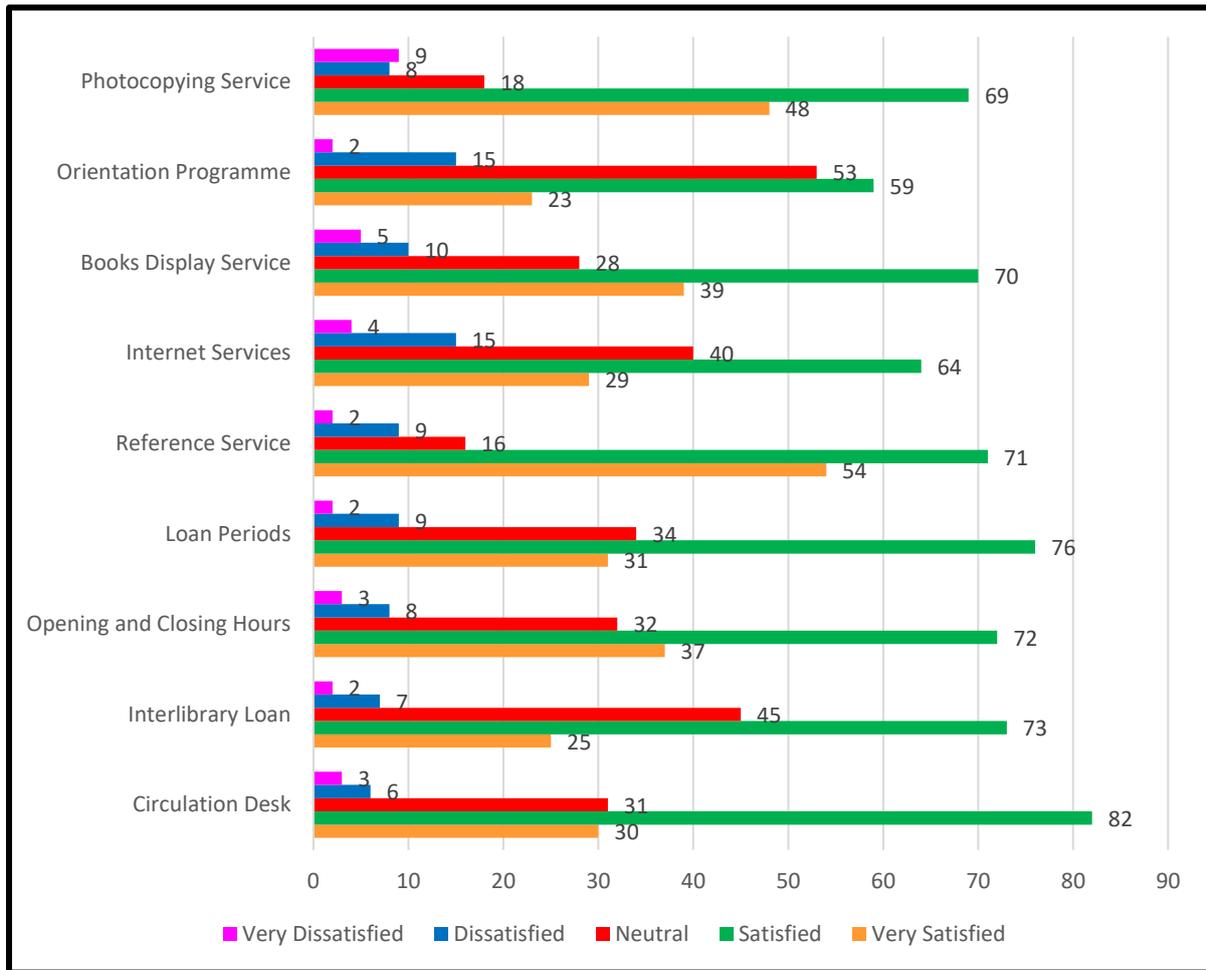


*Figure 7 User Satisfaction with Library Resources*

The analysis of figure 7 reflects that 41.45% of respondents are satisfied with the books available in the library. To the question regarding the reference books of the library, 48.68% of respondents have ‘very satisfaction’. The opinions of respondents regarding all other resources are ‘satisfied’; and the percentage of the respondents are the following journals – foreign (50.66%), journals – Indian (45.39%), popular magazines (44.08%), back volumes of journals (49.34%), and non-book materials (38.16%).

### **8.11 User Satisfaction with Library Services**

Library services are the ways to meet the information needs and requirements of the users. In addition, to know how the library users use the library, it is necessary to know how much they feel about the different services and programs their library offers to meet their very information needs.

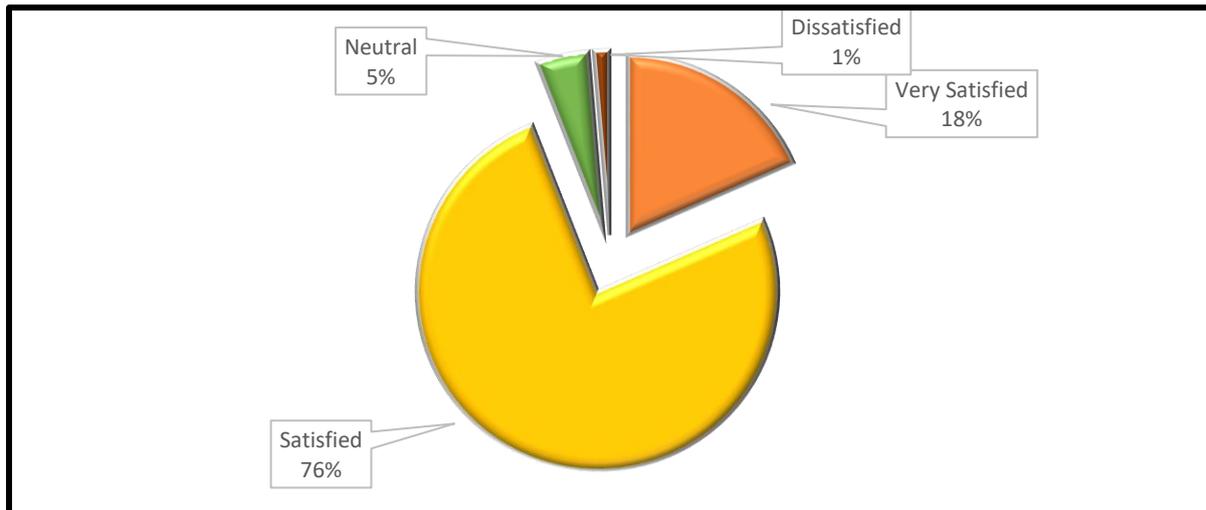


*Figure 8 User Satisfaction with Library Services*

It is clear from the above-placed figure 8 that all the provided services of Mangalapuzha campus library get the status of 'satisfied' according to respondents' opinion. The percentage regarding the library services are following; circulation desk (53.95%), interlibrary loan (48.03%), opening and closing hours (47.37%), loan periods (50%), reference service (46.71%), internet service (42.11%), book display service (46.05%), orientation programme (38.82%), and photocopy service (45.39%).

### **8.12 Satisfaction Level with Overall Quality of Services and Resources**

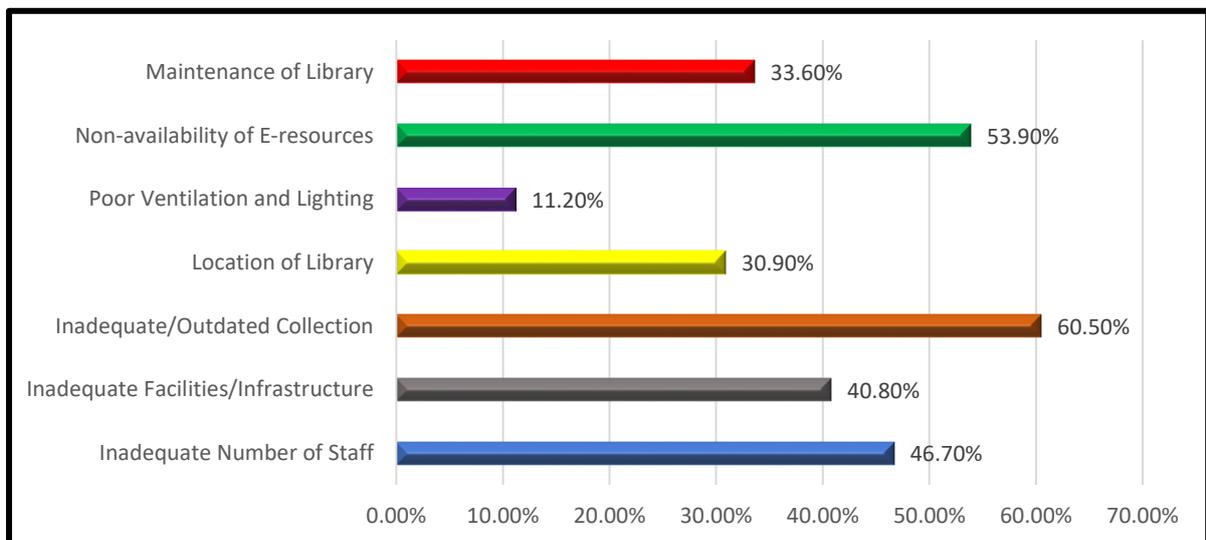
Figure 9 reveals that the majority of the respondents (75.70%) have the opinion that they are 'satisfied' with the available resources and services of PIA library at Mangalapuzha campus. The respondents of 18.40% are 'very satisfied' with library performance. 5% of respondents take the neutral position and 1% of them are dissatisfied with the overall quality of services and resources.



*Figure 9 Satisfaction Level with Overall Quality of Services and Resources*

### 8.13 Factors Affecting Satisfaction of Library Users

Users visit the library to meet their information needs. Library provides access to many resources and services to meet their needs. But due to many factors, the users are forbidden from the reception of these resources and services.



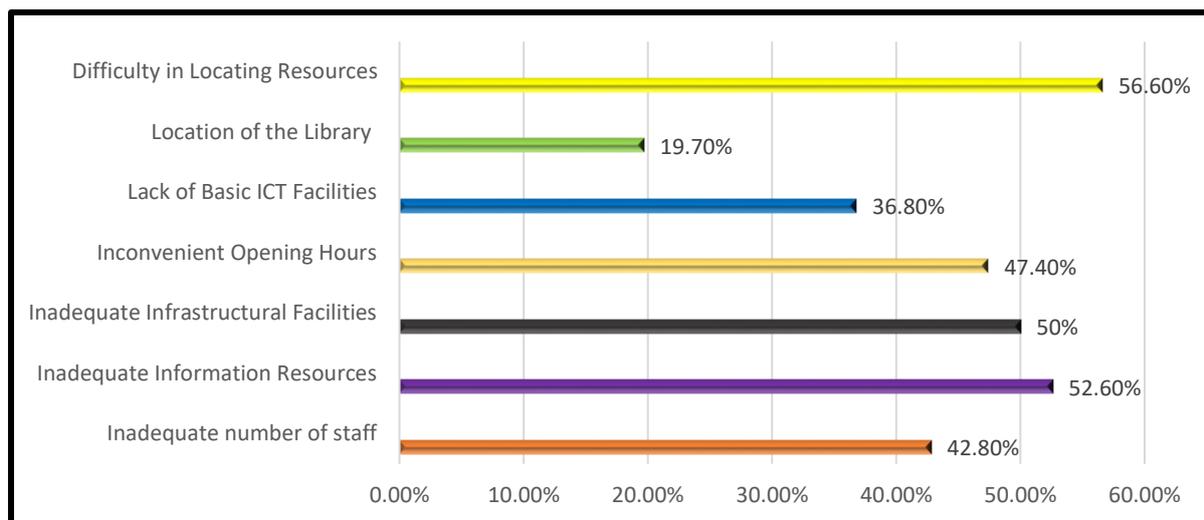
*Figure 10 Factors Affecting Satisfaction of Library Users*

According to figure 10, most of the respondents (60.50%) point out that the collection of PIA library at Mangalapuzha campus is inadequate or outdated. The second highest factor that affects the satisfaction of the users is the non-availability of e-resources (53.90%). It is followed by an inadequate number of staff (46.70%), inadequate facilities and infrastructure (40.80%), maintenance of library (33.60%), location of the library (30.90%) and poor ventilation and lighting (11.20%).

### 8.14 Challenges in Using Library Resources and Services

Challenges in accessing the library resources and services are common and part of the library system. They are universal. The extent of challenges faced by users to access library resources and services varies from one library to the other.

The below-presented graph (figure 11) provides a clear view of the challenges faced by PIA library users at Mangalapuzha campus. The respondents of 56.60% report that the greatest challenge they face in the library is to locate the required resources. The second challenge is the inadequate information resources in the library; 52.60% report it. The respondents of 50% point out that they do not get adequate infrastructural facilities to make use of provided library resources and services; this difficulty is placed in the third position. Inconvenient opening hours (47.40%), an inadequate number of staff (42.80%), lack of basic ICT facilities (36.80%), and location of the library (19.70) are other challenges of the library users in accessing the available resources and services.



*Figure 11 Challenges in Using Library Resources and Services*

## 9. Findings

The findings of the study are listed below.

1. The 42.46% of the respondents have the time and habit to visit the library twice a week.
2. The average time spent by a user per day in the library is 1 to 2 hours (53.9%).
3. The respondents of 106 (69.74%) get adequate time to visit the library.
4. The majority of the respondents (56.6%) are satisfied with library timings.

5. The respondents of 84.90% visit the library for the purpose of referring to books and journals.
6. The most relied on resources in the PIA library of Mangalapuzha campus are the encyclopedia (73.30%).
7. The respondents are very satisfied with the library staff. Their response rate is 48.03%.
8. 84% of the respondents prefer books to meet their information needs.
9. The respondents of 48.68% are very satisfied with reference books.
10. Regarding the orientation program, 59 respondents (38.82%) are satisfied whereas 53 respondents (34.87%) take a neutral position.
11. The overall satisfaction of respondents with the library resources and services of PIA library at Mangalapuzha campus is 76%.
12. The difficulty to locate the resources of the library is the major challenge faced by the users in using library resources and services.

## **10. Suggestions**

The followings are the suggestions.

1. The collection of the library has to be enhanced by purchasing the latest and updated resources in both print and digital formats.
2. The timings of the PIA library at Mangalapuzha campus should be adaptable to the timings of the Mangalapuzha Seminary.
3. The role of student librarians is praiseworthy. The library should provide more training to them to enhance their customer service skills so that the gap between the provided services and their reception by the users.
4. The library must arrange a user awareness program on how to make use of the library systematically, and to provide awareness on the use of available resources and services of PIA library at Mangalapuzha campus.
5. Computers with a highspeed internet connection are to be arranged in the library.
6. The reference section must be enriched with new collections especially the new editions and versions of encyclopedias and commentaries.

7. Access and availability of electronic databases are the need of the time. One of the main issues PIA library at Mangalapuzha campus faces is the lack of electronic resources. The subscription of the electronic resources should be based on the prospects of theology and philosophy courses.
8. Knowledge about free and open access resources in the fields of philosophy and theology should be given to library users so that they can make effective efforts to satisfy their information requirements.
9. The feedback of the users is to be considered in the process of library collection developments and to be collected periodically.

## **11. Conclusion**

The library is a growing organism. The success of a library depends on its resources, facilities, services, and capacity to decrease the gap between the provided and demanded information resources and services. The study has attempted to evaluate the level of user satisfaction with library resources and services of the PIA library at Mangalapuzha Campus. It provides an opportunity to know the perceptions of resident seminary students about the library through a structured questionnaire. Based on the findings of the study, it is clear that residents of Mangalapuzha Seminary are satisfied with the overall library resources and services; though there are some requirements to improve the resources and services by the library. Depending upon the above-mentioned findings and recommendations, PIA administration and Mangalapuzha seminary library authority not only should maintain and strengthen resources and services with which the residents are satisfied but also to improve those resources and services with which they have serious concerns. Serious steps are to be taken to solve those identified challenges of users in using available resources and services of the library.

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