Full Length Research Paper

Use and user's satisfaction in library resources and services: A study in Tezpur University (India)

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This study is an investigation of use of library resources, user's satisfaction in library resources and services and information seeking behaviors of the students and research scholars of Tezpur University. 200 questionnaires were distributed among students and research scholars of Tezpur University to collect relevant data. 79.5%(159) library users responded where 32.07%(51) respondents visited Central library, Tezpur University everyday for borrowing library books. It is found that 82.39%(131) users borrowed text books, (79.87%)(127) consulted journals and 75.47%(120) read news papers to meet their information needs. Library is playing vital role to meet multidimensional demands of students, and research scholar for information and knowledge. It is felt that user guidance is necessary to help library users to meet their information needs and make users aware of the available library resources and services.

Key words: Library resources, library services, users' behavior, library collection, user's satisfactions.

INTRODUCTION

Tezpur University was established in 1994. The university offers Doctor of Philosophy programme in 17 disciplines, Masters Degree programme in 20 disciplines, Post-Graduate Diploma in 3 disciplines, B. Tech. in 5 disciplines, Certificate programme in 1 discipline and integrated programme in 8 disciplines. The academic programmes have a distinct focus on engineering science and technology and social science and humanities, reflecting the objectives of the university. The Central Library of Tezpur University was established along with the university. The library holds 53453 volumes of print documents and subscribed 906 titles of current journals (print, 139; online, 767) and three databases through INDEST - AICTE Consortium and other publishers. The UGC-Infonet of INFLIBNET Center and Delcon Consortium are providing access to 8000 e-journals and eleven databases. The library also holds more then 1800 CDs/VCD scattering to different thought contents. Library users can access book database, thesis database, journal database, e-journals and other e-resources from any terminal within the university campus. The central library of the university regularly purchases good number of books, subscribes to a large number of print and electronic journals, and other reading materials to cater to the needs of the students, faculty members, research scholars and other staff members of this university.

Statement of problem

A university library is a library attached to the university; it has a very vital role to play in meeting the multi-dimensional demands for information and knowledge of students, teachers and research scholars. University library invests huge amount of money every year on the purchase, process and storage of information resources to serve its user. But changing information environment, application of ICT in library and availability of electronic

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information sources both in online and offline have made both library professionals and users to get confused in locating appropriate information when required. The study of information seeking behavior of library users has great impact on use of library resources and user's satisfaction. Student and research scholars of Tezpur University are the most important segment of user communities. But no study is being done till date to know the use of library resources and users' satisfaction in library resources and services. It is the duty of the library professional to conduct periodic study of library users to know the users' needs, satisfaction with library available resources and services. Literature review reveals that there has been a good discussion on information seeking behavior in India. But comparatively little attention has been paid to study the use and users' satisfaction in library resources and services in the university system especially in North east India. Therefore, this study has been carried out at Central Library, Tezpur University to know the actual use of library resources, users' need and satisfaction. This will help to revise collection of development policy and design new library services in this digital era.

Objective of the study

1. To investigate the purpose of library visit
2. To study the use of library resources, facilities and services.
3. To determine the level of satisfaction of users towards library resources and services
4. To find out the type of information sources used by the students.

LITERATURE REVIEW

Sohail et al. (2012) studied the use of library resources by the students of University of Kalyani. Authors found that guidance in the use of library resources and services was necessary to help students to meet their information needs. They also found that journals, text book and lecture notes were the most popular sources of information for the students. They suggested that the latest edition of text book and reference materials should be added to the library collection and users should be guided to use the resources of the library. Ranganathan and Babu (2012) studied the awareness and use of library resources and services at Osmania University, Hyderabad. They studied the adequacy of library resources, opinion on e-resources or print sources, reasons for using e-resources and satisfaction in sources of information provision. Prabhavathi (2011) studied the information seeking behavior of post graduate students of SPMV, Tirupoti to examine the information need, seeking behavior and availability of information resources that affect the information seeking pattern and communication

process. He found that half of the respondents visited library everyday and main purpose of visiting the library was to prepare for examination. About 94.6% of respondents were using books to support their curriculum and examination. He emphasized the need for orientation programme on library resources and services. Rahiman and Tamizhchelvan (2011) investigated the information need, use of information channels, information seeking process and information seeking behavior of the students of engineering colleges affiliated to Anna University. They also investigated the sufficiency of the library resources and the levels of satisfaction in library services. Kadli and Kumbar (2011) investigated information seeking behavior of the faculty members of 46 commerce colleges in the changing ICT environment among. The finding of the study revealed that majority of the faculty seeks information to prepare class note. It was also observed that information was scattered in too many sources and much information on Internet is the problem often faced by the users in information seeking. Changing ICT environment also affected information seeking behavior for majority of users. Authors suggested that library should start information literacy programme to make users aware of library services. Tahira et al. (2011) studied online information sources among science faculties of developing countries, trends and practices of science faculties to meet their information need. Siddiqui (2011) studied the information seeking behavior of B. Tech and M. Tech students to identify sources consulted and information gathering systems, and information seeking behavior. This study emphasized the importance of considering individual pattern of information seeking behavior of users. Mahajan (2009) studied the information seeking behaviour of undergraduate and post graduate students and research scholars in science, social sciences and humanities at the Punjub University of India. The findings revealed that users were more or less satisfied with collection and services. He further suggested that libraries' professionals must understand information seeking behaviour of users to provide information effectively since methods and tools for information delivery continue to grow and change dramatically

METHODOLOGY

Keeping in view the objective of the study, a structure questionnaire was designed and distributed to collect the necessary primary data among the users who visited the library. The survey was conducted during January 2012 to September 2012. The population for this study consists of Bachelors Degree students, Master Degree students and Research Scholars of the university who frequently visited the library. Library users were also interviewed and statistical methods were used to analyze the data collected.

FINDINGS AND ANALYSIS

To collect relevant data, a total of 200 questionnaires were prepared and served among the bachelor degree

Table 1. Percentage of questionnaire responses.

S/No.	Respondents	Questionnaire response	Percentage
1	Bachelor degree Student	77	48.43
2	Master degree Student	54	33.96
3	Research Scholar	28	17.61
	Total	159	100

Percentage of Questionnair Responded

☐ Bachelor degree Student ■ Master degree   Student ☐ Research Scholar
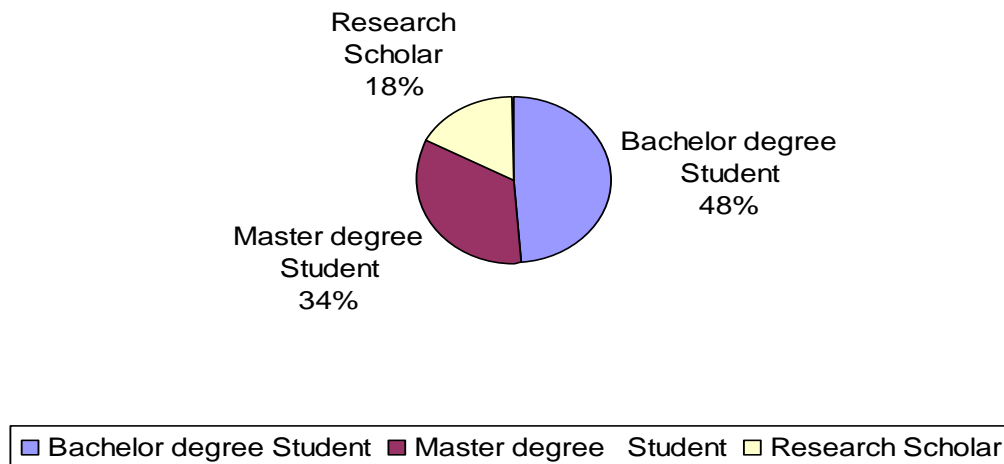
Figure 1. Percentage of questionnaire response.

students, master degree students and research scholars of Tezpur University. While distributing the question-naires, it was ensured that bachelor degree student, master degree student and research scholars of various programmes were represented adequately in the population. Out of the 200 questionnaires, 79.5%(159) respondents of targeted population responded. Out of these, 48.43%(77) responses were received from bache-lor degree; 33.96%(54) and 17.61 %(28) responses from master degree and research scholars, respectively (Table 1 and Figure 2).

Table 2 and Figure 2 show the percentage of school wise distribution of respondents. Even though the ques-tionnaires were distributed randomly, the respondents of School of Humanities and Social Science are the largest in number (33.33%(53), followed by Schools of Engi-neering with 30.19%(48) respondent. The percentage of respondents of School of Business Administration was very negligible with 11.95%(19) than School of Science with 24.53%(39) respondents.

Table 3 and Figure 3 reveal that 32.07%(51) res-pondents have the habit of visiting the library everyday; 39.63 %(63) students visit the library two or three times in a week; very few respondents (16.99 %(27) indicated

that they visit the library occasionally and 11.32%(18) respondents mentioned that they do not use the library.

Table 4 and Figure 4 revealed that 26.41%(42) res-pondents visit library for the purpose of borrowing books, followed by having access to periodicals (19.50%(31) of total respondents). .13.84%(22) of respondents visit library to access reference sources. In addition, 13.20% (21) and 11.95%(19) of respondents visit library to read news paper/magazine and for general reading respectively. 6.92%(11) and 8.18%(13) respondents visit library to access back volume and to know about the latest arrivals respectively. From the above table, it is observed that borrowing books is the main purpose of visiting library and followed by access to e-journals.

Library resources

Table 5 and Figure 5 show the different types of re-sources used by the students and research scholars. It is observed in the table that maximum number of students users with 82.39%(131) used text book to meet their information needs , followed by the use of online journals with (79.87%)127 and newspaper with 75.47%(120)

Table 2. School wise distribution of respondents.

S/No	Respondents	Questionnaire response	Percentage
1	Engineering	48	30.19
2	Humanities and Social Science	53	33.33
4	Business Administration	19	11.95
3	Science	39	24.53
	Total	159	100

Table 3. Frequency of visiting library.

S/No.	Frequency of visiting library	No. of respondents	Percentage
1	Every day	51	32.07
2	2-3 times in a week	63	39.62
3	Occasionally	27	16.99
4	Do not use library	18	11.32
	Total	159	100

Table 4. Purpose of visiting library.

S/No.	Purpose of visiting library	No. of respondents	Percentage
1	Borrowing books	42	26.41
2	Access Periodical	31	19.50
3	Access Reference sources	22	13.84
4	Access Back volume	11	6.92
5	Read news paper and Magazine	21	13.20
6	For general reading	19	11.95
7	To know latest arrivals	13	8.18
	Total	159	100

Table 5. Use of library resources.

S/No.	Library resources	Yes	No	No Response	Total
1	Text Book	131(82.39%)	17(10.70%)	11(6.91%)	159
2	Reference Sources	93(58.20%)	27(16.98%)	39(24.52%)	159
3	Back Vol.	83(52.20%)	31(19.50%)	45(28.30%)	159
4	Project/Thesis	58(36.48%)	52(32.70%)	49(30.82%)	159
5	Online Journals	127(79.87%)	11(6.92%)	21(13.21%)	159
6	Newspaper/Magazine	120(75.47%)	18(11.32%)	21(13.21%)	159
7	CD/DVD/VCD	39(24.53%)	64(40.25%)	56(35.22%)	159

respondents. Out of seven library resources, the response of use of other resources was indicated as reference sources (58.20%(93); Back Vol., 52.20%(83); Thesis/Project, 36.48%(58) and 24.53%(39) of respondents used CD/DVD/VCD to meet their information need. It is clear from the table that the use of Back Vol., thesis and CD/DVD/VCD is very negligible in comparison to books, online journals and news paper/magazine.

Table 6 and Figure 6 revealed that 39.62%(63)

respondents are highly satisfied with the collection of online journals, followed by collection of text books with 37.74%(60) respondents. Out of seven library resources the level of satisfaction of other library resources was indicated as news paper/magazine, 35.22%(56); Back Vol., 32.08%(51); reference sources, 30.82%(49); thesis/project, 29.56%(47) and CD/DVD/VCD, 24.53%(39) respondents. From the table it is also observed that respondent's first preference of satisfaction is online

Table 6. Students' level of satisfaction in library resources.

S/No.	Library resources	Highly satisfied	Satisfied	Not satisfied	No response	Total
1	Text Book	60 (37.74%)	71 (44.65%)	23 (14.47%)	05 (3.14%)	159
2	Reference Sources	49(30.82%)	63(39.62%)	34(21.38%)	13(8.18%)	159
3	Back Vol.	51(32.08%)	57(35.85%)	49(30.82%)	02(1.25%)	159
4	Project/Thesis	47(29.56%)	31(19.49%)	38(23.90%)	43(27.04%)	159
5	Online Journals	63(39.62%)	59(37.11%)	27(16.99%)	10(6.28%)	159
6	Newspaper/Magazine	56(35.22%)	63(39.62%)	30(18.87%)	10(6.29%)	159
7	CD/DVD/VCD	39(24.53%)	41(25.79%)	48(30.19%)	31(19.49%)	159

journals. This is followed by text books, 37.74%(60); newspaper/magazine, 35.22%(56) and Back Vol., 32.08%(51) respondents. This table also shows that library should focus on adding more Back Vol. and CD/DVD/VCD and reference sources because most of the respondents feel that these resources are not sufficient and do not meet the user's expectations.

Library services

Academic library plays a vital role in teaching and learning of an academic institution. Its aims are to to collect, process, preserve and disseminate documents and information to serve the user community. In order to make the resources available to its users easily and conveniently different types of facilities and services are being rendered from the Central Library, Tezpur University on a regular basis. Orientation programmes are organized in the library inviting new batch of students, research scholars, newly recruited faculty and staff member department wise. However, instructions on different techniques of accessing, browsing retrieving electronic resources are regular activity in the library which is offered to the users when asked for as well as when the need is observed. A website is also maintained for this purpose. Library online resources are available 24×7 on a 10mbps Internet speed. The library is open up to 10pm on weekdays. In order to accommodate more users, the library has extended its working hours from 9am to 12pm on weekdays; while it is 10am to 5pm on Saturdays and Sundays. The facilities and services offered to user in Tezpur University are as follows:

1. Circulation Service
2. OPAC Service/Web OPAC
3. Orientation Programme for fresher
4. E-Resource Retrieval Facility
5. Training and demo on E-Resources retrieval
6. Content Page Alert service on Current Journals
7. Current Awareness Services of newly acquired books & other resources
8. Reference/Information Service
9. Reservation of Books Service
10. Reprographic Services (out sourced)

11. Mobile Alert Service
12. E-News Services
13. Book Bank facilities
14. Overnight issue

The respondents were asked to give opinion on library facilities and services offered to them. Table 7 and Figure 6 show the level of satisfaction in facilities and services offered by library. It is observed in the table that 42.77 %(68) of respondents considered circulation services as excellent, followed by 38.99 %(62) respondents who considered the reservation of book service as excellent. 36.48 %(58) respondents regarded online renewals of books service as excellent. 33.33%(53) respondents considered OPAC/Web OPAC as excellent; 32.07%(51), reprographic services; 30.19% (48), content page alert services on current journals; 29.56%(47), training and demo on e-resource retrievals and reference and information services; 27.67%(44), e- resource retrieval facilities; 27.04%(43), e-News services; 25.78%(41), orientation programme and 18.24%(29), mobile alert service. Another finding reveals that 28.30%(45) respondents are not satisfied with the performance of mobile alert services and book bank facilities followed by 25.79 %(41), e- news services; 20.75 %(33), training and demo on e-resource retrieval services; 22.01 %(35), current awareness services of newly acquired books. So library should focus on these services in order to improve its performance.

Summary of findings

The findings of the survey are as follows:

1. Findings revealed that 39.63%(63) students visit library two or three times in a week. 32.07%(51) respondents have the habit of visiting the library everyday. Very few respondents 16.99 %(27) indicated that they used to visit library occasionally.
2. 26.41%(42) respondents visit library for the purpose of borrowing books, 19.50 %(31) respondents do to access periodicals. In this study it is observed that borrowing books is the main purpose of visiting library, followed by access to e-journals.

Table 7. Students' level of satisfaction in library services.

S/No.	Services offered	Excellent	Good	Fair	Need improvement	Total
1	Circulation Service	68(42.77%)	71(44.65%)	07(4.40%)	13(8.18%)	159
2	OPAC Service/Web OPAC	53(33.33%)	69(43.39%)	11(6.93%)	26(16.35%)	159
3	Orientation Programme for fresher	41(25.78%)	69(43.40%)	21(13.21%)	28(17.61%)	159
4	E-Resource Retrieval Facility	44(27.67%)	60(37.73%)	31(19.50%)	24(15.10%)	159
5	Trainingand demo on E-Resources retrieval	47(29.56%)	51(32.08%)	28(17.61%)	33(20.75%)	159
6	Content Page Alert service on Current Journals	48(30.19%)	61(38.36%)	21(13.21%)	29(18.24%)	159
7	Current Awareness Services of newly acquired books	43(27.04%)	59(37.11%)	22(13.84%)	35(22.01%)	159
8	Reference/Information Service	47(29.56%)	55(34.61%)	30(18.87%)	27(16.96%)	159
9	Reservation of Books Service	62(38.99%)	69(43.40%)	09(5.66%)	19(11.95%)	159
10	Online renewal	58(36.48%)	62(38.99%)	29(18.24%)	10(6.29%)	159
11	Reprographic Services (out sourced	51(32.07%)	63(39.63%)	37(23.27%)	08(5.03%)	159
12	Mobile Alert Service	29(18.24%)	38(23.90%)	47(29.56%)	45(28.30%)	159
13	E-News Services	43(27.04%)	58(36.48%)	17(10.69%)	41(25.79%)	159
14	Book Bank facilities	28(17.61%	37(23.27%)	49(30.82%)	45(28.30%)	159
15	Overnight issue	40(25.16%	66(41.51%)	37(23.27%)	16(10.06%)	159

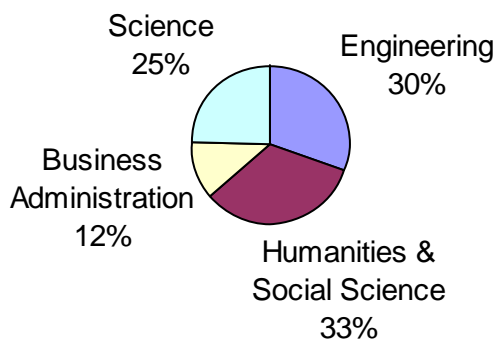## School wise distribution of respondents

Figure 2. School wise distribution of respondents.

3. 82.39%(131)respondents used text book to meet their information needs, 79.87%(127) respondents access online journals; 75.47%(120) respondents read newspaper. Out of seven library resources, 58.20%(93) used reference sources; Back Vol, used by 52.20%(83); thesis/project, 36.48%(58) and 24.53%(39) respondents used CD/DVD/VCD to meet their information need.

4. Findings also revealed that 39.62%(63) respondents were highly satisfied with the collection of online journals, while 37.74% (60) respondents were satisfied with collection of text books. Out of seven library resources the level of satisfaction of other library resources was indicated as newspaper/magazine (35.22%(56); Back Vol., 32.08%(51); reference sources, 30.82%(49); thesis/ project, 29.56%(47) and CD/DVD/VCD, 24.53%(39)of respondents.

5. It is observed that 42.77%(68) respondents considered circulation services as excellent. 38.99%(62) respondents considered the reservation of book service as excellent. 36.48%(58) of respondents regarded online renewals of books service as excellent. 33.33%(53) OPAC/Web considered OPAC as excellent; 32.07%(51), reprographic services; 30.19%(48), content page alert services on current journals; 29.56%(47), for training and demo on e-
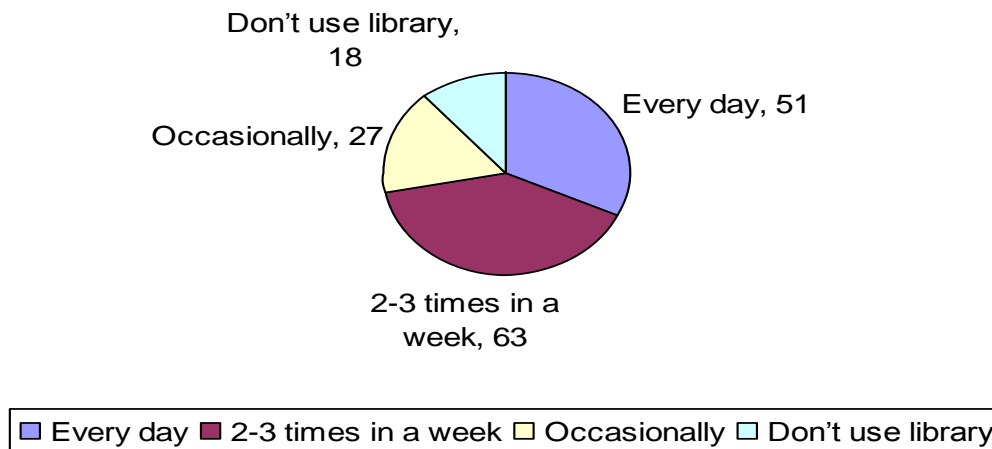
Frequency of Visit Library

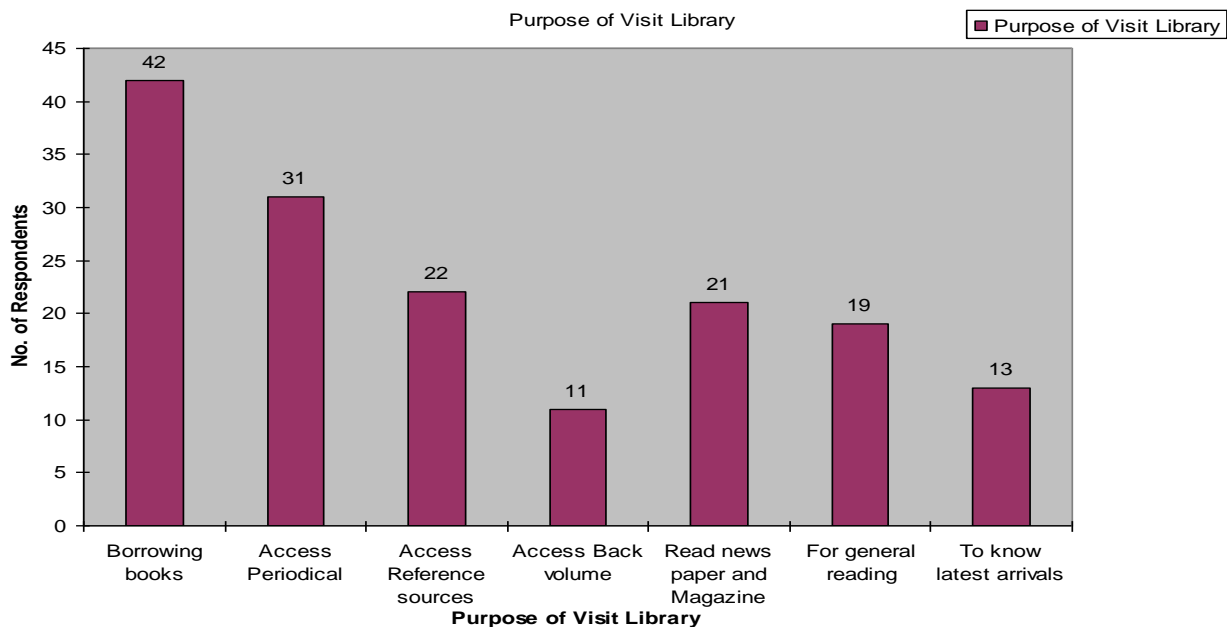**Figure 3.** Frequency of visiting library.

Figure 4. Purpose of visiting library.

resource retrievals and reference and information services.

6. Another finding revealed that 28.30%(45) respondents are not satisfied with the performance of mobile alert services and book bank facilities followed by 25.79%(41), e- news services; 20.75%(33), training and demo on e-resource retrieval services; 22.01%(35), current awareness services of newly acquired books. So library should focus on these services in order to improve its performance.

Suggestion

On the basis of the finding of the survey, the following recommendations are made:

(i) To develop effective user centered library and information services each university library staff must understand the information need of the users in order to address those needs. Librarians should conduct user studies at regular intervals, in order to know users

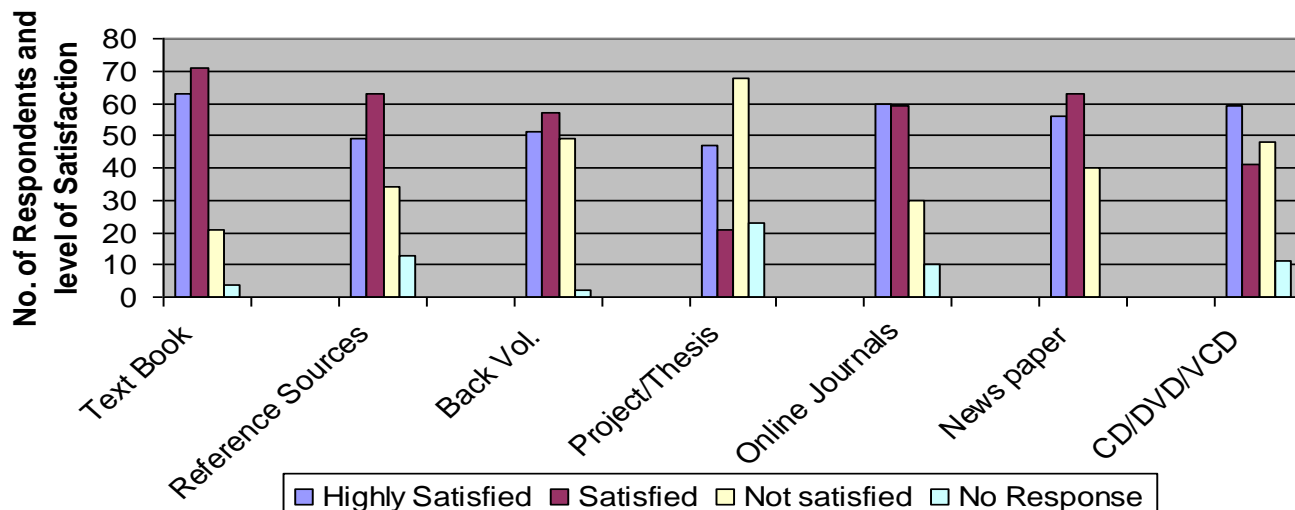## Students level of Satisfaction on Library Resources

Figure 5. Students' level of satisfaction in library resources.

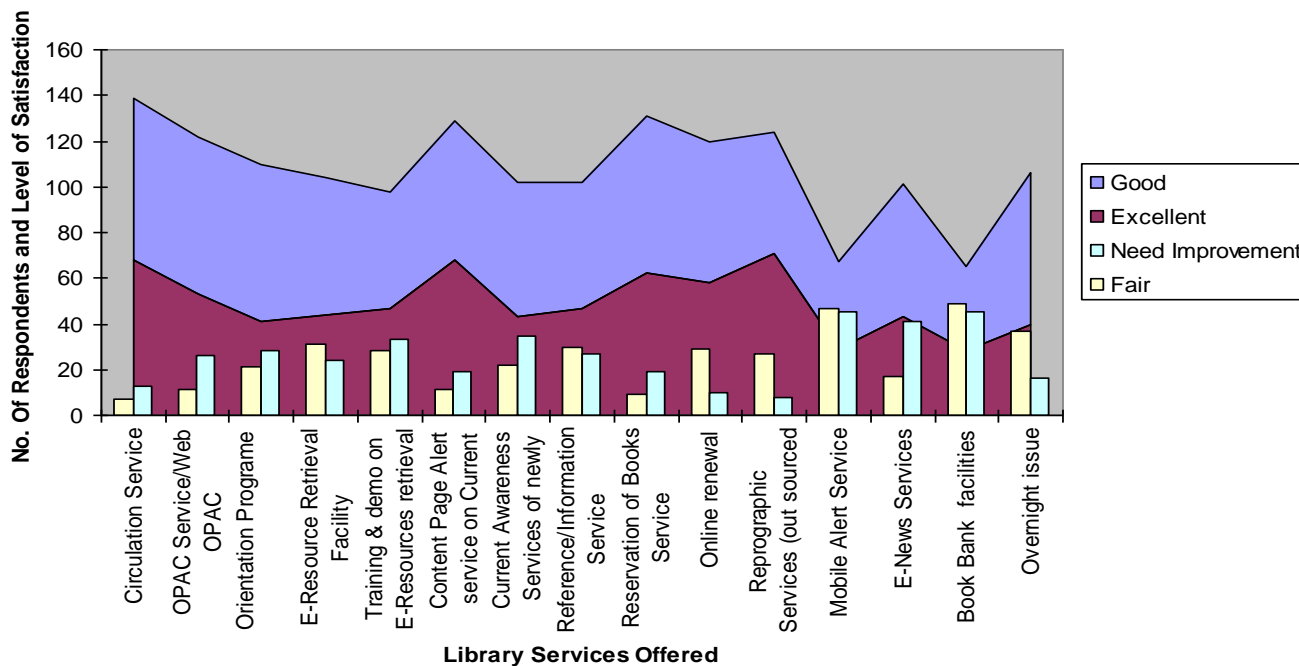## Students level of Satisfaction on Library services

Figure 6. Students' level of satisfaction in library services.

information needs and their information seeking behaviors.

(ii) Librarians should develop an information marketing strategy to create awareness about library resources and services among students and research scholars. This will help better utilization of library resources and services offered in the library.

(iii) In order to fully exploit the available resources, and services, each library should conduct user awareness program at the beginning of each academic session. This will encourage more and more students and research scholars to use library resources and services.

(iv) User's first preference of choice is printed books. It is observed that there no sufficient number of copies of

book and non- availability of latest edition is very common problem for users. It is recommended that latest edition of text book and reference materials should be added to the library collection regularly and users should be guided meticulously to use these resources.

(v) Library should subscribe more number of e-journals on different subject to meet the demand of the research scholars in their field of interest.

(vi) Infrastructure facilities should be enhanced for better utilization of e-resources and services in each university library.

(vii) It is found that changing ICT environment has affected the information seeking behavior of users and so library should initiate information literacy programme to make the users aware of available library resources and services.

(viii) Successful operation of any library depends to a large extent on the choice of library collection. (ix) The library collection should be according to the need requirement of all users.

(x) Library staff should be properly trained so that they may have better understanding about how to search, download needed information from e- resources. This staff ultimately can help the users to explore available-resources exhaustively and can also motivate the user to use e- resources independently.

(xi) Another finding revealed that respondents are not satisfied with the quality and performance of mobile alert services, book bank facilities, training and demo on e-resource retrieval services, current awareness services of newly acquired books and with e- news services. So library should focus on these services in order to improve its quality and performance.

Conclusion

University libraries invest scores of rupees every year on the collection development in order to meet the need of users. In order to maximize the use of library resources, every library should build up its collection keeping in mind the need of users; and library should be designed with changing information environment. This study revealed that nearly half of the total respondents visit library regularly and   borrowing books is the main purpose of visiting library, followed by reading print journals and having access to online periodicals, reference sources and to read newspaper/magazine. This study revealed that printed books are still occupying a predominate place in library to meet students' information needs. Tezpur University subscribed 906 titles of current journals (print, 139; online, 767) and three databases through INDEST – AICTE Consortium and other publishers. The UGC-In-fonet Consortia of INFLIBNET Center is providing access to 7500 e-journals and eleven databases. The study revealed that students and research scholars are highly satisfied with the collection of online journals and use

these online journals both for academic and research purpose. ICT application in library services is also providing opportunities to users to access and utilize both library online resources and services effectively. Respondents are very much satisfied with the performance circulation, online reservation and online renewal of book services offered by the library. A university library has a very vital role to play in meeting multidimensional demands. University library should build digital library of thesis/ dissertation to support research activities of the research scholars.

Limitation

At present, there are 2413 registered library users. Out of these 1976 users are Bachelor and Master degree student and research scholars. Scholars and other registered users are approximately 437. In order to make this study more accurate and specific, this survey was conducted among the bachelor degree students, master degree students and research scholars only, instead of covering all categories of users.

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