# Use and User's Satisfaction on Library Resources and Services by U.G. Students of Government Hrangbana College, Aizawl: A Study

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Abstract

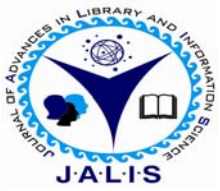
*Information became a basic requirement for every human activity in present digital era. Internet and communication technologies (ICT) have a lot of impact on collection and services of libraries. Now, libraries collect different types of reading materials to satisfy their user's information needs.The collage libraries play a crucial role to support teaching and learning activityof students and teachers of collages.With the changing ICT scenario, library administration always tried to show their ability to lead their academic roles i.e. satisfy the information needs of users.The present study is an attempt to examine the use of library collection and services by the U.G. students of Government Hrangbana Collage, Aizawl.*
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Keywords

Library Users, User Study, User's Satisfaction, Library Resources and Services etc..

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## INTRODUCTION

Libraries are treated as service institutions where they serve their users to fulfill their information needs and library activities are geared towards serving the needs of users because in service center user's satisfaction is very important. Academic libraries play an important role in the institutions they serve. The libraries hold different collections of reading materials including books, periodicals, newspapers, reports special collection of government documents and a wide range of electronic resources among others. The core objective of collage library is to support the parent institution (i.e. collage) to achieve its objectives and missions. The important position and the role of the library in academic institutions have been already highlighted and resonated by many authors. Effah (1998) emphasized that academic support service provided by library is very importent and necessary to the attainment of any academic central mission of teaching, learning and research.Kargbo (2002) stated his view that academic library is the central organ of the academic institutions and library together with good laboratories and faculties are the parameters used to judge the status of academic institutions. Verma (2015) discussed the role of academic library to achieve academic excellence in academic institution and pointed out that academic library has to play very important role because academic institutions are incomplete without a good library

Libraries have always been committed to render better services to its users. Implementing the innovative idea and related technologies developed for libraries certainly help them to achieve their aim in a most effective way and have to improve the quality of their services. Library authority has to develop an on-going dialog with its user community to know and understand their information need. Therefore it is crucial to evaluate the library service from customer's point of view. At the same time in order to set up user –centered service the library needs to know the users and user needs. One of the main tools that can be used to evaluate and assess the library services is the user survey. It is impossible to assess the changing needs of the clientele unless user surveys are conducted to determine user needs and their reading interests.

## USERS SATISFACTION

An academic library satisfying the request of users implies providing the actual information or services

that will meet the needs of an information seeker or users. Solola(1983)fond that the quality of services rendered to users or readers in any library is directly related with the professional skills of staffs. If the library is managed by qualified, experienced and cultured staff, users will always be encouraged to make use of the library.Thang and Yap (1996) sated that users satisfaction is considered as reliable criteria for determine library effectiveness. Therefore it is very important for the library to keep their users satisfy. The satisfaction is the state that results after a library user has favorably or positively experienced a service product.The library users have varying needs and it is the responsibility of the library staff to knowthe needs and expectations and attempt to meet them. Meeting the information needs of users require the provision of the actual information resources and services that will satisfy their needs. Applegate (1997) defines user satisfaction as whether users are satisfied or not with a service or resources in a library. If users' needs and expectations are met then naturally they would be satisfied because their requests have been met.

**GOVERNMENT HRANGBANA COLLAGE, AIZAWL**

Hrangbana College was established in the year 1980 as a private college. Initially it was established as evening collage. It is named after Mr. Hrangbana who donated 1, 00,000 (one lakh) for its establishment. It is situated in the heart of Aizawl, the capital of Mizoram. It is the biggest and most populous college in in the state of Mizoram and was the first college to introduced commerce education in Mizoram.Before 1980's, there was only 2 (two) colleges in Aizawl- Pachhunga College, which is a day shift and Aizawl College.So, there was a great demand to open another college in the in the city. The college was given a University Affiliation on 19$^{th}$ August 1981 and it was upgrade to Deficit status in 1$^{st}$ April 1985. Since 1992-1993 academic years the college was converted into Day-shift, before it used to be a Morning-shift. Subsequently, it was provicialised and name Government Hrangbana Colleges with effect from 1$^{st}$ April 2003.

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## REVIEW OF LITERATURE

The literature review is an important segment of any research to know the research already completed in a particular area. Many studies have been already conducted to investigate the satisfaction of library users with library resources and services based on their subject interest, occupation, information environment and geographical location. In this study is an attempt to cover some work which is related to topic.Miriam (2004) investigated the information needs and seeking behavior of undergraduate students of Makerere University. Total 104 undergraduate students selected from first, second, and third year of study result show that there was wide diversity in information seeking behavior of respondents. The results provide an insight into the factors that influence students information–seeking behavior and the information sources used. Yang (2004) noted that user satisfaction is based on the degree of perceived quality that meets users' expectations; therefore library management should periodically evaluate the services they provide to their users. Kaur and Verma (2006) conducted a survey to explored purpose of using library vary from person to person majority of users visit library for issue/ return of books, then for consulting periodical/journals, and many were for photocopying work.Saikia and Sharma (2006) found in their study that digital information becoming an essential requirement of library services and all libraries have to adopt it today or tomorrow. Khasiah (2009) conducted a study on user satisfaction and concluded that users satisfaction can directly related with library services. By introducing different type of library services in library like providing latest collection and extended opening hours among others lead to user satisfaction. Mahajan (2009) conducted a study in Punjab university library and observed that users are satisfied with library collection and services but they want more training in the use of online resources.Upadhaya (2013) examined student's behavior towards e-resources in University of Delhi and found that 58% respondents prefer to use e-resources while 28% students using both print and electronic resources. Jotwani (2014) conducted a survey on e-resources usage in IITs and study resolved that e-resources are havily used by IITs' library users. Veram and Prang (2015) conducted a survey regarding satisfaction with library services by PG students of school of physical sciences and study resolved that users are quit satisfied with library collection and services.

## OBJECTIVES OF THE STUDY

This study is to systematically examine the use and user satisfaction of library resources and services by UG students in Government Hrangbana Collage Aizawl. The specific objectives of the study are:

1. To assess the type of library users and their frequency to visit the library
2. To assess the preferred information sources used by users
3. To detect the strength and weakness of the library collection and services
4. To measure the satisfaction level of library users towards library resources and services.

**SCOPE OF THE STUDY**

The scope of present study is limited to UG students of Government Hrangbana College, Aizawl.

**RESEARCH METHODOLOGY**

To meet the objectives sample survey method was used in this study. For collection of primary data, questionnaire method has been used as research tools. A structured questionnaire was prepared and randomly distributed among 150 UG students (50 questionnaires to each year students)out of which 120 (80%) filled questionnaire were receivedto draw the result of study.

**DATA ANALYSIS**

**Year wise response analysis of respondent**

Tale-1 shows the year wise response of respondents and it resolved that among the 120 respondents 37(31%) respondents from 1st year, 43(36%) 2nd year and 40(33%) from 3rd years**.**

**Table-1: Year-wise response of respondents**

| Respon-dents | Questionnaire Distributed | Questionnaire Received | Percentage |
|---|---|---|---|
| 1st year | 50 | 37 | 31% |
| 2nd year | 50 | 43 | 36% |
| 3rd year | 50 | 40 | 33% |
| Total | 150 | 120 | 100% |

**Gender-wise distribution**

Table-2 listed the gender wise distribution of respondents under the study and it was found that 59% of respondents are male and 41% are female.

**Table-2: Gender-wise Distribution of Respondents**

| Gender | No of Samples | Percentage |
|---|---|---|
| Male | 71 | 59% |
| Female | 49 | 41% |
| Total | 120 | 100% |

**Age-wise distribution**

Table-3 shows the age groups of the respondents and it was found that maximum library users fallen under the age group of 17-19 years (64%), 28% users are between the age group of 20-22 and only 8% library users were found above 22 years among respondents.

**Table3: Age Group of Respondents**

| Age | No. of Respondents | Percentage |
|---|---|---|
| 17-19 | 77 | 64% |
| 20-22 | 33 | 28% |
| Above 22 | 10 | 8% |
| Total | 120 | 100% |

**Types of library users**

Table- 4 are showing the types of library users and it was found the 71% respondents are regular users of the library and only 29% respondents are irregular users of the central library. Hence it quite indicates that the maximum students are using library to fulfill their information needs.

**Table -4: Types of Library Users**

| Library Users' | Numbers | Percentage |
|---|---|---|
| Regular user | 85 | 71% |
| Irregular | 35 | 29% |
| Total | 120 | 100% |

**Frequency of library visit**

Table-5 highlights the frequency of respondents to visit the library and it was found that respondents are not very regular visitor of library. Among respondents, 22% are occasionally user and 8% are rarely visit library while 28% respondents are visited library in 1-2 time in a week and 25% visit 3-4 time in a week. Only 17 % respondents are visiting library every day.

**Table - 5: Frequency of Library Visit**

| Frequency | Numbers | Percentage |
|---|---|---|
| Daily | 20 | 17% |
| 1-2 time in week | 34 | 28% |
| 3-4time in week | 30 | 25% |
| Occasionally | 26 | 22% |
| Rarely | 10 | 8% |
| Total | 120 | 100% |

**Prefer information source**

Table-6 illustrates the preferable reading materials used by respondents and found that maximum respondents (69%) prefer the traditional form reading materials, while 31% respondents prefer to use electronic reading material.

**Table – 6: Preferable information sources**

| Preferable information sources | Numbers | Percentage |
|---|---|---|
| Traditional | 83 | 69% |
| Electronic | 37 | 31% |
| Total | 120 | 100% |

**Reading Space in Library**

Table–7indicates about the reading space of central library, and it was found that 72% respondents weresatisfied with reading space of central library and 28%respondent feelthat reading space of central library is inadequate and it should be increase.

**Table – 7: Reading Space in Library**

| Reading Space in library | Numbers | Percentage |
|---|---|---|
| Adequate space | 86 | 72% |
| Inadequate Space | 34 | 28% |
| Total | 120 | 100% |

**Status of Library Collection**

Table-8 are shows the status of library collections of collage libraryand it was found that majority of the respondents (43%) feel that status of library collection is moderate while 38% respondents feel that library collection is adequate and only 19% respondents feel that library collections is inadequate and it need to be improve.

**Table -8: Status of Library Collectio**n

| Status of library Collection | Numbers | Percentage |
|---|---|---|
| Adequate | 46 | 38% |
| Moderate | 51 | 43% |
| Inadequate | 23 | 19% |
| Total | 120 | 100% |

**Satisfaction with information resources of library:**

Table-9 shows that 62% respondents were satisfied with book/e book collection while 23% respondents were unsatisfied and 15% respondents were neither satisfied nor unsatisfied, however 70% respondents satisfied and 15% respondents unsatisfied with journals & e-journals collections of library. In the case of print and online databases, 52% respondent satisfied while 36% unsatisfied and 12% respondents neither satisfied nor unsatisfied while seminar/conference proceedings collection, 47% satisfied, 38% unsatisfied and 15% respondents neither satisfied nor unsatisfied. Similarly 38% respondents satisfied, 43% unsatisfied and 23% respondents neither satisfied nor unsatisfied with reference collections of library

**Table-9: Users satisfaction with library resources**

| Information Sources | Level of Satisfaction | | |
|---|---|---|---|
| | Satisfied | Unsatisfied | No Comments |
| Books and e-books | 74 (62%) | 28 (23%) | 18 (15%) |
| Journals and e-journals | 84 (70%) | 18 (15%) | 18 (15%) |
| Print and online databases | 62 (52%) | 43 (36%) | 15 (12%) |
| Seminar/conferenceproceedings | 56 (47%) | 46 (38%) | 18 (15%) |
| Reference collection | 46 (38%) | 51 (43%) | 23 (19%) |

**Satisfaction with library services**

Table-10 shows the satisfaction level of respondents towards library services and it resolved that 55% respondents are satisfied with bibliographical services of library while 35% respondents unsatisfied and 10% respondents neither satisfied nor unsatisfied with this service. In same way 42% respondents satisfied and 45% respondents unsatisfied with reprography services of library and 13% respondents neither satisfied nor unsatisfied with this. Regarding reference services, 52% respondents satisfied and 37% respondent unsatisfied and 12% respondents

neither satisfied nor unsatisfied with reference services of library. Regarding OPAC facility, 64% respondents satisfied and 28% respondents unsatisfied while 8% respondents neither satisfied nor unsatisfied. With Bibliographic, book display and borrowing facility services, 52%, 39% and 57% respondents satisfied and 40%, 48% and 28% respondents unsatisfied respectively while 8%, 13% and 15% respondents shows their view that they are neither satisfied nor dissatisfied with these services.

**Table-10: Users satisfaction with library services**

| Library services | Level of Satisfaction | | |
|---|---|---|---|
| | Satisfied | Unsatisfied | No Comments |
| Bibliographical Information in Library Catalogue | 66 (55%) | 42 (35%) | 12 (10%) |
| Reprographic Services | 50 (42%) | 54 (45%) | 16 (13%) |
| Reference Services | 62 (52%) | 44 (37%) | 14 (12%) |
| OPAC Facility | 76 (64%) | 34 (28%) | 10 (8%) |
| Bibliographic Service | 62 (52%) | 48 (40%) | 10 (8%) |
| Books Display Programme | 46 (39%) | 58 (48%) | 16(13%) |
| Borrowing Facility | 68 (57%) | 34 (28%) | 18 (15%) |

**Initiation of Specialized Services**

Table-11 illustrates about respondents view on initiation of some specialized services in library for more users satisfaction and maximum usage of library resources and it was found that majority (58%) respondents feel that there is need of such type of services and only 42% respondents feel there is no need to initiate any specialized services in the library.

**Table-11: Initiation of specialized services**

| Initiation of Specialized Services | Numbers | Percentage |
|---|---|---|
| Required | 69 | 58% |
| Not required | 51 | 42% |
| Total | 120 | 100% |

**Major findings of the study**

The major findings of the study are:

1. Year wise distribution of respondents projected that 1st year 31%, 2nd year 36% and 3rd year 33% and gender wise distribution of respondents projected that Male are occupied the majority (59%) in the sample while age-wise distribution showed that 64% of respondents are belonging to age group of 17-19 years.
2. There are only 17% respondents are regular users of Library and they visited library daily. 22% of respondents visited library occasionally and 8% of respondents rarely while 28% respondents visited library 1-2 time in a week and 25% respondents 3-4 times in a week.
3. The majority of respondents (69%) preferred to use traditional source of information (i.e. print medium) and majority of them (72%) satisfied with reading space of library. 43% respondents feel that library collection is moderate and 38% said that it is adequate.
4. Majority of the respondents were satisfied with books, journals print & online databases, collections of library but 51% respondents are not satisfied with reference collections of library.
5. Respondents (64%) are highly satisfied with OPAC service followed by borrowing facility (57%), bibliographic display of catalogue (55%), reference and bibliographic services (52%). In comparison to these services respondents are less satisfied with reprography (42%) and book display services (39%) of library.
6. Majority of respondents feel that Library should start new user services to meet the information need of users.

**CONCLUSIONS**

The indispensable components in the library and information system are documents, users and library personal. The foremost goals of any information system are to provide pinpointed, comprehensive and speedy information service to their users. In order to achieve this goal, various types of information sources are gathered in information centers and qualified personnel are recruited to established purposive contact between the users and the information embodied in variety of sources of information. In order to maximize the usage of library resources every library should build up their collection keeping in mind to users needs and should design library service accordingly with changing information environment. UG students of Government Hrangbana Collage visited library to seeking information to satisfy their curriculum based needs. The printed documents are the most popular information source for them. The study it resolved that there maximum users of Government Hrangbana

Collage are satisfied with library resources and services but majority of them was not regular users of library. Library should try to attract them to make regular users and facilitate with good reading space inside the library because many respondents feel that reading space in inadequate. In overall, respondent are satisfied with library resources and services.

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