Utilization and Satisfaction of Library Services by the Users of Sikkim Manipal Institute of Medical Sciences (SMIMS), Gangtok, India: a study

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Abstract:

*Purpose***:** The purpose of this study was conducted to find out the realistic about the user's utilization and satisfaction level of Central library of Sikkim Manipal Institute of Medical Sciences (SMIMS), Gangtok, Sikkim, India. The user's satisfaction of a library totally depends upon the utilization of library resources and services.

Methodology: For the required queries a questionnaire was prepared for the present study and it was distributed among 120 SMIMS students randomly.

Findings: The study exposed that students use the library for browsing e-resources and borrow books as per their need. From the students responses it was clear that users give preferences on accessing e-resources than printed material.

Research Limitations: The present study is limited only for the students of the particular medical institution. The students were selected from different disciplines i.e. medical science, nursing and physiotherapy. Though faculties also use the library along with the students of this institution yet the research survey was limited for the students only.

Practical Implications: Users were satisfied by using the library services like e-resources accessing, printing & photocopying service, DDS service, SMS alert service etc. Above these services the respondents recommended for digitization of the central library for the better utilization of library services as new information and communication technology are developing day by day so it should be implemented for best practices.

Originality: This is the original study as it is absolutely based on primary data from student's survey. Some additional data are also collected personally from the library staff to know the better utilization of library services.

***Keywords*:** Central Library, Library Services, Utilization, User Satisfaction, Medical Library, Medical Science, SMIMS.

Introduction: Sikkim Manipal Institute of Medical Science (SMIMS) is one of the most prominent and well established private medical institutions under Sikkim Manipal University (SMU) in Gangtok, Sikkim, which is now a day part of North East India as 8th sister state. SMIMS was established in 1997 but the formal medical education was started in 2001 with the MBBS students. This is centre of excellence for medical education, teaching and research. SMIMS has also been providing the courses on nursing, physiotherapy and paramedical subjects. The institution has good infrastructures and highly equipped technical facilities for providing the education of medical students.

The central library of SMIMS also has good amenities for the users. As it is one of the special library related to medical science disciplines so the library services has been providing to the MBBS, PG, MD, BPT, MPT, BSc-Nursing, MSc-Nursing and DMLT students and faculty members. The library is situated along with the administrative hall in same campus. The library opens from 9 A.M. to 9 P.M. for 7 days except govt. holidays. The main aim of the library is to provide the required sources and services to the entire user of that institution. The library has more than 18000 printed and 2200 subscribed e-resources collections. E-resources can be accessed through the links of central library home page by the active members of SMIMS library. E-PAC is highly accessible by the users at anytime through library website.

Statement of the Problem: Medical students are very busy along with their regular practical and theoretical classes. But they need to keep themselves abreast with the latest information sources though it is also not possible to procure all the needed information sources. SMIMS library is one of the hub for catering the information sources and services with the help of latest technologies to the users. So the researchers have highlighted to know the utilization and satisfaction level of users by using their library.

Literature Review: The researchers have studied for the present topic. A few relevant literature reviews has cited as follows;

Daisy, S. (2006) in the article has described that users were satisfied by library services and staff assistance. It has highlighted about the purpose of library usage of students for preparation of examination.

Kumar, R. (2013) in the research paper has focused on the library services and resources provided by the library of Textile Institutes of Haryana. The author also elaborated about the library services quality and its utilization by the users of the institute.

Saikia, M. & Gohain, A. (2013) has described in their research paper about the use of library resources, information seeking behavior of the bachelor & PG students and research scholars of Tezpur University. The authors also highlighted that students were highly satisfied by accessing maximum e-journals and as well as printed books also borrowed by the students for academic and research works.

Sivathaasan, N. (2013) has described in article about the satisfactory level of library usages of students. The students were satisfied regading library environment, services, information sources and staff cooperation.

Adbulgam, P. M. , Borle, P. S. & Tapare, V.S. (2016) has elaborted about the library usage pattern by undergraduate medical students. The stdents mainly use the library during examination period and prefer the text books more than e-journals and medical databases. The students mainly use the library for preparation of examination as well as the students also use the text and reference books at optimum level.

Onanuga, A. O., Grace, O. O., Ogunwande, D., & O. O. (2017) in their article has explained about the under graduate students library usages pattern and their satisfaction level. The undergraduate students have not used the library services regularly. Here, the author also described about role of e-resources for the users academic purpose.

Singh, K. & Kuri, R. (2017) in their research paper has stated about library resources, facilities, services, satisfaction level among the users of IIT libraries of India. The library users have demanded about the web based resources for easy retrieval. Users are highly satisfied with their inter library loan facility and internet service.

Objectives: The main objectives of this study are given bellow;

1. To know the regularity of library usage of SMIMS students.
2. To identify the reason of the usage of central library of SMIMS.
3. To identify the library services offered by the central library of SMIMS.
4. To find out the satisfaction level of users from the library services provided by the central library of SMIMS
5. To propose suggestions on the basis of results for the best achievement of library services in SMIMS.

Methodology: For present study the questionnaire based survey method was used for data collection by the researchers. The survey was conducted in the month of August & September 2019. To understand the importance of library users in SMIMS library, data are collected through direct conversation with the library users. The questionnaire was distributed randomly among 160 library users of different courses. Out of these users only the 142 users have given the responses of the questionnaires. So the data was analyzed from the received responses from 142 (88.75%) users.

Data Analysis: The collected data were analyzed in separate tabular forms from the received responses by the students. From the received responses i.e. (142 questionnaires) it was noticed that 84 (59.15%) respondents were female and 58 (40.84%) were male respondents. It is represented as follow:
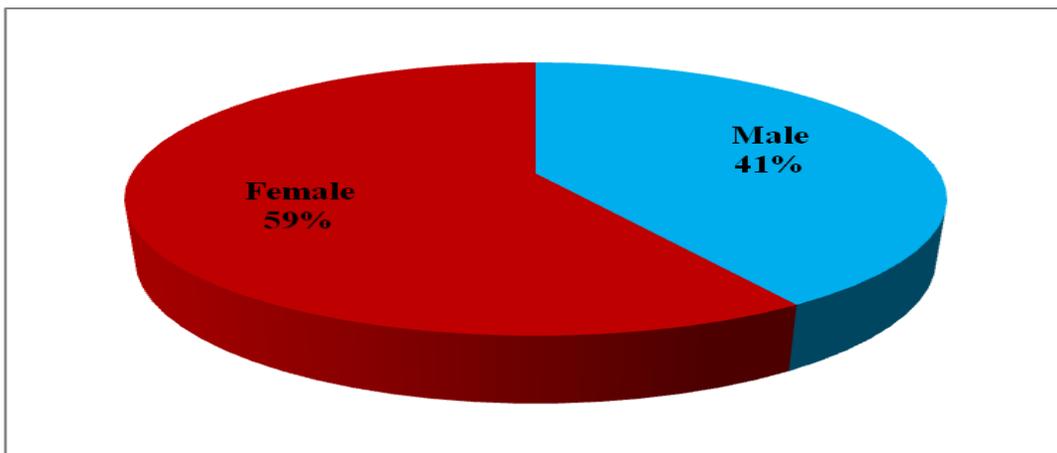

Fig 1: Gender wise received responses of distributed questionnaires

Distribution of questionnaires in different courses:

In SMIMS, library facility is available for all the students of different courses i.e. medical, nursing and physiotherapy etc. From the following figure it is noticed that out of 142 respondents, the responses were received from different courses i.e. 30.98% MBBS students, 8.45% PG students, 27.46% BSc. Nursing students, 6.33% MSc. Nursing students, 19.01% BPT students and 7.74% MPT students. From the figure it is seen that highest responses were received from MBBS students.
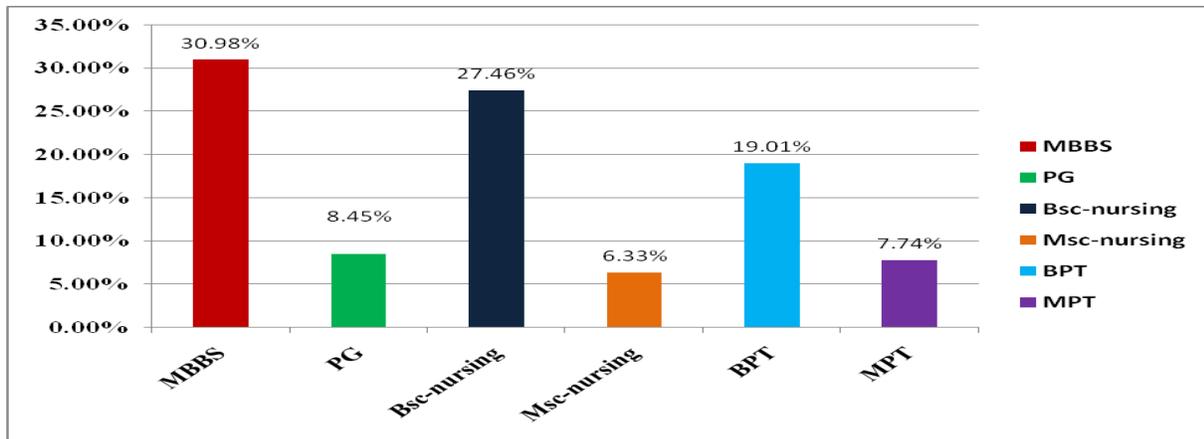
Fig 2: Received responses from different courses

Table 1: Regularity of library use

Sl No	Regularity	Number	Percentage
1	Every day	27	19.01%
2	1-3 times in a week	32	22.53%
3	4-6 times in two weeks	19	13.38%
4	1- 15 times in a month	38	26.76%
5	16-30 times in six months	11	7.74%
6	Once in a year	0	-
7	Occasionally	15	10.56%
8	Never	0	-

From the above table it was found that 26.76% users use library 1-15 times in a month, 22.53% users use the library 1-3 times in a week, 19.01% users use library everyday, 13.38% users use the library 4-6 times in two weeks, 10.56% users use the library occasionally and 7.74% users use the library 16-30 times in six months.

Table 2: Reason for library usage

Sl No	Reason	Number	Percentage
1	Borrowing books	88	61.97%
2	Print journals studying	37	26.05%
3	E-resources browsing (books/journals/databases)	106	74.64%
4	For reading personal books	52	36.61%
5	For reading reference books	49	34.5%
6	For preparation of examination	112	78.87%
7	Printing of required documents	59	41.54%
8	For scanning the documents	23	16.19%
9	For Xeroxing the documents	71	50%
10	For reading daily newspapers/ magazine	79	55.63%
11	For time pass in free time	15	10.56%
12	For preparation of seminar/conference paper presentation	57	40.14%
13	For internet accessing	68	47.88%

From the above table it is clear that 61.97% users use library for borrowing books, 26.05% users use it for studying the print journals, 74.64% users use for browsing the e-resources (e-journals, e-books & e-databases), 36.61% users use the library for reading personal books, 34.5% users use the library for reading reference books, 78.87% users use the library for preparation of examination, 41.54% users use the library for printing the required documents, 16.19% users use the library for scanning the documents, 50% users use the library for copying the documents, 55.63% users use the library for reading daily papers/magazine, 10.56% users use the library for time pass in free time, 40.14% users use for preparation of seminar/conference paper presentation and 47.88% users use the library for internet accessing.

Table 3: Utilization of library services

Sl No	Library services	Number	Percentage
1	Lending service	142	100%
2	Inter library loan service	13	9.15%
3	Document delivery service	19	13.38%
4	E-PAC service	97	68.3%
5	Internet service	91	64.08%
6	Information alert service	106	74.64%
7	Bibliographic service	0	0
8	Referral service	18	12.67%
9	E-database Searching	96	67.6%
10	Copying/scanning/printing service	87	61.26%
11	CAS/SDI service	19	13.38%
12	Newspaper clipping service through online	0	0
13	E-books/e- journals/e-thesis searching	126	88.73%
14	Institutional Repository(IR) service	47	33.09%

From the above table it is found that 100% users utilize the lending service, 9.15% users utilize inter library loan service, 13.38% users utilize document delivery service, 68.3% users utilize E-PAC service, 64.08% users utilize internet service, 74.64% users utilize information alert service, 12.67% users utilize referral service, 67.6% users utilize e-database searching facility, 61.26% users utilize copying/scanning/printing service, 13.38% users utilize CAS/SDI service, 88.76% users utilize e-books/e- journals/e-thesis searching facility and 33.09% users use IR service. Not a single user is found for searching newspaper clipping service through online and bibliographic service.

Table 4: Satisfaction level of users by using the library

Sl No	Satisfaction	HD	D	N	S	HS
1	Library opening hours	-	17 (11.97%)	23 (16.19%)	87 (61.26%)	15(10.56%)
2	Number of days for borrowing books	-	10 (7.04%)	17 (11.97%)	92 (64.78%)	23(16.19%)
3	Quantity of books for lending at a time	-	-	-	98 (69.01%)	44(30.98%)
4	High speed internet accessibility	-	-	-	102 (71.83%)	40(28.16%)
5	Photocopying/printing/scanning service quality	-	15 (10.56%)	-	67 (47.18%)	60 (42.25%)
6	Signal strength of Wi-Fi connectivity	-	-	-	79 (55.63%)	63 (44.36%)
7	E-resources availability	-	-	-	118 (83.09%)	24 (16.9%)
8	Availability of latest print books/journals	-	-	-	123 (86.61%)	19 (13.38%)
9	Helping attitude of staff for providing information about queries	-	-	-	87 (61.26%)	55 (38.73%)
10	Support in providing the unknown library services	-	-	-	53 (37.32%)	89 (62.67%)
11	Pleasant environment for reading inside the library	-	-	-	93 (65.49%)	49 (34.5%)

(HD-Highly Dissatisfied, D-Dissatisfied, N-Neutral, S-Satisfied, HS-Highly Satisfied)

From the above table it is found that 62.67% respondents are highly satisfied from staff support in providing the unknown library services. Users also satisfied from different library services & facilities like high speed internet accessibility, good quality of photocopy/printing/scanning service, signal strength of Wi-Fi connectivity, e-resources availability, helping attitude of staff for providing information about queries, availability of latest print books/journals. Some users are dissatisfied from library facilities like opening hours of the library i.e. (11.97% respondents),

number of days for borrowing books i.e. (7.04% respondents) & quality of photocopying/printing/scanning service i.e. (10.56% respondents).

Findings from the above study: From the data analysis of user's survey the major findings are provided in below;

a) It was found that highest numbers of undergraduate students use the library in comparison to other students. Maximum students use the library regularly 1-15 times in a month. None of the students have found to use the library in SMIMS. All the respondents use their library more or less.

b) Students basically use the library for preparation of examination and for e-resources browsing. The library of SMIMS has been subscribing online medical databases from the reputed publishers so users can easily access e-resources from the library and campus with LAN facility.

c) Library services like information alert service, E-PAC service, e-resources accessibility, lending service, documents scanning/printing service is fully utilized by the library users at finest level.

d) In SMIMS, there are some splendid library services like high speed of internet accessibility, strong strength of Wi Fi signal, addition of latest printed collection on regular basis, helping attitude of the library staff, pleasant library infrastructures and the respondents have good satisfaction by using such kind of library services.

e) It was found that PG students give the first choices on e-resources more than printed books and journals for easy accessibility and unlimited availability of their needed clinical as well as non clinical information.

Suggestions: A few recommendations are provided on the analysis of library user's survey of SMIMS

a) Library opening hours should be increased than earlier timings so that users get benefited for using the library.

b) Number of days for borrowed books should be increased so that users may keep the books for reading at their own residence/hostels as per their need.

c) Medical library consortium should be linked through library websites so that users may get benefited by accessing maximum e-resources though e-journals/e-books/e-databases also available in SMIMS library.

d) Students should be instructed properly about the available library resources & services by the library staff during library orientation period so that users may know the appropriate use of library services.

e) Addition of more advanced ICT based library services for better utilization of library services. SMIMS library should be fully digitized for suitable and easy accessing of library resources and services by the users.

Conclusion: Medical library is the most vital part for the growth and development of medical education and its fraternity. The central library of SMIMS is well organized by the library staff. The library has notable collections of e-resources both in physical and virtual forms. From the above analysis it was found that post graduate students mainly use the e-journals/books & e-databases frequently and MBBS, BSc. Nursing & BPT students regularly visit the library before examination and borrow the textbooks as per their requirement. Overall, users have satisfied by using the library services like e-resources collections, support of library staff, Wi Fi signal strength, latest text books/journals collections etc. Due to busy schedule of students (basically PG students), a few students are dissatisfied with opening hours of library and number of days for borrowing books. The library staff of SMIMS should be given more importance to deliver the utmost services for the utilization of library services. The highest satisfaction level of the library is completely dependent of the user's full utilization. In the age of ICT environment of the library there is also need of user education for fulfilling the maximum utilization of library services.

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