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**User Satisfaction on Library Resources and Services in Law College Libraries of Assam,
India: A Study**

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Abstract

Purpose: *The purpose of the study is to know the user's satisfaction level of law college libraries of Assam, India.*

Methodology: *Survey method was used to collect the necessary information from the users of law college libraries of Assam. A total 900 questionnaires were distributed among the students and 600 questionnaires were accepted for analysis.*

Findings: *The study shows that all the libraries under study provides good range of library services. The respondents are found to be satisfied with the availability of library resources. Regarding the satisfaction level on different library service, the libraries need to further strengthen their services.*

Research Limitations: *The study is applied to the students of eighteen law college libraries within the geographical barriers of the state of Assam. The users were selected from different courses such as BA.LL.B, LL.B and LL.M. Though the faculty also uses the library along with the students yet the survey was limited for the students only.*

Practical Implications: *This paper will help anyone who wants to explore the user studies for law college libraries. Even, the law college libraries of Assam can strengthen their facilities and services based on the findings of the study.*

Originality: *The study is itself a unique one as no such study was conducted in the area of law college libraries in Assam regarding user studies. The study is absolutely based on the primary data collected from the student's survey.*

Keywords: *Library Resources, Library Services, User Satisfaction, Law College, Law Institute, Assam*

Introduction: The law colleges provide a great basis for the legal education system. The education scenario in these colleges is well supported by the Library and Information Centre set up by each institution. The college administration are expected to fill up the different requirements of the library be it with qualified library staff, allocations of sufficient budget for acquisition of documents, infrastructure development, etc. The library staff dedicates their time for managing the resources through their housekeeping operations and services. The library users are the prime consumers of getting the resources, services and facilities available. In other words, the satisfaction level of the users must be there in any organization if it wants to survive and the libraries are also no exception. User's satisfaction is considered as an important method for determining the effectiveness of library resources and services. In Assam, there has been tremendous growth in the law colleges. These colleges are also expected to maintain a well-equipped library with suitable services and facilities from the user's point of view. Literature search reflects that no study has been undertaken on the user's satisfaction on library resources and services of law college libraries of Assam, India. So, a need has been raised to understand the services and resources of the law college libraries from the user's point of view.

Literature Review

Onwudinjo, Ogbonna and Onwumbiko (2015) examined utilization of law library collections for improving academic performance by undergraduate law students of Nnamdi Azikiwe University, Awka with objectives of the study were to determine the extent of the use being made of the resources by the undergraduate law students of the university, the types of law library resources, benefits derived and the frequency of use with a descriptive survey. The population consisted of the law undergraduate students of the university in the 2013/2014 academic session which had 550 registered users of the library. The sample was 132 students made up of 100 to 500 levels. 132 questionnaires were administered randomly to the students. Out of this number, 132 were returned representing 100% rate of response. Data collected were analyzed using frequency count and simple percentage. The study shows that greater number of law students use law library at least twice a week for preparing for examinations. In the light of this, the study recommended that the law library should be adequately stocked with current and relevant law resources, as well as improving the reading environment so as to make it more conducive for learning and research.

Cln and Dike (2016) analysed citations of undergraduate law projects in faculties of law libraries in Anambra and Enugu states of Nigeria applying a survey with five research questions. Data collected were analysed using descriptive statistics of frequencies and percentages to answer research questions 1,2 and 3. Responses from the law librarians in research questions 4 and 5 were qualitatively analysed. Findings of the study revealed that most of the information sources cited were not available in the four law libraries studied. Problems which impinge on the provision and availability of these resources were highlighted.

Hemavathi and Chandrashekara (2018) studied user satisfaction on library resources and services in Law college libraries in Mysore through distribution of 200 questionnaires to the users, out of which 160 (80%) questionnaires were received back. The findings of the study reveal that, 146 (91.25 %) respondents visited law college libraries for borrowing library books and to read materials in their specific subjects and they opined that ‘arrangement of text books’ as impressive. In terms of newspaper clippings service, majority (91; 56.88%) of respondents are satisfied. The study suggested that law college libraries should carry out user studies at regular intervals in their colleges in order to identify and search the required information.

Abukari (2019) analysed user satisfaction of resources and services of libraries particularly for Narh-Bita College Library, Ghana applying a descriptive survey research design and a total of 60 structured questionnaires has been distributed among the users of the library. The obtained data was analysed using frequency count and simple percentages. The results reveal that the library users are generally satisfied with the resources and services of the library. The study recommends that some improvements are to be made in terms of environment of the library and electronic collection of the library.

Objectives: Following are the objectives which are framed for the study

- a. To identify the library services offered by the law college libraries of Assam.
- b. To know the user’s frequency and purpose of visiting the law college library.
- c. To determine the users satisfaction with library resources provided by the law college libraries of Assam.
- d. To determine the users satisfaction with library services provided by the law college libraries of Assam.

Methodology: In order to achieve the objectives of the study survey method was used to collect the necessary information from the users of law college libraries of Assam. A questionnaire was prepared to know the satisfaction level of the users. Total 900 questionnaires were randomly distributed i.e. fifty each among the users of eighteen law college libraries of Assam and in return 600 questionnaires were accepted for analysis. The information received were properly tabulated and then data analysis treatments were applied to the tabulated data. The study was conducted in between August to December 2020.

Scope and Limitation of the Study: When the study was carried out, there were twenty- five law colleges functioning in Assam. Considering one each college from each district, eighteen colleges are selected for the purpose of the study. The study is limited only to the students of law college libraries in Assam. The study is undertaken to know the level of user’s satisfaction relating to library resources and services among the users of the law college libraries of Assam.

Data Analysis and Interpretation

Table 1: List of Law Colleges in Assam

Sl. No.	Name of the Law College	District
1	BRM Government Law College	Kamrup Metro
2	University Law College	Kamrup Metro
3	North Lakhimpur Law College	Lakhimpur
4	Jorhat Law College	Jorhat
5	DHSK Law College	Dibrugarh
6	Dhubri Law College	Dhubri
7	J B Law College	Kamrup Metro
8	Nowgong Law College	Nagaon
9	Tezpur Law College	Sonitpur
10	Barpeta Law College	Barpeta
11	Tinsukia Law College	Tinsukia
12	Dr R K Barua Law College	Dibrugarh
13	Golaghat Law College	Golaghat
14	Diphu Law College	Karbi Anglong
15	Nalbari Law College	Nalbari
16	Mangaldoi Law College	Darrang
17	Karimganj Law College	Karimganj
18	Kokrajhar Law College	Kokrajhar

19	Goalpara Law College	Goalpara
20	Dispur Law College	Kamrup Metro
21	Bogaigaon Law College	Chirang
22	Centre for Juridical Studies, Dibrugarh	Dibrugarh
23	NEF Law College	Kamrup Metro
24	SIPE Law College	Dibrugarh
25	Ajmal Law College	Hojai

Table 1 reflects that till the time of the study is done, there are twenty five law colleges in Assam covering the eighteen districts. The table also reflects that Kamrup Metro has the highest number of law colleges which indicates that there is huge demand of law colleges in the Metro city.

Table 2: Surveyed Law Colleges in Assam

Sl. No.	Name of the Law College	Abbreviation used in the Study	Estd. Year	BCI Recognition	Affiliation	Nature of College
1	BRM Government Law College	BRM	1914	Y	GU	G
2	North Lakhimpur Law College	NLLC	1952	Y	DU	P
3	Jorhat Law College	JLC	1964	Y	DU	GA
4	Dhubri Law College, Dhubri	DLC	1967	Y	GU	P
5	Nowgong Law College	NLC	1970	Y	GU	P
6	Tezpur Law College, Tezpur	TLC	1972	Y	GU	P
7	Barpeta Law College, Barpeta	BALC	1972	Y	GU	P
8	Tinsukia Law College	TLC	1973	Y	DU	P
9	Golaghat Law College, Golaghat	GLC	1979	Y	DU	P
10	Diphu Law College	DLC	1979	Y	AU	P
11	Nalbari Law College, Nalbari	NLAC	1981	Y	GU	P
12	Mangaldoi Law College	MLC	1984	Y	GU	P
13	Karimganj Law College	KLC	1984	Y	AU	GA
14	Kokrajhar Law College	KOLC	1985	Y	GU	P
15	Goalpara Law College	GOLC	1988	Y	GU	P
16	Bogaigaon Law College	BOLC	1993	Y	GU	P
17	Centre for Juridical Studies, Dibrugarh	CJSD	2006	Y	DU	A

18	Ajmal Law College	ALC	2016	Y	GU	P
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Here,

GU-Gauhati University, DU- Dibrugarh University , AU-Assam University

G-Government, P-Private, GA- Government Aided, A-Autonomous

Table 2 shows the list of eighteen surveyed law colleges of Assam which has been selected for the purpose of the study. BRM Government law college is the oldest law college among all the colleges and Ajmal law college is the newest one which has its establishment in the year 2016. Out of the total 18 law colleges selected for the study, 78 % (approximately) are from private sector. In the university affiliation, 11 colleges are under Gauhati University, 5 colleges are under Dibrugarh University and 2 colleges are under Assam University. All the law colleges have its recognition under Bar Council of India (BCI).

Table 3: Library Services offered by the Libraries

College	Circulation	Reference	Reprographic	Newspaper Clipping	Display of New Arrival	Reservation
BRM	Y	Y	Y	Y	Y	Y
NLLC	Y	Y	Y	Y	-	Y
JLC	Y	Y	Y	Y	Y	Y
DLC	Y	Y	-	Y	-	-
NLC	Y	Y	Y	-	Y	Y
TLC	Y	Y	Y	Y	Y	-
BALC	Y	Y	-	-	Y	Y
TLC	Y	Y	Y	Y	Y	Y
GLC	Y	Y	Y	Y	Y	Y
DLC	Y	Y	Y	-	-	Y
NLAC	Y	Y	-	-	Y	-
MLC	Y	Y	-	Y	-	-
KLC	Y	Y	-	Y	-	-
KOLC	Y	Y	Y	Y	-	Y
GOLC	Y	Y	Y	Y	-	Y

BOLC	Y	Y	Y	Y	Y	Y
CJSD	Y	Y	Y	Y	Y	Y
ALC	Y	Y	-	-	-	Y

Here (-) means Not Available

Table 3 reveals about different library services offered by the law college libraries of Assam. It is seen that all the eighteen law college libraries under study offers 100% circulation and reference services to the users followed by 72.22% newspaper clipping and book reservation services , 66.66% reprographic service and 55.55% display of new arrival service.

Table 4: ICT Based Library Facilities

Name of the Law College	Internet	Wi-Fi	OPAC	SMS Alert	Email	Document Scanning
BRM	Y	Y	Y	-	-	Y
NLLC	Y	Y	-	-	Y	Y
JLC	Y	Y	Y	Y	Y	-
DLC	Y	Y	-	-	Y	Y
NLC	Y	-	-	-	-	-
TLC	Y	Y	-	Y	Y	Y
BALC	-	-	-	-	-	-
TLC	Y	Y	-	Y	Y	Y
GLC	Y	Y	-	-	-	Y
DLC	Y	-	-	-	Y	Y
NLAC	Y	Y	-	-	-	-
MLC	Y	Y	-	-	-	Y
KLC	Y	Y	-	-	-	Y
KOLC	Y	Y	-	-	Y	Y
GOLC	-	Y	-	-	-	-
BOLC	Y	Y	-	-	-	-
CJSD	Y	Y	-	-	Y	-
ALC	Y	Y	-	-	Y	-

From the above table 4 it is seen that 88.88% libraries under study provides internet facility to the users followed by 83.33% Wi-Fi facility, 55.55% document scanning facility, 50% email facility, 16.66% SMS facility and 11.11% OPAC facility.

Table 5: Response Rate of Users

Name of the Law College	Total Population	Questionnaire Distributed	Response Received	Questionnaire Accepted for Analysis	%
BRM	470	50	39	39	78%
NLLC	180	50	29	29	58%
JLC	692	50	32	32	64%
DLC	628	50	41	36	72%
NLC	479	50	29	29	58%
TLC	468	50	31	31	62%
BALC	650	50	36	36	72%
TLC	150	50	41	41	82%
GLC	150	50	34	34	68%
DLC	180	50	27	21	42%
NLAC	180	50	29	29	58%
MLC	200	50	37	37	74%
KLC	114	50	32	32	64%
KOLC	145	50	38	38	76%
GOLC	300	50	33	33	66%
BOLC	180	50	34	29	58%
CJSD	300	50	41	41	82%
ALC	153	50	33	33	66%
Total	5619	900	616	600	66.66%

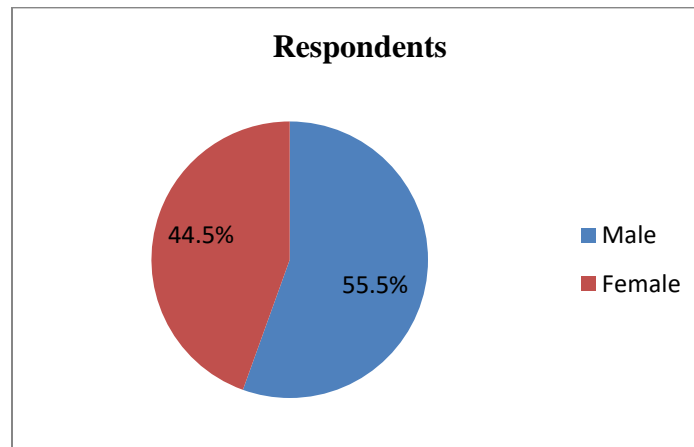
Table 5 shows that the population of users in eighteen law college libraries under the study is 5619. The investigator distributed 900 questionnaires i.e. fifty each among the users of the law college libraries under the study and 616 questionnaires were returned back. Out of these only 600 questionnaires (66.66%) were considered for analysis as rest of the questionnaires were found to be incomplete.

Table 6: Respondents by Gender

Gender	Respondents	Percentage
Male	333	55.5%
Female	267	44.5%
Total	600	100%

Table 6 shows that among 600 respondents, the majority were male i.e. 333 (55.5%), while female respondents were 267 (44.5%).

Fig1: Respondents by Gender



The above figure 1 shows the graphical representation of the respondent's gender wise.

Table 7: Frequency of using library

Frequency	Respondents (N=600)	Percentage
Daily	219	36.5%
Twice in a Week	121	20.16%
Weekly	162	27%
Monthly	69	11.5%
Occasionally	29	4.83%

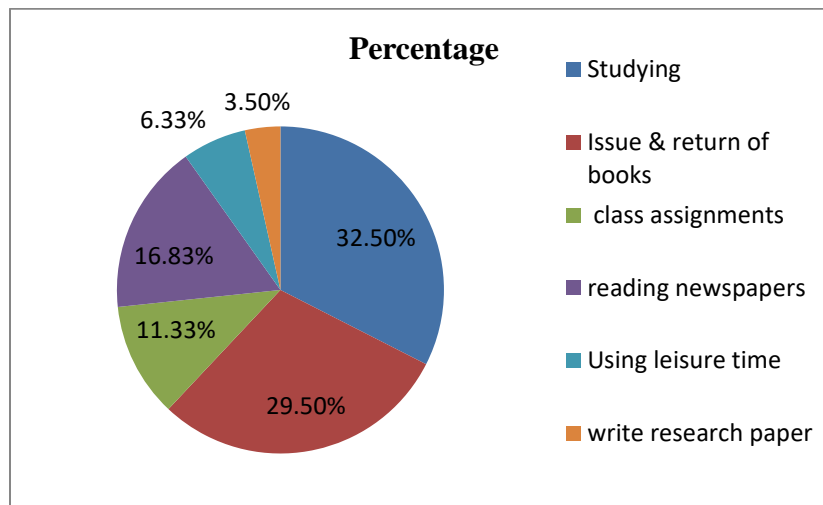
From the above table 7 it is seen that 219 (36.5%) respondents are using the library daily. Whereas 162 (27%) using the library weekly, 121 (20.16%) uses the library twice in a week, 69 (11.5%) uses monthly and 29 (4.83%) uses the library occasionally.

Table 8: Purpose of Library Visit

Purpose	Respondents (N=600)
For studying purpose	195
For issue & return of books	177
To complete class assignments	68
For reading newspapers	101
For using leisure time	38
To write research paper	21

Table 8 above indicates that vast majority of respondents i.e. 32.5% of the respondents visit the library for study purpose, 29.5% visit for issue and return of books. 16.83% visit for reading newspapers, 11.33% visit for completing their class assignments, 6.33% visit for using leisure time and 3.5% visit the library for writing research paper.

Fig 2: Graphical Representation of Respondents Purpose of Library Visit



The above figure 2 shows the graphical representation of the respondent's purpose of visiting the library

Table 9: Respondents Satisfaction with Availability of Library Resources

Library Resources	HS	S	N	D	HD
Text Books	116 (19.33%)	384 (64%)	57 (9.5%)	43 (7.16%)	-
Journals	144 (24%)	341 (56.83%)	94 (15.66)	21 (3.5%)	-
Reference Books	201 (33.5%)	285 (47.5%)	-	114 (19%)	-
Newspapers	193 (32.16%)	326 (54.33%)	-	81 (13.5%)	-
Law Reports	101 (16.83%)	149 (24.83%)	-	350 (58.33%)	-
Back Volumes	329 (54.83%)	106 (17.66%)	-	165 (27.5%)	-
E- Resources	85 (14.16%)	123 (20.5%)	-	392 (65.33%)	-

Here (-) means Not Available

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

The above table 9 shows that in the criteria of Textbook, 83.33 % (i.e. HS-19.33 and S-64%), Journal 80.83% (i.e. HS-24 and S-56%), Reference Books 81% (i.e. HS-33.5 and S-47.5%), Newspapers 86.49% (i.e. HS-32.16 and S-54.33%) and Back volumes 72.49% (i.e. HS-54.83 and S-17.66%) of respondents are in the positive response of their satisfaction level. The Table further reveals that maximum numbers of respondents are unsatisfied with the Law reports (58.33%) and the E-resources collections (65.33%) of the Library which is a serious concern.

Table 10: Respondents Satisfaction Level with Library Services

Library Services	HS	S	N	D	HD
Circulation service	362 (60.33%)	136 (22.66%)	-	102 (17%)	-
Reference service	129 (21.5%)	305 (50.83%)	-	166 (27.66%)	-
Reprographic services	135 (22.5%)	300 (50%)	-	165 (27.5%)	-
Newspaper clipping service	78 (13%)	296 (49.33%)	61 (10.16%)	165 (27.5%)	-

Display of new arrivals	107 (17.83%)	135 (22.5%)	63 (10.5%)	295 (49.16%)	-
Reservation of books	-	380 (63.33%)	-	220 (36.66%)	-

Here (-) means Not Available

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

The above table 10 reveals that overall, the average Satisfaction level(HS and S) of all the Library services is 65.30% and the average dissatisfaction level(D and HD) of all the Library services is 30.91 %. 3.79% of respondents are found to be in neutral in the satisfaction level of library services. In the criteria of Circulation service 82.99% (comprising of HS and S) are having the positive level of response in the satisfaction level. Similarly, Reference Service 72.33% Reprographic Service 70.5%, Newspaper clipping service 62.33% and Reservation of books 63.33% are having the positive level of response in the satisfaction level. The table also found that majority percentage of respondent's is dissatisfied with the display of new arrivals service i.e. 49.16%.

Table 11: Respondents Satisfaction with ICT based Library Facilities

ICT Based Facilities	HS	S	N	D	HD
Internet	355 (59.16%)	156 (26%)	-	89 (14.83%)	-
Wi-Fi	196 (32.66%)	311 (51.83%)	-	93 (15.5)	-
OPAC	-	113 (18.83%)	59 (9.83%)	428 (71.33%)	-
SMS alert	-	200 (33.33%)	102 (17%)	298 (49.66)	-
Email	126 (21%)	302 (50.33%)	-	172 (28.66%)	-
Document scanning	162 (27%)	299 (49.83%)	-	139 (23.16%)	-

Here (-) means Not Available

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

Table 11 above describes about the respondent's satisfaction on ICT based library facilities provided by the library. The study found that the average percentage of Highly

Satisfaction(HS)is 23.30 and Satisfaction (S) is 38.22 where positivity is 61.52% (comprising of HS and S). Similarly, the average percentage of Dissatisfaction (D) is 33.86 and Highly Dissatisfaction (HD) is 0% where overall Dissatisfaction percentage is 33.86% (comprising of D and HD). 4.47% of respondents are found to maintain neutral response in the satisfaction level of library ICT facilities. Maximum of the users are positive in satisfaction of Internet service, followed by Wi-fi, Email and Document Scanning facility. But in case of two services, the respondents are observed to be unhappy of availing the library facilities i.e. with OPAC facility 71.33% are dissatisfied and with SMS alert facility 49.66%are dissatisfied.

Table 12: Respondents Satisfaction with General Facilities in the Library

Library Facilities	HS	S	N	D	HD
Cleanliness	145 (24.16%)	342 (57%)	-	113 (18.83)	-
Drinking water	127 (21.16%)	161 (26.83%)	93 (15.5%)	219 (36.5%)	-
Reading space	126 (21%)	299 (49.83%)	-	175 (29.16%)	-
Lighting	164 (27.33%)	300 (50%)	-	136 (22.66%)	-
Ventilation	130 (21.66%)	311 (51.83%)	-	159 (26.5%)	-
Sanitation	96 (16%)	198 (33%)	-	306 (51%)	-

Here (-) means Not Available

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

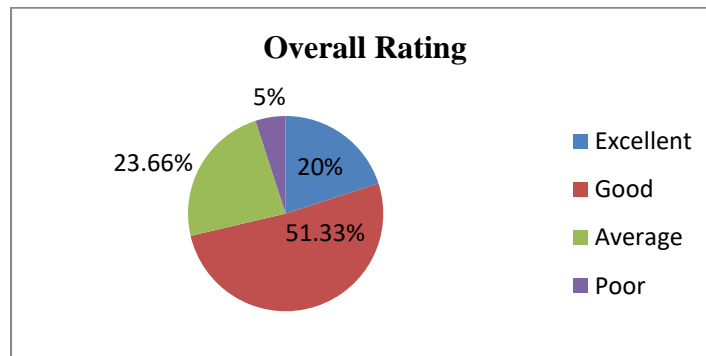
The study found that the average percentage of Highly Satisfaction (HS) is 21.88% and Satisfaction (S) is 44.74% where positivity is 66.62% (comprising of HS and S). Similarly, the average percentage of Dissatisfied (D) is 30.77 and Highly Dissatisfaction (HD) is 0% where Dissatisfaction percentage is 30.77% (comprising of D and HD) and 2.58 % of respondents are found to maintain neutral response in the satisfaction level of library General facilities. Among all the six General facilities identified for the study, the respondents were observed to be dissatisfied maximum with Sanitation facility followed by drinking water, Reading Space, Ventilation, Lighting and Cleanliness facility.

Table 13: Overall Opinion of Library Resources and Services by the Users

Overall Rating	Respondents	Percentage
Excellent	120	20%
Good	308	51.33%
Average	142	23.66%
Poor	30	5%

From the above Table 13 it is found that 20% of the respondents have opinion that library resources and services is excellent, 51.33% rated as good, 23.66 rated it averagely and 5% of the respondents rated it as poor.

Fig 3: Graphical Representation of Overall Opinion of Library Resources and Services



The above figure 3 shows the graphical representation of the respondents in the overall rating opinion of library resources and services by the users.

Findings of the Study

- a. It is found that out of six different library services selected for the purpose of the study, two categories of services viz., circulation and reference is found to be available in all the surveyed libraries. Two more categories of services viz., newspaper clipping and book reservation service are available in thirteen libraries. Similarly one category of service viz., reprographic service is found to be available in twelve libraries. Display of new arrival service is provided by ten libraries among the surveyed ones. (From table 3).

- b. The study also found that the OPAC facility which is the mirror of any library is provided only by two libraries. This indicates that the law college libraries are still lacking behind in giving computer access to their in-house collection. The study also found that the Internet and Wi-fi facility is available in the libraries. The use of Email and Document scanning facility is available only in few law college libraries.(From table 4).
- c. The study found that the libraries are extensively used in the law college libraries as maximum of the respondents are using the library daily(36.5%), weekly (27%) and twice a week (20.16%). (From table 7)
- d. The study also found that respondents are visiting the library not only for issue return of the books but they equally use their time in library for studying purpose too (From Table 8 and Fig. 2)
- e. The study found that law college libraries has try to meet the satisfaction level of the users to a great extent in terms of textbook, journals, reference books, newspapers and back volumes. But in case of Law Reports and E-Resources, the libraries are unable to meet minimum satisfaction level of the users which is a matter of great concern(From table 9).
- f. The study also found that the although the law college libraries are trying to meet the satisfaction level of its users in terms of providing the library services but still the average dissatisfaction level is 30% (approximately) which is another concern for the law libraries in terms of library services.(From table 10)
- g. The respondents were found to be highly satisfied by the internet and Wi-fi facilities provided by the surveyed libraries. E-mail, document scanning facilities has also made the respondents satisfied to a certain level. But the respondents are found to be dissatisfied with OPAC and SMS alert service provided by the surveyed libraries. (From table 11)
- h. The study also found that except the sanitation aspect, majority of the respondents were satisfied with cleanliness, reading space, lighting system, ventilation facility available in the surveyed libraries. (From table 12).
- i. The study found that the respondents are satisfied to a maximum level in the overall rating of library resources and services of the law college libraries.(From table 13).

Suggestions

- a. The law college authority should provide adequate funds to improve the ICT based library facilities such as OPAC and SMS alert services in the library.
- b. Today, the role of e-resources is very important in any institute in order to have a good academic progress and research. Therefore, the law libraries must subscribe more e-resources in order to increase the satisfaction level among the users.
- c. Adequate measures must be taken for the improvement of library facilities like drinking water and sanitation.
- d. The law college libraries should further take certain initiative to improve their existing library services.

Conclusion:

Law college libraries play a great role in students' academic development which is already reflected in the findings of the study. Further, these libraries need to be regularly updated in terms of collection and services. There is tremendous scope for the law college libraries to develop their library services from basic to the advanced level. Technology and resources involvement must be reflected in library services. Introducing the library users with legal e-resource is the need of the hour for these libraries. Similarly, these libraries have to acquire both the automated and digital technology. The taste of the users are always changing and to balance the library supply and demand aspect, the libraries need to know the user satisfaction of its users for which periodical user survey must be continued.

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