

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

---

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

---

March 2022

## Awareness and satisfaction of research scholars using library resources and services in academic libraries

Seyedhadi Marjaei Dr.  
*IRPHE*, [hdmarjaie@gmail.com](mailto:hdmarjaie@gmail.com)

Fahimeh Ahmadianyazdi Dr.  
*University of Mysore*, [fm.ahmadian@gmail.com](mailto:fm.ahmadian@gmail.com)

M Chandrashekara Prof.  
*University of Mysore*, [chandra.uom@gmail.com](mailto:chandra.uom@gmail.com)

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Scholarly Communication Commons](#)

---

Marjaei, Seyedhadi Dr.; Ahmadianyazdi, Fahimeh Dr.; and Chandrashekara, M Prof., "Awareness and satisfaction of research scholars using library resources and services in academic libraries" (2022). *Library Philosophy and Practice (e-journal)*. 6898. <https://digitalcommons.unl.edu/libphilprac/6898>

# Awareness and satisfaction of research scholars using library resources and services in academic libraries

Seyedhadi Marjaei<sup>a</sup>, Fahimeh Ahmadianyazdi<sup>b</sup>  
and M. Chandrashekara<sup>c</sup>

<sup>a</sup>Assistant Professor Department of Comparative and Innovative Studies in Higher Education, Institute for Research and Planning in Higher Education, Tehran, Iran.

E-mail: [hdmarjaie@gmail.com](mailto:hdmarjaie@gmail.com)

<sup>b</sup>Graduated Scholar, Department of Studies in Library and Information Science, University of Mysore, Manasagangotri, Mysuru – 570006. India Email: [fm.ahmadian@gmail.com](mailto:fm.ahmadian@gmail.com)

<sup>c</sup>Professor, Department of Studies in Library and Information Science, University of Mysore, Manasagangotri, Mysuru – 570006. E-mail: [chandra.uom@gmail.com](mailto:chandra.uom@gmail.com)

## Abstract

This study discovers the user awareness and satisfaction level of research scholars with resources in academic libraries. It has been conducted by survey method and distributed the pre-structured questionnaire among research scholars in three universities in Karnataka. The result indicates that more than half of the users are aware of on/off-campus passwords to access databases. The majority of scholars are satisfied with Internet access, database access, and library facilities in the universities. There is a significant difference between the awareness of on/off-campus passwords and the three selected universities; also between the awareness of on/off-campus passwords and database access in universities.

**Keywords:** User Awareness, Satisfaction, Resources and Services, Research Scholars, Academic Library.

## Introduction

Libraries have always been the information center of any university. Providing online services and facilities is the primary duty of an academic library. The users' awareness and satisfaction, from these resources, are the major successes of any library. Librarians are responsible for observing customer satisfaction, with the library services, to make sure that they are gratified in time. The

major role of the library is to fulfill the requirements of its users; they have to collect, preserve, and provide services to the researchers of the university.

Nowadays, researchers tend not to visit libraries, they often retrieve information from online resources. Academic libraries should offer these online resources, based on their students' needs. These services have the most influence on student satisfaction during educational procedures.

Applegate studied users' satisfaction with services or resources in a library. If users can meet their requirements, they will be satisfied (Applegate 1997). Hossain emphasized that the libraries must expand their services in order to survive in the competitive environment of today's digital world (Hossain 2010). Satisfying users' information needs in the educational institutions is the main aim of academic libraries and librarians (Agyen-Gyasi 2008). The academic libraries provide services for different groups of users such as students, research scholars, teaching/non-teaching staff, and administrators with varied information demands (Oakleaf 2010). The information services are to be improved, not only to meet users' requirements and to increase current services but also to foresee clients' needs in the future. The success of any library is based on the satisfaction of its users' demands (Rubina 2013).

Today, due to changing information atmosphere, access to e-sources are essential during any research, which is why academic libraries should offer Internet services and e-resources such as e-books, e-journals, and other databases. Therefore why, the study of library resources and services, in academic libraries, is significant. This study will help review library services in the digital era, additionally, it aims to find out the research scholars' awareness of e-resources, in three selected universities: University of Mysore, Bangalore University, and Karnatak University. This research is limited to only online resources like e-books and e-journals; audio and video materials are not studied to examine the satisfaction level of users. The objectives of this research are as follow:

- (1) To uncover the research scholars' awareness of on/off-campus passwords to access scientific databases.
- (2) To determine the level of satisfaction of research scholars with facilities in academic libraries.
- (3) To identify the research scholars' satisfaction with Internet access.
- (4) To understand the research scholars' level of satisfaction with access to the online databases.
- (5) To study the relationship between awareness of on/off-campus passwords and other facilities.

## **Literature Review**

Access to scientific databases is one of the groundworks of any research. So, the role of academic libraries is to provide the facilities to access these databases. Based on previous studies, it was revealed that inadequate library infrastructure, low Internet bandwidth, and insufficiently trained library staff were the main challenges confronting the use of e-resources of the library (Yebowaah, and Plockey 2017). The satisfaction of users in a library is a task of the quality of information product(s) obtained. As a result, satisfaction is a function of three key sources—the quality of the information product, the information system, and the services that make the information product accessible in their study those three levels of measurement of satisfaction are identified by the information resources, facilities, and services. (Iwhiwhu and Okorodudu 2012)

Another study has thrown a challenge to the library and those teaching library use the need to make their lesson highly practical. As expected the students use the library for learning, doing assignments, and passing examinations. There is clearly a correlation between awareness and accessibility. The correlation is that what you are not aware of is hardly desired and once something is not desired it will not be needed and once it is not needed it will not be sought for and once it is not sought for, it will not be available and accessible for use. (Eiriemiokhale et al. 2017). Ifijeh asserted that the academic productivity of any student in colleges of education depends on his access to quality information resources for learning. (Ifijeh 2011)

Several studies have measured the users' satisfaction in different types of libraries. According to one of the studies, there is more than one reason for users to visit the library, the utmost proportion of the respondents go to the library for Internet accessibility (Saikia and Gohain 2013). Furthermore, Chand and Singh measured the satisfaction level of using printed and electronic resources, library services, and facilities. The results point out that the users are more satisfied with the availability of textbooks, reference books, newspapers, magazines, journals, online/offline databases, Internet facility, photocopy service, scanning facility, book lending services, reading room, and furniture. Respondents were also mostly satisfied with the quality of the library reference collection (Chand and Singh 2014). Kiran examined the perception of academic staff on the quality of academic libraries services. Findings indicate that the overall satisfaction with library services received a satisfactory rating (Kiran 2010).

One more study has measured the users' satisfaction with library services, infrastructure/place/space, and collection/information provided by an academic library in

Malaysia. The outcomes of the paper indicated that on average, the users were only quite satisfied with all three services as a whole. They remained relatively most satisfied with infrastructure/place/space, followed by collection/information, and library services to users. The findings similarly displayed significant differences in the satisfaction of all of the mentioned services among the users of the three faculties. (Kassim 2017)

### **Ethical considerations**

The design of the study was approved by the Ethical Committee of the Department of Studies in Library and Information Science at the University of Mysore (approval number: DOR.9.9/Ph.D./0041/FAY/2013-14 approved on 16/05/2015). All contributors were informed that their participation was voluntary, and they were free to discontinue at any point in the study without any repercussions. Their consents were attained to fill out the questionnaires, and the questionnaires were completed anonymously (without asking the name of the participants or knowing the participant beforehand).

### **Method**

This study has been conducted by survey method and collected data by questionnaire. The researcher distributed 462 pre-structured questionnaires among a sample population, who were research scholars in different departments of the three universities (University of Mysore, Bangalore University, and Karnatak University). The study employed a stratified sampling method. The survey collected information about awareness of on/off-campus passwords. The level of satisfaction of the scholars with library facilities, Internet access, and database access in the universities have been studied using the Likert scale. For data analysis, descriptive analysis, cross-tabulation tables, Chi-Square Test, and Phi and Cramer's V have been used in this study.

### **Results**

The researcher asked the respondents about their awareness of on/off-campus password to access to the scientific databases in the university. A total of 318 respondents replied to this question, of which 61.9 percent are aware of password, and 38.1 percent of the respondents are not aware.

**Table 1: Awareness about on /off -campus password to access to the scientific databases**

<b>Response</b>	<b>Frequency</b>	<b>Percentage</b>
Aware	197	61.9
Not aware	121	38.1
Total	318	100.0

In this survey, the research scholars are asked about the level of their satisfaction with Internet access in the university. 9 percent are not satisfied, 10.5 percent little satisfied, 31.6 percent moderate satisfied, 28.5 and 20.4 percent much and very much satisfied. The mean of this scale is 3.40.

**Table 2: The level of satisfaction with Internet access**

Level of measurement	Internet access	
	Frequency	Percentage
Not satisfied	40	9.0
A little satisfied	47	10.5
Moderate satisfied	141	31.6
Much satisfied	127	28.5
Very much satisfied	91	20.4
Total	446	100.0
Mean of scales(1-5)	3.40	

The level of satisfaction of respondents with database access in the university is the next question. 8.1 percent are not satisfied, 19 percent a little satisfied, 40.4 percent moderate satisfied, 19.5 and 13 percent much and very much satisfied. The statistical analysis showed that the mean is 3.10.

**Table 3: The level of satisfaction with database access**

Level of measurement	Database access	
	Frequency	Percentage
Not satisfied	35	8.1
A little satisfied	82	19.0
Moderate satisfied	174	40.4
Much satisfied	84	19.5
Very much satisfied	56	13.0
Total	431	100.0
Mean of scales(1-5)	3.10	

The level of satisfaction of respondents with library facilities in the university. 5.5 percent are not satisfied, 13.3 percent a little satisfied, 28.4 percent moderate satisfied, 30.5 and 22.2 percent much and very much satisfied. The statistical analysis showed that the mean is 3.50.

**Table 4: The level of satisfaction with library facilities**

Level of measurement	Library facilities	
	Frequency	Percentage
Not satisfied	24	5.5
A little satisfied	58	13.3
Moderate satisfied	124	28.4
Much satisfied	133	30.5
Very much satisfied	97	22.2
Total	431	100.0
Mean of scales(1-5)	3.50	

From the results of the study, it was attained that 34 percent of the research scholars in the University of Mysore, 30 percent in Bangalore University, and 36 percent in Karnatak University are aware of the on/off -campus password. The results of Chi-Square Tests prove that there is a significant difference between the awareness of password and the three selected universities. Based on Phi and Cramer's V, the value of this relationship is 0.016.

**Table 5: Awareness of on /off -campus password by university**

University		Awareness of on-campus /off-campus password (A)*		
		Yes	No	Total
University of Mysore	Count	67	58	125
	% within A	34.0%	47.9%	39.3%
Bangalore University	Count	59	36	95
	% within A	29.9%	29.8%	29.9%
Karnatak University	Count	71	27	98
	% within A	36.0%	22.3%	30.8%
Total	Count	197	121	318
	% within A	100.0%	100.0%	100.0%

\*A: Awareness of on-campus /off-campus password

**Table 6: Chi-Square Tests for awareness of on/off campus password by university**

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.281 <sup>a</sup>	2	.016
Likelihood Ratio	8.411	2	.015
Linear-by-Linear Association	8.231	1	.004
N of Valid Cases	318		

<sup>a</sup>0 cells (0.0%) have expected count less than 5. The minimum expected count is 36.15.

**Table 7: Phi and Cramer's V for awareness of password on/off campus by university**

		Value	Approximate Significance
Nominal by Nominal	Phi	.161	.016
	Cramer's V	.161	.016
N of Valid Cases		318	

The result of T-test indicates that there is a significant difference between the awareness of password on/off -campus and database access in the three universities (0.001). The mean of this

scale as a positive reply is 3.28, and negative reply is 2.82. This means that the scholars who are aware of the on/off password have more satisfaction with database access.

Based on the findings, there is a significant difference between the awareness of password and library facilities in the three universities (0.008). The mean of this scale as a positive reply is 3.61, and negative reply is 2.24. Therefore, indicating that the research scholars who are aware of the password, have more satisfaction with library facilities.

**Table 8: Database access and library facilities by awareness of password on/off campus (T-test)**

Scales	Awareness of on/off campus password	N	Mean	Std. Deviation	t	df	Sig. (2-tailed)
Database access	1. Yes	195	3.28	1.06366	3.504	312	.001
	2. No	119	2.82	1.21883			
Library facility	1. Yes	196	3.61	1.06290	2.690	216.236	.008
	2. No	119	3.24	1.26870			

## Discussion and Conclusion

Using online databases is one of the basic steps of research. Therefore, investing in and making arrangement for access to databases is the duty of academic libraries, as it helps scholars improve their research quality. For using these databases, scholars must have adequate information literacy skills and be aware of the facilities provided by university. Based on the result of the study, more than half of the users in the selected universities are aware of the password to access the database. As access to databases is essential for research, this service can be provided to researchers through awareness of off-campus service. Furthermore, majority of the scholars are satisfied with Internet access, database access, and library facilities in the selected universities. And so, these universities have provided good services to their research scholars.

There is a significant difference between awareness of on/off campus password and the three selected universities; and between the awareness of the password and database access. This means scholars who are aware of on/off campus password, have more satisfaction with database access. The awareness of password and library facilities has a significant difference in the three universities. It indicates that the research scholars who are aware of password, have more satisfaction with library facilities.

## References

1. Agyen-Gyasi, K. (2008). The Need for Subject Librarians in Ghanaian Academic Libraries. *Electronic, Journal of Academic and Special Librarianship*, 9 (3).
2. Applegate, R. (1997). Models of satisfaction, In A. Kent, (ed), *Encyclopedia of Library and Science*: New York, Marcel Dekker. (U.S.A.), 199 -227.
3. Chand, S., & Singh, N. (2014). User Satisfaction In Engineering Institutions Libraries: A Case Study Of Advanced Institute Of Technology & Management, *Global Journal of Multidisciplinary Studies*, 3 (4), 8-20.
4. Eiriemiokhale, C. L. N., Arebamen, K., & Oladele, M. (2017). Awareness, Availability and Accessibility of Library Resources by Students of Kwara State University, Malete, Nigeria. *Library Philosophy & Practice*. (e-journal): 1629.
5. Hossain, S. Z. 2010. Perceptions of library services by Gender-a study in Bangladesh. *Libri*, 60 (2): 331-338.
6. Ifijeh, G. I. (2011). Assessing faculty use of university library collection and services in Nigeria: A case of Covenant University, Ota. *Library Philosophy and Practice*. <http://www.Uidaho.Edu/Mbohn/amireekhabhazan.htm>.
7. Iwhiwhu, B. E., & Okorodudu, P. O. (2012). Public library information resources, facilities, and services: User satisfaction with the Edo State Central Library, Benin-City, Nigeria. *Library Philosophy and Practice (e-journal)*. 747.
8. Kassim, N. A. (2017). Evaluating Users'satisfaction On Academic Library Performance. *Malaysian Journal of Library & Information Science*, 14(2), 101-115.
9. Kiran, K. (2010). Service quality and customer satisfaction in academic libraries: Perspectives from a Malaysian university. *Library Review*, 59 (4), 261-273.
10. Oakleaf, M. (2010). *Value of Academic Libraries: A Comprehensive Research Review and report*. Association of College & Research Library.
11. Rubina, B. (2013). A Study of Library Usage and Satisfaction by Social Scientists at Bahauddin Zakariya University, *Library Philosophy and Practice (e-journal)*. 963.
12. Saikia, M., & Gohain, A. (2013). Use and user's satisfaction in library resources and services: A study in Tezpur University (India), *Internation journals of library and information science*. 56 (6), 167-175.
13. Yebowaah, F. A., & Plockey, F. D. D. (2017). Awareness and Use of Electronic Resources in University Libraries: A Case Study of University for Development Studies Library. *Library Philosophy & Practice (e-journal)*. 1562.