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Dr.R.R. Saravanakumar

Librarian, Sadakathullah Appa College (Autonomous), Tirunelveli, Tamil Nadu, India., rrsaravanakumar@gmail.com

M. Mani

Part Time Ph.D Research Scholar (LIS), Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli - 627012, Tamil Nadu, India., mmani.lib@gmail.com

M. Manthiramoorthi

Part Time Ph.D Research Scholar (LIS), Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli - 627012, Tamil Nadu, India. & Librarian and Information Assistant Grade II, Anna Centenary Library, Chennai.

Dr.A. Thirumagal

Librarian, Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli-627012, Tamil Nadu, India.

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**USER'S SATISFACTION LEVEL OF LIBRARY SOURCES AND SERVICES IN
SADAKATHULLAH APPA COLLEGE TIRUNELVELI, TAMIL NADU: A STUDY**

Dr.R.R.Saravanakumar

Librarian, Sadakathullah Appa College (Autonomous), Tirunelveli, Tamil Nadu, India.

E-mail id: rrsaravanakumar@gmail.com

M.Mani

Part Time Ph.D Research Scholar (LIS), Manonmaniam Sundaranar University, Abishekapatti,
Tirunelveli - 627012, Tamil Nadu, India.

E-mail id: mmani.lib@gmail.com

M.Manthiramoorthi

Part Time Ph.D Research Scholar (LIS), Manonmaniam Sundaranar University, Abishekapatti,
Tirunelveli - 627012, Tamil Nadu, India.

&

Librarian and Information Assistant Grade II, Anna Centenary Library, Chennai.

E.mail id: manthiramurugan1979@gmail.com

Dr.A.Thirumagal,

Librarian, Manonmaniam Sundaranar University, Abishekapatti,
Tirunelveli-627012, Tamil Nadu, India.

Abstract

The study examines the user's satisfaction level of library sources and services in Sadakathullah Appa College Library (SACLIB), Tirunelveli District, Tamil Nadu. Questionnaire was the instrument for collecting data. 130 copies of questionnaires were distributed, 100 were received. The present study focuses on users regarding library resources, services, physical facilities, internet, etc.

Keywords: User Satisfaction, Library Services, Resources, Physical Facilities, SACLIB.

Introduction:

The laws of Library Science put forth by Dr.S.R.Ranganathan, Indian Father of Library science, emphasize the importance of books and the significance of readers. The second, third and the fourth laws respectively are 'Every reader his/her book', 'Every book its reader' and 'Save the

time of the reader'. Readers are users of the library. Due to information explosion in the modern world, people are craving for knowledge and the libraries around the world are facing a tough challenge to meet their needs. The library, as an organization, is undergoing a multi-dimensional change. Only by satisfying the needs of its users, a library can justify its existence. All the services provided by the library are intended for the benefit of the users. The past trend of book oriented concept has been changed into the user oriented. User is one of the most important components of information system which is intended to satisfy the information needs. However, numbers of studies were conducted to know the exact needs of the readers. Studying the user is a continuous effort and process in the field of information science. This is due to the user nature and dynamic quality of the users. This study will help library authorities to know the satisfaction of users with the existing library services and facilities. The term user study is a complicated area of knowledge to define. A user study may be defined as a systematic study of information requirements of users in order to facilitate Meaningful exchanges between information systems and users. According to weskit, user study could be concerned with studying information processing activities of users. In the light of above definition, a study which is focused on users to understand directly or indirectly their information need, use behavior and use pattern is usually called user study.

Profile of the College and Library:

Ever since the British period the twin towns of Tirunelveli and Palayamkottai, intersected by the Perennial River Thamirabarani, have been great centres of learning. The Tirunelveli district has a sizeable Muslim population which necessitated the need for an institution of higher education. Due to the dedicated and sincere efforts of the Muslim elite, a College of Arts and Sciences, named after the renowned Arabic scholar Sadakathullah Appa, was started in 1971. The motto of the College is "My Lord, Vouchsafe Me Wisdom". The College is located on a 40 acre sprawling campus and is run by Sadakathullah Appa Educational Society. Sadakathullah App College has been serving as a beacon light spreading the light of knowledge by education to the students form the backward areas of southern districts. The college which celebrated its Silver Jubilee in the year 1999, is proud to possess a diligent and seasoned team of staff who have out it one the springboards of progress and success. The college is reaccredited with 'A' grade by NAAC with

3.40 score in the III Cycle and ISO 9001:2008 certified institution, affiliated to Manonmaniam Sundaranar University. There are 8 UG and 2 PG courses offered in the Aided session and in Un-aided session 11 UG and 6 PG with M.Phil, Ph.D and also Diploma, Certificate courses. The College is now introducing new, learner-centered syllabi for all the courses to implement Choice Based Credit System which is a salient feature of Autonomous Colleges. We hope the institution would blossom soon as Sadakathullah Appa University.

The Sadakathullah Appa College Library has emerged as a Knowledge Resource Centre, catering mainly to the information needs of the Faculty, Research Scholars and students. The Library is functioning since its inception from the year 1971. It is shelved as an independent department on the campus with a floor area of nearly 3,600 sq.ft. Now, a new building is being constructed with a ground floor area of 6000 sq.ft and 6000sq.ft as its first floor. Automation of this library consisting of over fifty one thousand books and documents has been completed and is put to use. Library users have always cherished memories of availing of the services of this treasure-house of documents since the past decades. The collections in the library include Books, National and International Journals, standard newspapers and magazines and online e-resources. The Library is equipped with all modern facilities on par with International standards. It gives training to students to get access to books and journals using standard websites like NPTEL. We are also a member in INFLIBNET-NLIST & DELNET for accessing their databases. We receive a lot of e-resources (i.e e-books, e-journals) from these databases. The library provides Information Services, Reference Services, Bibliographic Services and Reprographic Services. On a whole, it is a great pride to say that SAC Library acts as “*The Ocean of Knowledge*” which quenches the thirst of the library users. The library is providing a happy, user friendly atmosphere for learning and distribution of knowledge and information.

Library Sections

- Acquisition Section
- Stack Section
- Back volume Section
- Technical Section
- Circulation Section
- Reference Section
- Newspaper Section

- Magazines / Journal Section
- Theses Section
- Reprographic & Printing Section
- Internet Lab Section
- E-Library Section

Library Services

- Circulation Service (Book Issue & Return)
- OPAC Service (On-line Public Access Catalogue)
- Information Alert Service
- Current Awareness Service (CAS)
- Selective Dissemination of Information (SDI)
- Reference Service (Short Range & Long Range)
- User Orientation / Information Literacy
- Book Bank Facility
- Referral Service
- Photocopying/Scanning/ Printing/CD burning Services
- Literature Search
- E-mail / SMS Alert Service
- Plagiarism Checker Service
- ISBN No. issuing Service
- Academic and Research Connect Platforms Services
- Access to E-Resources (Through INFLIBNET-NLIST, DELNET)

Facilitating to the Users

- User Orientation
- Initiation to freshmen
- Training Programmes
- FDP / SDP [Faculty Development Programme, Student Development Programme]
- Guest Lectures
- Book Fair
- Workshop
- Seminars and Conferences
- Library Events
- Awareness Programme for Access to E-Resources
- Modal Exam for Various Competitive Examination Aspirants

Library Blog: <http://saclib2011.blogspot.com/>



Library Details:

Total No.of Books	52456
Total No.of National Journal	29
Total No.of International Journal	13
Total No.of Magazines	40
Total No.of Newspapers	9
Total No.of CDS/DVDS	531
Total No.of Projects/Thesis	1036
Total No.of Back volumes	683
Total No.of our College Publications	76
Total No.of Library Staff	05
Total No.of Students Working in Earn While You Learn (EWYL)	04
E-Books & E-Journals [Access through N-LIST & DELNET Databases]	

Source: SAC Library Data Accessed 24th December 2018

Library Statistics:**2018 -2019 ODD SEMESTER**

Month	Total No. of Library Users	Total Book Issue	Total Book Return	Total No. of Reference Section Usage
June-2018	471	24	350	333
July-2018	3618	784	485	2847
August-2018	3139	753	753	2488
September-2018	3575	806	682	2424
October-2018	5902	1093	985	2707
November -2018	649	212	199	284
Total	17354	3672	3454	11083

The Average number of Walk-ins (per day)	193
The Average number of Books issued (per day)	41
The Average number of Internet Lab Usage (per day)	4
The Ratio of the Books to students enrolled	17
The Average number of Books added (per year)	1116
The Average number of Log-in to OPAC (per day)	15
The Average number of Log-in to E-Resources (per day)	12
The Average number of E-Resources downloaded (per day)	5

Source: SAC Library Statistical Report File

Review of Literature:

Ogbonyomi (2008) wrote on the significant of serial collections to post graduate students, that serial collections are one of the major media through which research findings are published for the use of other researchers in their studies, he went further to say that journals help in communicating research findings to immediate and the outside world.

Mohamed Haneefa (2007) carried out a study on use of Information Communication Technology based resources and services in special libraries in Kerala and found that from all the categories of organizations good number of the library users were either scientists or persons having similar designation. Majority of the library users were male. The electronic resources used by the largest percentage of users were the E-mail. The next most widely used resources were WWW, which was being used by nearly 60 per cent of the users. Majority of the users agreed that there was a need for workshops/orientation programs on the use of ICT based resources and services. The analysis indicated that formal training and user orientation programs are the crucial steps that can facilitate effective use of ICT based resources and services in libraries. The findings of this study have provided useful insights for special libraries in Kerala to take up appropriate strategies in a rational and systematic manner to increase the use of ICT based resources and services.

Senthurvelmurugan (2013) has studied the information requirements, usefulness of library resources and services, and problems encountered by faculty members of two government aided arts and science colleges namely V.V. Vanniaperumal College for Women, Virudhunagar Senthikumara Nadar College Virudhunagar. The findings of the study revealed that most faculties were lectures. Most of the faculty members visited the library daily of twice a week and use of text books and reference books. They generally visited the library to prepare for class work and update their knowledge. It was also found that the library catalogue is not a satisfactory means of information retrieval for most faculty members.

Dorairajan, Abul Hussain (2016) carried out a study on brings out the details about the user perception on Library Resources and Services in the Muslim Arts and Science Colleges of Tamil Nadu. It also highlights the important aspects in which the college libraries can improve its services and especially in the areas of digital library initiatives.

Objectives of the Study:

- To find out the purpose of visit to the library
- To know about satisfaction levels of library services and physical facilities
- To find out various barriers of users
- To know about the use of information sources
- To recommend some of the measures to improve the services and facilities in the library

Methodology:**i) Research Design:**

The present study adopts descriptive research design. The purpose of descriptive research is to describe the existing or past state of affairs.

ii) Sample Design:

Random Sampling Method is used for selection of sample.

iii) Sources of Data:

Both primary & secondary data are used for the study. Secondary data is gathered from books, journals, search engines, etc. Primary data's have collected from the library users.

iv) Tools for Data Collection:

Structured questionnaire can be use for collection of data with both open ended and close ended questions.

v) Sample Size:

The sample size for the study is 100

vi) Hypotheses:

1. There is a significant difference between the gender and satisfaction level of physical facilities of the library.
2. There is a significant difference between the gender and satisfaction level of library service.

3. There is a significant difference between the frequency of visit to library and satisfaction level of physical facilities of the library.
4. There is a significant difference between the frequency of visit to library and satisfaction level of library service.

Data Analysis and Interpretation:

The collected data was analyzed and interpreted by using statistical tools like Percentage, Chi-square, ANOVA with the help of SPSS software 17 version.

Table 1: Gender wise Distribution of the Respondents

Sl. No	Gender	No. of Respondents	Percentage (%)
1.	Male	57	57.00
2.	Female	43	43.00
Total		100	100.00

Table 1 shows the gender wise distribution of the respondents. Out of 100 respondents, 57% of the respondents were male and 43% of the respondents were female.

Table 2: Area of the Respondents

Sl. No	Area	No. of Respondents	Percentage (%)
1.	Rural	45	45.00
2.	Urban	55	55.00
Total		100	100.00

Table 2 indicates the area of the respondents. 55% of the respondents are belongs to urban area and 45% of the respondents belong to rural area. Hence, it can be stated that majority of the respondents have urban area.

Table 3: Frequency of Visit to the Library

Sl. No	Frequency	No. of Respondents	Percentage (%)
1.	Occasionally	8	8.00
2.	Monthly Once	3	3.00
3.	Once in a week	3	3.00
4.	Once in two days	35	35.00
5.	Everyday	51	51.00
Total		100	100.00

The above table states that the frequency of visit to library. Out of 100 respondents, 51% of the respondents are visiting the library everyday followed by 35% of the respondents who are visiting the library once in two days, 8% are occasionally visited whereas 3% of the respondents are visiting the library once in a week as well as monthly once.

Hence, it can be concluded that majority of the respondents are visiting the library everyday and very few of them are visiting the library once in a week and monthly once.

Table 4: Purpose of Visit to the Library

Sl. No	Purpose	No. of Respondents	Percentage (%)
1.	Entertainment	4	4.00
2.	Competitive exam preparations	21	21.00
3.	Newspaper reading	7	7.00
4.	Browse Internet Resources	11	11.00
5.	Refer Books and Periodicals	30	30.00
6.	Borrow Books	27	27.00
Total		100	100.00

Table 4 denotes the purpose of visit to library. Majority of the respondents (30%) are visiting the library for the purpose of referring books and periodicals followed by 27% of them who are visiting the library for borrowing books, 21% of the respondents are visiting the library to

prepare for competitive exams, 7% of the respondents are visiting the library to read newspapers whereas 4% of them are visiting the library for entertainment.

Hence, it states that majority of the respondents are visiting the library to refer books and periodicals and very few of them are visiting the library for entertainment.

Table 5: Use of Information Sources

Sl. No	Information Sources	No. of Respondents	Percentage (%)
1.	E-resources	12	12.00
2.	CD/DVD	3	3.00
3.	Year Books	6	6.00
4.	Dictionary	7	7.00
5.	Periodicals	31	31.00
6.	Books	41	41.00
Total		100	100.00

Table 5 shows the distribution of the respondents based on their usage of information sources in the library. 41% of the respondents use books which is the most used information sources followed by 31% of periodicals 12% are using e-resources 7% are using dictionary as the information sources 6% of the respondents are using year books where as 3% of the respondents are using CD/DVD as lowest usage of information sources.

It is concluded that highest using information sources among respondents are books and the lowest using information sources are CD/DVD.

Table 6: Getting Information Their Needs

Sl. No	Source Consulted	No. of Respondents	Percentage (%)
1.	Browsing	10	10.00
2.	Friends	28	28.00
3.	Teachers	24	24.00
4.	Library Staff	38	38.00
Total		100	100.00

Table 6 reveals getting information their needs. Most of the respondents are getting information from the library staff (38%) followed by 28% of the respondents through friends, 24% from teachers whereas 10% of the respondents through browsing as the getting information to their needs.

Hence it states that most of the respondents are receiving from the library staff for their needs of information. Whereas very few of the respondents through browsing as the source consulted to locate information needed.

Table 7: Barriers in Using Library Resources

Sl. No	Barriers	No. of Respondents	Percentage (%)
1.	Internet connection	10	10.00
2.	Resources	41	41.00
3.	Staff support	26	26.00
4.	Library Timings	23	23.00
Total		100	100.00

Table 7 shows the barriers in using library resources. Most of the respondents are felt that inadequate resources (41%) is the highest barrier in using library resources followed by 26% are felt that lack of staff support 23% of the respondents are felt that library timings whereas 10% of the respondents are felt that slow internet connectivity is the lowest barrier in using library resources.

It's states that most of the respondents are felt that inadequate resources is the highest barrier in using library resources.

Table 8: Opinion of Usefulness of Periodicals, Projects and Back Volumes of the Respondents

Sl. No	Opinion	No. of Respondents	Percentage (%)
1.	Fair	15	15.00
2.	Good	43	43.00
3.	Very Good	42	42.00
Total		100	100.00

Table 8 denotes the opinion of usefulness of periodicals, projects and back volumes of the respondents. 42% of the respondents are have good opinion about the usefulness of periodicals, projects and back volumes followed by 42% are have very good opinion whereas 15% of the respondents are have fair opinion.

Its states that majority of the respondents are have good opinion about the usefulness of periodicals, projects and back volumes.

Testing of Hypotheses:

- 1. There is a significant difference between the gender and satisfaction level of physical facilities of the library.**

Table 9: Gender vs Satisfaction level of physical facilities of the library

Sl. No	Satisfaction Level of Physical Facilities	M -Mean	M- Standard Deviation	F- Mean	F- Standard Deviation	t	P Value
1.	Maintenance	4.00	.77	4.46	.50	df (98) -3.41	.001
2.	Ventilation	4.05	.76	4.46	.54	df (98) -2.99	.003
3.	Furniture	4.31	.71	4.34	.57	df (98) -2.50	.803
4.	Lighting	4.17	.68	4.44	.50	df (98) -2.15	.034
5.	Reading Room	2.77	.62	3.18	.39	df (95.161) -4.04	.000

M- Male

F- Female

df: Degrees of freedom

Level of Significant: .05

Table 9 shows that there is a significant difference between the gender and satisfaction level of physical facilities like maintenance, ventilation, lighting and reading rooms and there is no significant difference between the gender and satisfaction level of physical facilities like furniture.

2. There is a significant difference between the gender and satisfaction level of library service.

Table 10: Gender vs Satisfaction level of library services

Sl. No	Satisfaction Level of Library Services	M -Mean	M- Standard Deviation	F- Mean	F- Standard Deviation	t	P Value
1.	Reference service	2.78	.67	3.14	.83	Df (79.254) -2.25	.027
2.	CAS/SDI	4.57	.49	4.58	.49	df (98) -.024	.981
3.	Reprographic service	4.45	.50	4.62	.48	df (98) -1.712	.090
4.	Internet service	4.73	.44	4.65	.48	df (98) -920	.360
5.	CD-Rom search	2.12	.70	2.25	.44	df (94.929) -1.151	.282
6.	Bulletin Board Service	3.66	.58	3.57	.50	df (98) 3.13	.002
7.	Circulation services	2.52	.50	2.51	.50	df (98) .144	.886
8.	Newspaper clipping services	4.66	.47	4.51	.50	Df (87.514) 1.557	.123
9.	Inter Library Loan	2.45	.50	2.97	.15	df (69.134) -7.38	.000
10.	Library Orientation Program	4.47	.50	4.41	.49	df (98) .543	.588

M- Male

F- Female

df: Degrees of freedom

Level of Significant: .05

Table 10 reveals that there is a significant difference between the gender and satisfaction level of library services like reference services, bulletin board services and inter library loan and there is no significant difference between the gender and satisfaction level of library services like CAS/SDI, reprographic services, internet services, CD Rom search, circulation services, newspaper clipping services and library orientation program.

3. There is a significant difference between the frequency of visit to library and satisfaction level of physical facilities of the library.

Table 11: Frequency of visit to the library Vs Satisfaction level of physical facilities of the library

Sl. No	Satisfaction Level of Physical Facilities	Df	F	Sig.
1.	Maintenance of Library	4,95	1.219	.308
2.	Ventilation of the Library	4,95	.974	.426
3.	Furniture	4,95	.408	.802
4.	Lighting Facility	4,95	.568	.686
5.	Reading Room Facility	4,95	.948	.440

df: Degrees of freedom

Level of Significant : .05

Table 11 denotes that there is no significant difference between frequency of visit to library and all five variables satisfaction level of physical facilities of the library. Hence it concluded that null hypotheses rejected for the all five variables and alternative hypotheses accepted.

4. There is a significant difference between the frequency of visit to library and satisfaction level of library service.

Table 12: Frequency of visit to the library vs Satisfaction level of library service

Sl. No	Satisfaction Level of Library Services	Df	F	Sig.
1.	Reference service	4,95	.287	.886
2.	CAS/SDI	4,95	1.092	.365
3.	Reprographic service	4,95	.320	.864
4.	Internet service	4,95	1.351	.257
5.	CD-Rom search	4,95	2.138	.082
6.	Bulletin Board Service	4,95	1.475	.216
7.	Circulation services	4,95	.814	.519
8.	Newspaper clipping services	4,95	.974	.426
9.	Inter Library Loan	4,95	.468	.759
10.	Library Orientation Program	4,95	4.133	.004

df: Degrees of freedom

Level of Significant : .05

Table 12 denotes that there is no significant difference between frequency of visit to library and nine variables satisfaction level of library services and there is a significant difference between frequency of visit to the library and library orientation program satisfaction level. Hence it concluded that null hypotheses rejected for the nine variables and accepted for one variable.

Findings and Conclusion

The present study reveals that the User's satisfaction level of library sources and services in Sadakathullah Appa College, Tirunelveli. The main objectives of the study to know about the satisfaction level of library physical facilities and services among the students. For this study eight questions and four hypotheses was framed to fulfill the objectives. These are as follows

- 57% of the respondents were male and 43% of the respondents were female.
- 55% of the respondents are belongs to urban area.
- Majority of the respondents are visiting to the library everyday and very few of them are visiting to the library once in a week or monthly once.
- Majority of the respondents are visiting to the library to refer books and periodicals and very few of them are visiting to the library for entertainment.
- Highest using information sources are books by the respondents and the lowest using information sources are CD/DVD.
- Most of the respondents are using Information sources through library staff
- Most of the respondents are felt that inadequate resources are the highest barrier of using library resources.
- Majority of the respondents are have good opinion about the usefulness of periodicals, projects and back volumes.
- There is a significant difference between the gender and satisfaction level of physical facilities like maintenance, ventilation, lighting and reading rooms and there is no significant difference between the gender and satisfaction level of physical facilities like furniture.

- There is a significant difference between the gender and satisfaction level of library services like reference services, bulletin board services and inter library loan and there is no significant difference between the gender and satisfaction level of library services like CAS/SDI, reprographic services, internet services, CD Rom search, circulation services, newspaper clipping services and library orientation program.
- There is no significant difference between frequency of visit to library and all five variables satisfaction level of physical facilities of the library. Hence it concluded that null hypotheses rejected for the all five variables and alternative hypotheses accepted.
- There is no significant difference between frequency of visit to library and nine variables satisfaction level of library services and there is a significant difference between frequency of visit to library and library orientation program satisfaction level. Hence it concluded that null hypotheses rejected for the nine variables and accepted for one variable

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