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**User's Satisfaction Level on Physical Facilities and Services Available in the
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Abstract

Due to the information explosion in the modern world, people are craving knowledge, and libraries worldwide face 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 for the benefit of the users. The study's objective is to determine the user's satisfaction level with different physical facilities available and services provided in the library. The primary data were collected from 100 respondents using library facilities in Francis Xavier Engineering College, Tirunelveli District, Tamil Nadu. I used Kruskal-Walis and Dunn's pair wise test to find out the result of the study. It concluded that there is no significant difference in users' satisfaction levels concerning various physical facilities available and services except the service of CD-ROM search facilities available in the library.

Keywords: *User Satisfaction, Library, Physical Facilities, Services, Engineering College, Tirunelveli, Tamil Nadu.*

1.1 Introduction

The laws of Library Science put forth by Dr.S.R.Ranganathan, Father of Indian Library science, emphasize the importance of books and readers' significance. The second, third, and fourth laws 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 the information explosion in the modern world, people are craving knowledge, and libraries worldwide face 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 for the benefit of the users.

The past trend of book only approach has changed into a user-oriented one. User is one of the essential components of an information system intended to satisfy the information needs. Overall, several studies conducted by researchers show the exact needs of the readers. Library professionals spend considerable time studying users. Moreover, user satisfaction is the primary objective of libraries and library professionals. In the academic library, there are various types of users with different expectations. New technologies, databases, and more innovative systems for accessing information have made the library more complicated and challenging for library professionals and users alike. The plenty of resources available and the complexity of evaluating these resources also create problems for users. The inability to quickly identify the specific use of a library's services because of the new technologies and the difficulty to access information sources can all contribute to user dissatisfaction among academic library users. This study will help library authorities know users' satisfaction with the existing library services and physical facilities.

1.2 Francis Xavier Engineering College (FXEC)

The Francis Xavier Engineering College, popularly known as FX Engineering College, was established in the year 2000 to empower budding engineers in technical and entrepreneurial training and contribute to its socio-economic augmentation.

The college is located in the heart of Tirunelveli, heralded worldwide as the Oxford of South India, and well connected by Road, Rail, and Air. Students of FX Engineering College are allowed to pursue first-rate and advanced technical education regardless of background, gender, or financial constraints. The necessity to promote the most practical learning and service is well harmonized and clearly expressed by allowing students to successfully plan their education and competently achieve the education they need. Curricular and co-curricular programs form an integral part of the curriculum and help students to have commanding incorporation of theory

and practical knowledge. Each individual is motivated to increase the gravity of responsibility and be committed to serving the nation.

The college is full of opportunities where students' talents can thrive, and it systematically transforms a graduate into a ready professional in the future. The institution is open to exchanging ideas, where discovery, creativity, personal and professional development can flourish. It is a responsive, student-oriented institution committed to creating, disseminating, and acquiring knowledge through teaching, research, and service. The FX Engineering College nestles amidst a calm, clean, and well-appointed campus on a sprawling 15 acres of greenery in the epicenter of this town of learning. The ambiance is ideal for education, research, and living. The location has many advantages such as excellent connectivity, a strong science & technology foundation, superior educational and research resources, and a progressive population that is a welcome mix of rural, urban and cosmopolitan outlooks.

Francis Xavier Engineering College library has well-trained staff and a well-managed library system. The result is the enrichment of the student's community through a wide range of academic resources like books, periodicals, online periodicals, databases, back volumes, CDs/DVDs, project reports, audio/video cassettes, and question bank. The college resource center has 38,300 books, 125 national and international journals, magazines, and newspapers. The library facilitates e-journals and a high-speed internet facility for users.

1.3 Review of Literature

Sanjay Kumar Pandey and Singh (2014) studied was to examine and analyze the users' satisfaction with library resources and services among the faculty members and students of government engineering colleges of Guru Gobind Singh Indraprastha University (GGSIP), Delhi. The present study demonstrates users' satisfaction levels towards various library resources and services provided by the engineering college library. The study found that a large number of respondents were satisfied with library resources and services. It also finds that the books had become the most widely used resources and circulation services have emerged most preferred service. The respondents have given some suggestions to make the library resources and services more effective and efficient manner.

Gudi and Paradkar's (2018) paper focused on measuring students' satisfaction level and faculty members with library resources in engineering colleges located in Pune city. Students and faculty members of the engineering colleges when given 660 questionnaires to collect relevant data, only 509 (77.12%) questionnaires were duly received back. The study revealed that the users are mainly satisfied with Print resources, reference books, textbooks, journals, and their

back volumes. Simultaneously, amongst the E-Resources, they were satisfied with e-journals, e-books, and e-databases. It is ideal to obtain users' suggestions to meet their information needs and increasing books to meet steady demand.

Arumugam, Balasubramani, and Pratheepan (2019) made a study on the investigation of user satisfaction with library resources and services in polytechnic college libraries in the Coimbatore district. They adopted a survey research method to address the research questions. One hundred fifty questionnaires were distributed among graduate students, postgraduate students, research scholars, and faculty members of polytechnic college libraries to collect relevant data regarding their satisfaction. One hundred thirty filled-in questionnaires were received and analyzed. Most of the respondents belong to the Mechanical and Production department. 53.8% of users visit the library every day; the primary purpose of visiting the library is to borrow books; 53.8% of respondents are satisfied with the library collection. The predominant barriers are library timing and inadequate resources; 73.8% of respondents showed satisfaction with the library's overall facilities and services.

1.4 Objective of the Study

1. To find out the library users' satisfaction level on physical facilities available in the selected Engineering College.
2. To evaluate the users' satisfaction level on various services provided in the Engineering College.

1.5 Research Design and Methodology

The study's primary purpose is to determine the library user's satisfaction level with different physical facilities and services provided in the Engineering College. Francis Xavier Engineering College, Tirunelveli District, Tamil Nadu, has been selected randomly in the study. The sample size was one hundred library users. The sample includes students, Non-teaching staff, and Teaching staff from seven various departments, namely CSE, IT, ECE, EEE, Mechanical, MCA, and MBA. The study uses both primary and secondary data. The data were collected from the selected sample respondents using a well-structured questionnaire and conventional sources.

1.5.1 Limitations

1. This research study was carried out from one engineering college. It may not be generalized to all.
2. It covered only the user's satisfaction level on Physical facilities and services provided in the library.

1.6 Result and Findings of the Study

1.6.1 Different User's Satisfaction Level on Physical Facilities Provided in the Library

In this study, the result (Annexure-I) clearly shows that most respondents are satisfied with different physical facilities, such as maintenance, Ventilation, furniture, lighting, reading room, and drinking water available in the library. The mean difference of user satisfaction levels on various physical facilities available in the library is almost the same in this study. The following table explicitly shows that the hypothesis result related to whether the different users (student, non-teaching staff, and teaching staff) have the same or different satisfaction level regarding various physical facilities provided in the library.

Null Hypothesis: There is no significant difference in the user's satisfaction level on various physical facilities provided in the library.

Alternate Hypothesis: There is a significant difference in the user's satisfaction level on various physical facilities provided in the library.

Hypothesis Test Summary

	Null Hypothesis	Test	Sig.	Decision
1	The distribution of Satisfaction on Maintenance of Library is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.208	Retain the null hypothesis.
2	The distribution of Satisfaction on Ventilation in the library is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.554	Retain the null hypothesis.
3	The distribution of Satisfaction on Furniture facility in the library is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.868	Retain the null hypothesis.
4	The distribution of Satisfaction on Lighting facility in the library is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.453	Retain the null hypothesis.
5	The distribution of Satisfaction on Reading Room facility in the library is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.653	Retain the null hypothesis.
6	The distribution of Satisfaction on Drinking water facility is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.251	Retain the null hypothesis.

Asymptotic significances are displayed. The significance level is .05.

1.6.2 Different User's Satisfaction Level on Various Services Provided in the Library

The study (Annexure-II) indicates that most respondents are satisfied with various services such as reference service, CAS/SDI, reprographic services, Internet, bulletin board, circulation, newspaper clipping, interlibrary loan, and library orientation program provided in the library. But most of the users neither satisfied nor dissatisfied with the service of CD-Rom search facilities in the library. The mean difference of different users' satisfaction levels on various services provides in the library also more or less the same except for CD-Rom search facilities. The following chart explicitly shows that the hypothesis result related to whether the different users (student, non-teaching staff, and teaching staff) have the same or different satisfaction level regarding various services provided by the library.

Null Hypothesis: There is no significant difference in the user's (Student, Non-Teaching Staff, and Teaching Staff) satisfaction level on the library's various services.

Alternate Hypothesis: There is a significant difference in the user's (Student, Non-Teaching Staff, and Teaching Staff) satisfaction level on the library's various services.

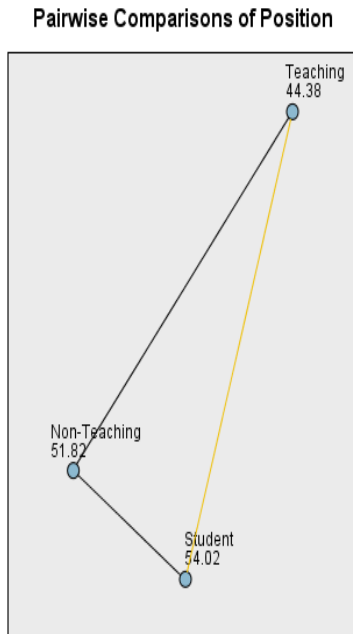
Hypothesis Test Summary

	Null Hypothesis	Test	Sig.	Decision
1	The distribution of Satisfaction on Reference Service is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.826	Retain the null hypothesis.
2	The distribution of Satisfaction on service of CAS/SDI is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.810	Retain the null hypothesis.
3	The distribution of Satisfaction on Reprographic service is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.130	Retain the null hypothesis.
4	The distribution of Satisfaction on Internet service is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.294	Retain the null hypothesis.
5	The distribution of Satisfaction on CD- ROM search is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.032	Reject the null hypothesis.
6	The distribution of Satisfaction on Bulletin Board Service is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.496	Retain the null hypothesis.
7	The distribution of Satisfaction on Circulation service is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.849	Retain the null hypothesis.
8	The distribution of Satisfaction on newspaper clipping service is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.322	Retain the null hypothesis.
9	The distribution of Satisfaction on Inter library loan is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.489	Retain the null hypothesis.
10	The distribution of Satisfaction on library orientation programme is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.225	Retain the null hypothesis.

Asymptotic significances are displayed. The significance level is .05.

1.6.3 Dunn's Post-Hoc Pairwise Test Result

The Dunn's pairwise test result also displays that there is evidence ($P < 0.05$) of the difference between the three categories of library user's satisfaction level with the CD-Rom search service provided in the library.



Each node shows the sample average rank of Position.

Sample1-Sample2	Test Statistic	Std. Error	Std. Test Statistic	Sig.	Adj.Sig.
Teaching-Non-Teaching	-7.436	5.878	-1.265	.206	.618
Teaching-Student	-9.636	3.697	-2.607	.009	.027
Non-Teaching-Student	-2.200	5.597	-.393	.694	1.000

Each row tests the null hypothesis that the Sample 1 and Sample 2 distributions are the same. Asymptotic significances (2-sided tests) are displayed. The significance level is .05.

There is no significant difference between the teaching and non-teaching staffs' satisfaction level on the service of CD-ROM search facilities provided in the library and between the non-teaching staff and students' satisfaction level also no difference with regards to the service of C-Rom search facilities provided in the library. But there is a significant difference in the satisfaction level between teaching staff and students with the CD-Rom search facilities available in the library.

1.6.4 Different User's Overall Satisfaction Level on Various Facilities and Services provided in the Library

It is found that (Annexure-III), among teaching staff, 26% of respondents were delighted, and 41.2 % of respondents were satisfied with the overall facilities and services provided in the library. Among the non-teaching staff, 63% were satisfied with the overall facilities and services provided in the library. Among the students, 74.5 % of the students were satisfied with the overall facilities and services provided in the library.

Null Hypothesis: There is no significant difference in the user's satisfaction level on the library's overall facilities and services.

Alternate Hypothesis: There is a significant difference in the user's satisfaction level on the library's overall facilities and services.

Hypothesis Test Summary				
	Null Hypothesis	Test	Sig.	Decision
1	The distribution of Overall satisfaction on facilities and services in the library is the same across categories of Position.	Independent-Samples Kruskal-Wallis Test	.267	Retain the null hypothesis.

Asymptotic significances are displayed. The significance level is .05.

1.7 Conclusion and Suggestions

In the academic library, there are various types of users with different types of expectations. New technologies, databases, and more innovative systems for accessing information have made the library more complicated and challenging for library professionals and users alike. The result shows no significant difference in users' satisfaction levels concerning various physical facilities and services except CD-ROM search facilities in the library. It concluded that the library should improve and arrange more services to all users (i.e., Students, Non-Teaching Staff and Teaching Staff) in the Engineering colleges, particularly CD-ROM search facilities.

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Table 1: Users Satisfaction Level on Various Physical Facilities Provided in the Library

Satisfaction on various Physical facilities		Nature of Position					
		Teaching		Non-Teaching		Student	
		N	%	N	%	N	%
Satisfaction on Maintenance of Library	Highly Satisfied	9	26.5%	2	18.2%	7	12.7%
	Satisfied	19	55.9%	5	45.5%	34	61.8%
	Moderately Satisfied	5	14.7%	2	18.2%	8	14.5%
	Dissatisfied	1	2.9%	2	18.2%	3	5.5%
	Highly Dissatisfied	0	0.0%	0	0.0%	3	5.5%
	Total	34	100.0%	11	100.0%	55	100.0%
	Mean Rank	44.19		55.77		53.35	
Satisfaction on Ventilation in the library	Highly Satisfied	2	5.9%	1	9.1%	2	3.6%
	Satisfied	17	50.0%	3	27.3%	28	50.9%
	Moderately Satisfied	13	38.2%	5	45.5%	18	32.7%
	Dissatisfied	2	5.9%	2	18.2%	3	5.5%
	Highly Dissatisfied	0	0.0%	0	0.0%	4	7.3%
	Total	34	100.0%	11	100.0%	55	100.0%
	Mean Rank	47.74		57.73		50.76	
Satisfaction on Furniture facility in the library	Highly Satisfied	3	8.8%	2	18.2%	2	3.6%
	Satisfied	17	50.0%	3	27.3%	31	56.4%
	Moderately Satisfied	14	41.2%	6	54.5%	17	30.9%
	Dissatisfied	0	0.0%	0	0.0%	3	5.5%
	Highly Dissatisfied	0	0.0%	0	0.0%	2	3.6%
	Total	34	100.0%	11	100.0%	55	100.0%
	Mean Rank	48.56		51.73		51.45	
Satisfaction with the Lighting facility in the library	Highly Satisfied	3	8.8%	1	9.1%	0	0.0%
	Satisfied	19	55.9%	5	45.5%	33	60.0%
	Moderately Satisfied	12	35.3%	4	36.4%	16	29.1%
	Dissatisfied	0	0.0%	1	9.1%	3	5.5%
	Highly Dissatisfied	0	0.0%	0	0.0%	3	5.5%
	Total	34	100.0%	11	100.0%	55	100.0%
	Mean Rank	46.01		52.09		52.95	
Satisfaction in the Reading Room facility in the library	Highly Satisfied	2	5.9%	0	0.0%	1	1.8%
	Satisfied	18	52.9%	5	45.5%	31	56.4%
	Moderately Satisfied	14	41.2%	6	54.5%	18	32.7%
	Dissatisfied	0	0.0%	0	0.0%	3	5.5%
	Highly Dissatisfied	0	0.0%	0	0.0%	2	3.6%
	Total	34	100.0%	11	100.0%	55	100.0%
	Mean Rank	47.76		55.59		51.17	
Satisfaction on Drinking water facility	Highly Satisfied	1	2.9%	0	0.0%	1	1.8%
	Satisfied	18	52.9%	3	27.3%	25	45.5%
	Moderately Satisfied	15	44.1%	8	72.7%	26	47.3%
	Dissatisfied	0	0.0%	0	0.0%	2	3.6%
	Highly Dissatisfied	0	0.0%	0	0.0%	1	1.8%
	Total	34	100.0%	11	100.0%	55	100.0%
	Mean Rank	45.75		60.05		51.53	

Table 2: Users Satisfaction Level on Various Services Provided in the Library

Satisfaction level on various services		Nature of Position					
		Teaching		Non-Teaching		Student	
		N	%	N	%	N	%
Satisfaction on Reference Service	Highly Satisfied	5	14.7%	2	18.2%	4	7.3%
	Satisfied	15	44.1%	4	36.4%	29	52.7%
	Moderately Satisfied	14	41.2%	4	36.4%	17	30.9%
	Dissatisfied	0	0.0%	1	9.1%	3	5.5%
	Highly Dissatisfied	0	0.0%	0	0.0%	2	3.6%
	Mean Rank	48.25		50.77		51.84	
Satisfaction on service of CAS?SDI	Highly Satisfied	3	8.8%	1	9.1%	4	7.3%
	Satisfied	17	50.0%	4	36.4%	29	52.7%
	Moderately Satisfied	14	41.2%	6	54.5%	19	34.5%
	Dissatisfied	0	0.0%	0	0.0%	2	3.6%
	Highly Dissatisfied	0	0.0%	0	0.0%	1	1.8%
	Mean Rank	49.26		55.14		50.34	
Satisfaction with Reprographic service	Highly Satisfied	17	50.0%	2	18.2%	25	45.5%
	Satisfied	16	47.1%	7	63.6%	23	41.8%
	Moderately Satisfied	1	2.9%	2	18.2%	4	7.3%
	Dissatisfied	0	0.0%	0	0.0%	2	3.6%
	Highly Dissatisfied	0	0.0%	0	0.0%	1	1.8%
	Mean Rank	45.78		64.14		50.69	
Satisfaction with Internet service	Highly Satisfied	1	2.9%	0	0.0%	2	3.6%
	Satisfied	18	52.9%	3	27.3%	27	49.1%
	Moderately Satisfied	15	44.1%	8	72.7%	22	40.0%
	Dissatisfied	0	0.0%	0	0.0%	3	5.5%
	Highly Dissatisfied	0	0.0%	0	0.0%	1	1.8%
	Mean Rank	47.26		61.32		50.34	
Satisfaction on CD- ROM search	Highly Satisfied	0	0.0%	1	9.1%	0	0.0%
	Satisfied	2	5.9%	0	0.0%	0	0.0%
	Moderately Satisfied	32	94.1%	8	72.7%	47	85.5%
	Dissatisfied	0	0.0%	1	9.1%	6	10.9%
	Highly Dissatisfied	0	0.0%	1	9.1%	2	3.6%
	Mean Rank	44.38		51.82		54.02	
Satisfaction on Bulletin Board Service	Highly Satisfied	5	14.7%	1	9.1%	3	5.5%
	Satisfied	18	52.9%	5	45.5%	31	56.4%
	Moderately Satisfied	11	32.4%	5	45.5%	19	34.5%
	Dissatisfied	0	0.0%	0	0.0%	1	1.8%
	Highly Dissatisfied	0	0.0%	0	0.0%	1	1.8%
	Mean Rank	46.26		53.86		52.45	
Satisfaction with Circulation service	Highly Satisfied	20	58.8%	6	54.5%	35	63.6%
	Satisfied	14	41.2%	5	45.5%	19	34.5%
	Moderately Satisfied	0	0.0%	0	0.0%	1	1.8%
	Dissatisfied	0	0.0%	0	0.0%	0	0.0%
	Highly Dissatisfied	0	0.0%	0	0.0%	0	0.0%
	Mean Rank	51.38		53.50		52.45	
Satisfaction on newspaper clipping service	Highly Satisfied	17	50.0%	3	27.3%	28	50.9%
	Satisfied	17	50.0%	7	63.6%	22	40.0%
	Moderately Satisfied	0	0.0%	0	0.0%	5	9.1%
	Dissatisfied	0	0.0%	1	9.1%	0	0.0%
	Highly Dissatisfied	0	0.0%	0	0.0%	0	0.0%
	Mean Rank	48.00		61.27		49.89	

Satisfaction on Interlibrary loan	Highly Satisfied	7	20.6%	2	18.2%	8	14.5%
	Satisfied	21	61.8%	5	45.5%	33	60.0%
	Moderately Satisfied	6	17.6%	4	36.4%	13	23.6%
	Dissatisfied	0	0.0%	0	0.0%	1	1.8%
	Highly Dissatisfied	0	0.0%	0	0.0%	0	0.0%
	Mean Rank	46.41		55.00		52.13	
Satisfaction in the library orientation program	Highly Satisfied	17	50.0%	2	18.2%	25	45.5%
	Satisfied	17	50.0%	9	81.8%	26	47.3%
	Moderately Satisfied	0	0.0%	0	0.0%	0	0.0%
	Dissatisfied	0	0.0%	0	0.0%	3	5.5%
	Highly Dissatisfied	0	0.0%	0	0.0%	1	1.8%
	Mean Rank	46.50		61.77		50.72	

Annexure-III

Table 3: Users' Overall Satisfaction Level on Various Facilities and Services Provided in the Library

Users' overall satisfaction level on various facilities and services provided in the library	Nature of Position					
	Teaching		Non-Teaching		Student	
	N	%	N	%	N	%
Highly Satisfied	9	26.5%	0	0.0%	0	0.0%
Satisfied	14	41.2%	7	63.6%	41	74.5%
Moderately Satisfied	11	32.4%	3	27.3%	12	21.8%
Dissatisfied	0	0.0%	1	9.1%	1	1.8%
Highly Dissatisfied	0	0.0%	0	0.0%	1	1.8%
Total	34	100.0%	11	100.0%	55	100.0%
Mean Rank	45.34		57.77		52.24	