User Satisfaction with Library Resources and Services in Osmania University, Hyderabad: A study

Kura Mallikarjun
Research Scholar
Department of Library and Information Science
Osmania University
Hyderabad – 500 007

V. Vishwamohan (*Rtd*.)
Department of Library and Information Science
Osmania University
Hyderabad – 500 007

Abstract

This study is an investigation of use of user's satisfaction in library resources and services in Osmania University library, Hyderabad. 450 questionnaires were distributed among faculty members, research scholars, and PG students of different department in the university to collect relevant data and 352 received back. Overall average (7.75%) of the respondents satisfied with facilities provided by library, (29.06%) said good, (33.20%) said average, (19.52%) poor, and (10.47%) of them not satisfied with facilities. Majority of the (53.13%) respondents expressed overall functioning of the library is good. The study suggested that library should carry out user studies at regular intervals and user guidance and training programmes is necessary to help library users to meet their information needs and make users aware of the available library resources and services.

Keywords

Library Resources; Electronic resources; Library Services; Library Collection; User's Satisfactions; User studies Osmania University Library

Electronic access

The journal is available at www.jalis.in

Journal of Advances in Library and Information Science
ISSN: 2277-2219 Vol. 11. No.2. 2022. pp.218-223

Introduction

University Libraries have a sole duty to support the objectives of the university through promoting teaching, learning and research. Library services are far reaching as the quality of a university is measured largely by the standard of its library and its unique role in the university system. As such, a library is an integral part of university education it provides information resources and services of sufficient quality and diversity to support research and development. The university library is a repository of knowledge and a dynamic social institution, an indispensable resource centre for reliable information and meant to preserve the recorded knowledge of man for use. The general user is expected to make effective and efficient use of academic libraries to satisfy their informational and research needs. Users' satisfaction of the information resources and services rendered by university libraries relates to effective use of the services and resources provided by the library. The satisfaction derived by users greatly influences the utilization of the information resources and services availed in the library. Therefore to justify the existence of any academic library, provision of effective services and resources is necessary to attract and maintain potential users.

Ranganathan's Fifth Law of library science states that a library is a growing organism thus academic libraries are spending a lot of financial resources in acquisition of information resources to improve access and utilization of library services with the aim of satisfying their users' needs. Thus, the study aims to assess the user satisfaction with library resources and services in Osmania University, Hyderabad.

Review of literature

Kumar and Rajan (2015) carried out a study to find out the user satisfaction of library services provided by engineering colleges in Coimbatore, Tamil Nadu. The survey was conducted in 32 engineering college libraries. The data was collected in the form of questionnaire. The findings of the study indicates that 55.25% of respondents are satisfied with the functioning of the library, 70% of respondents found the library timings convenient, 78.75% of them felt that the lending period is sufficient, 40% of the respondents visit the library weekly. The study recommended that college libraries should adopt appropriate techniques to provide the best information services. Veena, G. & Kotari, Prabhakara Narasimha (2016) in their study "User Satisfaction

with Library Resources, Services and Facilities: A Study in SDM College Library, Ujire." examines the user's satisfaction in library facilities, resources and services of the students of SDM College Library, Ujire. 300 questionnaires were distributed among students to collect relevant data. The findings of the study shows that 177(59.0%) of respondents have the habit to visit to the library daily, majority 260(86.7%) of respondents are highly satisfied with the collection of general books, majority 210(70.0%) are highly satisfied with collection of text books 160 (53.3%) respondents considered circulation services as excellent. Maina, Jane et.al (2017) in their study "Usage and User Satisfaction of Library Resources in Kish University Library, Kenya." examines the advent of mobile and computer technologies coupled with information proliferation, interest has been shifted to addressing changing users' needs. The target population comprised of all librarians and all registered library users in Kish University. It employed ex-post facto research design. The study sample comprise of one hundred and ninety five (195) out of a population of one thousand six hundred and twenty five (1625). Questionnaires were used in data collection. The findings suggest that the both library staff and users to embrace automation, better marketing of library resources and user training to be done. Muthuraja, S., Surendra, C.S. & Shivaraj B. Halyal (2018) in their "User Satisfaction with Library Resources, Services and Facilities: A Study." Investigates the user's satisfaction in library facilities, resources and services of the students of C. S. Bembalagi Arts, SHA. M. R. Palaresha Science and G. L. Rathi Commerce College Library, Ramdurg. 200 questionnaires were distributed among students to collect relevant data and 170 received back. The findings of the study shows that 70 (41.18%) of respondents have the habit to visit to the library daily, majority 95 majority 90 (52.94%) are satisfied with collection of text books 95 (53.3%) respondents considered circulation services as excellent. Barad, Pradip H. (2019) in his study "User Satisfaction with Library Resources and Services in Himachal Pradesh University." discusses the role of university library in higher education. A total number of 180 users from the postgraduate, research scholar were selected and their response was obtained with the help of questionnaire and conducting meeting with librarian's and staff of the library and users. The results also showed that libraries go for the E-Journals subscription and online and offline databases it may help to users a lot. It also showed that users were satisfied with the services of the library but demanding quality improvement in library services. Baffour, Emmanuel, Liu, Jing & Kwakye, Obeng (2021) in their study "Evaluation of User Satisfaction with Academic Libraries Services Based on Students' Perspectives." Analyzed user satisfaction of academic library services based on students' perspectives and determine the relationship between user satisfaction and the overall library service quality. The study adopted the survey research method and a total of 283 responses were obtained through the simple random sampling technique. The solicited data were analyzed using frequency, percentage, tables, and charts. The results of the study indicate that users are satisfied with both library's support for learning and research, and the library's treatment of users and students rated the overall quality of services provided by the library as good. The outcomes of the study will assist academic libraries to formulate effective strategies to ensure better delivery of quality services to the users to enhance their satisfaction, thereby attracting more users. This will also help academic libraries to regularly analyze user's satisfaction and their views on academic library services.

Objectives of the study

- To know the present status of library resources, information services and facilities in Osmania University library;
- To study the profile, frequency of the respondents;.
- To measure the level of user satisfaction on library collections, resources, services, facilities, equipment and management; and
- To find out the problems faced by user while accessing library resources.

Table 1: Osmania University library collection

Library collection	OU
Books	5,54,547
Current Periodicals	366
Reference Books	10821
Thesis & Dissertations	12325
Back volumes of Periodicals	75387
Government documents	12400
Annual Reports	289
Manuscripts	6825
Microfilm & Microfiche	273
Magnetic Tapes	12
Electronic Books	86
Electronic Journals	10131
E-Thesis & Dissertations	12050

Online Databases	8
CD-ROM Databases	357
Electronic Reports/Digital documents	45000
Audio & Video materials	204
Any Other (Digitized documents/Institutional repositories)	45,000

Table-1 illustrates that entire library collection various types of books, periodicals, manuscripts, thesis and dissertations, rare books, audio/video microfiches, tapes, major collection of Electronic Books, Electronic Journals, E-Thesis & Dissertations, Online Databases, CD-ROM Databases, Electronic Reports, Institutional Repositories (IRs), and Audio & Video materials and details are illustrated in above table-1

Table 2: Available ICT Infrastructures facilities

ICT Infra. facilities	Nos.
Barcode scanners	3
CC Cameras	37
Computer Servers	3
Desktop systems	46
Generators	1
Internet infrastructure	0
Laptops	1
LCD Projectors	1
Networking facility	1
Printers	6
Scanners	4
Television	1
UPS system	2
Other peripherals (NewGenLib) software	1

It is found from the table-2 that various types ICT infrastructural hardware's and software available in the OU library. The data shows that university library have sufficient computer systems in the library. Osmania University library automated by NewGenLib software, complete library is functional includes acquisitions, cataloguing, circulation, Serial control, administration and OPAC. And it has created own data base of library collections of books and journals. Library is also providing internet facility for users with broad band mode. Type of collection used OU University library having varieties of collections for their they need various types of information for their requirement hence study conducted specific point of view "what type of collection you used" the following table depicts it as; For the purpose of getting library users feedback in the 4th week of February every year.

Table 3: Services offered by the library

S.No	Services
1	Bibliographic service
2	CD-ROM search service
3	Current Content service
4	E-book service
5	Internet service
6	Journal search service
7	Online databases
8	Online Public Access Catalogue (OP AC)
9	Online SDI service
10	Scanning of images and documents
11	Virtual reference service

Above table-3 illustrates the different types of services offered by library users.

Table 4: Gender-wise distribution of respondents

Gender	Faculty members	Research scholars	PG students		%
Male	74(21.02%)	93(26.42%)	97(27.56%)	264	75
Female	38(10.80%)	24(6.82%)	26(7.39%)	88	25
Total	112(31.82%)	117(33.24%)	123(34.94%)	352	100

It is evident from the table-4 that the majority (75%) of respondents are male and remaining (25%) are female respondents.

Table 5: Department-wise distribution of respondents

Department	Male	Female	Total	%
Arts & Social Sciences	94(26.70%)	41(11.65%)	135	38.35
Sciences	29(8.24%)	11(3.13%)	40	11.36
Law	16(4.55%)	6(1.70%)	22	6.25
Commerce & Business Management	25(7.10%)	9(2.56%)	34	9.66
Education & physical education	24(6.82%)	3(0.85%)	27	7.67
Engineering & Technology	76(21.59%)	18(5.11%)	94	26.70
Total	264(75%)	88(25%)	352	100

Table-5 illustrates the department-wise distribution of respondents, the highest (38.35%) of the respondents are belongs to Arts & Social Sciences, (26.70%) belongs to Engineering & Technology, (11.36%) are from Sciences, (9.66%) are from Commerce & Business Management, (7.67%) are from Education

& physical education and (6.25%) are from Law department.

Table 6: Frequency of library visit

Frequency of visit	Faculty members	Research scholars	PG students	Total	%
Daily	12(3.41%)	17(4.83%)	22(6.25%)	51	14.49
Weekly	38(10.80%)	34(9.66%)	31(8.81%)	103	29.26
Twice in a week	29(8.24%)	31 (8.81%)	23 (6.53%)	83	23.58
Thrice in a week	27(7.67%)	26(7.39%)	35(9.94%)	88	25.00
Occasionally	6(1.70%)	9(2.56%)	12(3.41%)	27	7.67
Total	112(31.82%)	117(33.24%)	123(34.94%)	352	100

It is reveals from the Table-6 that majority of the (29.26%) respondents visit weekly, (25%) visit Thrice in a week, (23.58%) visit twice in a week, (14.49%) visit daily and (7.67%) of the respondents are visiting occasionally.

Table 7: Time spent in the library

Time spent	Faculty members	Research scholars	PG students	Total	%
< 1 hour	66(18.75%)	61(17.33%)	70(19.89%)	197	55.97
1 hr – 2 hr	21(5.97%)	22(6.25%)	21(5.97%)	64	18.18
2 hr – 3 hr	11(3.13%)	18(5.11%)	14(3.98%)	43	12.22
3 hr – 4 hr	13(3.69%)	14(3.98%)	16(4.55%)	43	12.22
> 4 hours	10.28%)	2(0.57%)	2(0.57%)	5	1.42
Total	11231.82%)	117(33.24%)	123(34.94%)	352	100

The Table-7 presents that most of the respondents (55.97%) spent their time in the library less than one hour, (18.18%) of them between 1-2 hours, (12.22%) of the respondents spent between 2-3 hours and 3-4 hours, and (1.42%) of the respondents spent more than 4 hours.

Table 8: Purpose of library visit

Purpose	Male	Female	Total	%
Research Work	94(26.70%)	329.09%)	126	35.80
Updating knowledge	32(9.09%)	15(4.26%)	47	13.35
Writing papers	46(13.07%)	16(4.55%)	62	17.61
Competitive Exams	12(3.41%)	14(3.98%)	26	7.39
Reading Newspapers	46(13.07%)	3(0.85%)	49	13.92
Lending a book	34(9.66%)	8(2.27%)	42	11.93
Total	264(75.00%)	88(25%)	352	100

It is obvious from the Table-8 that most (35.80%) of the respondents visit to library for research work, (17.61%) of them to writing paper (article), (13.92%) of them visit for reading a newspaper, (13.35%) visit for updating their knowledge,(11.93%) visit for lending a book, and (7.39%) of the respondents visit library to prepare competitive exams.

Table 9: Level of satisfaction about the facilities provided by library

Satisfaction on facilities	Satisfied	Good	Average	Poor	Not satisfied
Location	37(10.51%)	129(36.65%)	67(19.03%)	57(16.19%)	62(17.61%)
Furniture and equipment	28(7.95%)	97(27.56%)	121(34.38%)	52(14.77%)	54(15.34%)
Lighting and ventilation	27(7.67%)	94(26.70%)	130(36.93%)	91(25.85%)	10(2.84%)
Cleanliness	20(5.68%)	119(33.81%)	97(27.56%)	89(25.28%)	27(7.67%)
Helpfulness of library staff	24(6.82%)	64(18.18%)	138(39.20%)	82(23.30%)	44(12.50%)

Drinking water	31(8.81%)	134(38.07%)	112(31.82%)	51(14.49%)	24(6.82%)
Toilets	24(6.82%)	79(22.44%)	153(43.47%)	59(16.76%)	37(10.51%)

Table-9 shows the Level of satisfaction about the facilities provided by library, most of the respondents (36.65%) expressed their opinion on Location is good and lowest (10.51%) of them said satisfied, (34.38%) average furniture and equipment and lowest (7.95%) of them said satisfied, (36.96%) of the respondents expressed their opinion on lighting and ventilation is average and (2.84%) of them not satisfied, (33.81%) on cleanliness is good and (5.68%) said satisfied, (39.20%) said on helpfulness of library staff is average and (6.82%) of them satisfied, (38.07%) of them said on drinking water is good ad (6.82%) not satisfied and (43.47%) of the respondents expressed their opinion on toilets are average satisfaction and (6.82%) of them satisfied.

Table 10: Level of satisfaction on overall functioning of the library

Level of satisfaction	Faculty members	Research scholars	PG students	Total	%
Excellent	24(6.82%)	20(5.68%)	20(5.68%)	64	18.18
Good	63(17.90%)	55(15.63%)	69(19.60%)	187	53.13
Fair & Satisfactory	23(6.53%)	38(10.80%)	30(8.52%)	91	25.85
Poor	2(0.57%)	4(1.14%)	4(1.14%)	10	2.84
Total	112(31.82%)	117(33.24%)	123(34.94%)	352	100

It is evident from the table-10 that the majority of the (53.13%) respondents expressed overall functioning of the library is good followed by (25.85%) of them said fair & satisfactory and (18.18%) of them said excellent and (2.84%) of them said it is poor.

Table 11: Problems faced while accessing library resources

Print & e-Resources	Faculty members	Research scholars	PG students	Total	%
Improper arrangement of books	92(4.99%)	71(3.85%)	103(5.58%)	266	14.4
Out-dated books/limited copies	112(6.07%)	93(5.04%)	114(6.18%)	319	17.3
Tampering of pages	74(4.01%)	73(3.96%)	75(4.07%)	222	12
Misplacement of books	81(4.39%)	69(3.74%)	89(4.82%)	239	13
Limited computers	84(4.55%)	51(2.76%)	55(2.98%)	190	10.3
Lack of training	72(3.90%)	45(2.44%)	23(1.25%)	140	7.59
Insufficient time	92(4.99%)	47(2.55%)	56(3.04%)	195	10.6
Internet speed	92(4.99%)	42(2.28%)	47(2.55%)	181	9.81
Power supply problem	48(2.60%)	22(1.19%)	23(1.25%)	93	5.04
Total	747(40.49%)	513(27.80%)	585(31.71%)	1845	100

Table-11 illustrates the problems faced while accession library resources, majority of the (17.3%) respondents said library have out-dated books/limited copies, (14.4%) said improper arrangement of books, (13%) said misplacement of books, (12%) said tampering of pages,(10.6%) Insufficient time (10.3%) said limited computers, (9.81%) said internet speed (7.59%) said lack of training and (5.04%) of the respondents expressed that the power supply problem.

Major findings of the study

- Majority of the 29.26% respondents visit weekly.
- Most of the respondents (55.97%) spent their time in the library less than one hour, (18.18%) of them between 1-2 hours.
- Most (35.80%) of the respondents visit to library for research work, (17.61%) of them to writing paper (article)

- Overall average (7.75%) of the respondents satisfied with facilities provided by library, (29.06%) said good, (33.20%) said average, (19.52%) poor, and (10.47%) of them not satisfied with facilities.
- Majority of the (53.13%) respondents expressed overall functioning of the library is good.
- Majority of the (17.3%) respondents said library have out-dated books/limited copies, (14.4%) said improper arrangement of books.

References

[1.] Baffour, Emmanuel, Liu, Jing & Kwakye, Obeng (2021). Evaluation of User Satisfaction with Academic Libraries Services Based on Students' Perspectives. *Open Access Library Journal*, 8(8), 1-17.

[2.] Barad, Pradip H. (2019). User Satisfaction with Library Resources and Services in Himachal Pradesh University. *Library Progress (International)*, 39(1), 102-109

[3.] Gurikar, R., & Gurikar, R. (2015). Use of Library Resources and Services by Karnataka University Research Scholars: A Case Study. *DESIDOC Journal of Library & Information Technology*, 35(5), 361-367.

[4.] Kumar, S. C. M., & Rajan, V. R. (2015). User Satisfaction on Library Services in Anna University with Special Reference to Engineering Colleges in Coimbatore, Tamil Nadu: A Study. *International Journal of Library and Information Studies*, 5(2), 86- 91.

[5.] Maina, Jane et.al. (Usage and User Satisfaction of Library Resources in Kish University Library, Kenya. *International Journal of Library and Information Science Studies*, 3(3), 20-29

[6.] Muthuraja, S., Surendra, C.S. & Shivaraj B. Halyal (2018). User Satisfaction with Library Resources, Services and Facilities: A Study. *International Journal of Library and Information Studies*, 8(3), 132-137

[7.] Sahu, A. K. (2007). "Measuring service quality in an academic library: an Indian case study", *Library Review*, 56(3), 234-243.

[8.] Sandhya Deo (2016). An Assessment of User Satisfaction in Academic Libraries: a case study of the Fiji National University Library. E-print in Library Information Science, Access from http://eprints.rclis.org/29565/1/Research_paper_Sandhya.pdf on 28.8.2018

[9.] Veena, G. & Kotari, Prabhakara Narasimha (2016). User Satisfaction with Library Resources, Services and Facilities: A Study in SDM College Library, Ujire. *Indian Journal of Information Sources and Services, 6(1), 1-4*