Attitude and Satisfaction of the Users of National Diary Research Institute (NDRI) Library, Karnal: A Study

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Abstract

This paper investigated the attitude and satisfaction of users regarding information resources and services of NDRI library, Karnal. A structured questionnaire was used for data collection. This study found that 76.62% of the respondents were satisfied with books, followed by 74.03% with electronic theses & dissertations and circulation services. The majority of respondents have a positive attitude towards the various facilities offered by the NDRI library. Further, a significant number of respondents faced problems such as lack of guidance and training, slow internet speed and unavailability of full-text documents. This study made some recommendations such as improving internet speed and accessibility will support more comprehensive research efforts, ultimately contributing to improved academic outcomes for the NDRI library users.

Keywords: Library Resources and Services, NDRI Library Users' Attitude, Users' Satisfaction.

1   Introduction

The primary goal and purpose of every library and its professionals is to ensure user satisfaction. There are various terms employed to refer to library users, such as patrons, borrowers, clients, members and customers. However, regardless of the terminology, anyone who utilizes the library to fulfil their information needs is considered a library user (Lalrokhawma & Verma, 2023). Satisfaction with the services and facilities of the library is crucial for enhancing academic performance, supporting research, teaching and fostering students' engagement and retention. A conducive library environment promotes student retention and engagement, as students are more likely to utilize the facilities, resulting in better academic performance. Furthermore, modern libraries offer technological tools and informational literacy programs that equip users with essential skills, with satisfaction linked to improved digital literacy and research skills (Smith & Wong, 2018). When the information proves useful in a professional setting, it fosters a positive attitude, leading to satisfaction. Conversely, if users are dissatisfied with the resources, it generates a negative attitude, resulting in dissatisfaction. Hence, libraries need to understand the extent to which their users utilise the resources they have acquired (Kaur, 2018).

Dairy researchers have multiple avenues available to fulfil their information requirements. E-resources in dairy and related technology are special and play a major role because the survival of this field is exclusively based on research. Dairy scholars have their information needs met via several options (Sharma et al., 2011). E-resources are easily accessible from any place through various networks at any time. The present study is highly relevant in the current context of the increasing demand for library resources among undergraduate, postgraduate students and researchers. The growing reliance on library collections and services underscores the need to assess and enhance these resources to better support academic and research activities.

2. National Dairy Research Institute (NDRI), Karnal

The NDRI (Deemed University) Karnal is a prominent institute in the field of dairy research along with two regional stations as Southern Regional Station of NDRI Bangalore and the Eastern Regional Station of NDRI Kalyani. The Government of India established the Royal Dairy and Breeding Institute in 1923 as a Dairy Research and Training Center at the base of Bangalore Army Dairy Farm. Thereafter, the Indian Government decided to establish the National Dairy Research Institute as well as the College of Dairy Sciences at Karnal and renamed June 1995 as the National Dairy Research Institute. The NDRI library has a rich collection of books, e-books and journals along with CeRA consortium. The library provides access to various abstracting and full-text databases through CD-ROMs. There are five CD-ROM databases available, such as CABCD (1972-2008), FSTA (1959-2008), AGRIS (1975-2001), Indian Standards (published up to 2005) and ISO Standards on Food Products (published up to 2013)through the LAN of the institute. The library has 95000 volumes, which comprise 56000 books and standards, 34000 bound periodicals, 5000 theses and 3600 CDs containing books, these and other miscellaneous publications to the students, faculty members and other staff members. The NDRI Library has different sections and provides different kinds of services to satisfy its users.

3. Review of the Related Literature

Although numerous studies have been conducted in India and abroad to assess user satisfaction with libraries, including those serving agricultural institutions, there is a notable scarcity of research specifically focused on dairy and research libraries. Padohinog and Ariate (2024) found that most library users were satisfied with the borrowing facilities and library orientation services. Additionally, users had positive perceptions of the library's collections and staff. Patidar et al., (2024) found that the maximum numbers of respondents were satisfied with library textbooks, journals and magazine collections. 56.24% of the respondents were satisfied with library borrowing facilities and 50% were satisfied with staff cooperative behaviour. Thakor (2023) explored that 91.67% of the respondents used reference books 60% used magazines. The maximum number of respondents opined that library resources and services were helpful. 95% of respondents were satisfied with library resources and services. Kumar and Singh (2023) investigated that 64.75% of respondents used library print resources in comparison to electronic 35.25%. Kumar and Singh (2023a) found that 54.50% of the respondents were satisfied with the library's electronic resources. Further, 49.40% of respondents used Krishi-Kosh, 41.60% used CeRA consortium and 39% used Indian Journal database for their academic purposes. Similarly, Puneet (2021) also highlighted that 85.50% of respondents used Krishi-Kosh, and

54.50% used CeRA consortium at the University of Agricultural Sciences GKVK, Bangalore. Bea et al, (2018) found that most students were satisfied with library's opening hours (47.20% good, 37.50% excellent), library general services (73.60% good) and friendliness of library management (50% good, 20.8% excellent). Kaur and Kathuria (2022) found that majority of the respondents were satisfied with the good performance and helping nature of library staff, but expressed dissatisfaction with the library's resources, services and IT infrastructure. Similarly, Chatterjee (2020) highlighted that notable students were dissatisfied with library collections of journals, e-collections, and facilities such as library webpages, Current Awareness and Document Delivery Services.Oyeniyi (2021) explored that 57.50%, of respondents, were satisfied with staff relations,56.50%, were satisfied with reference services 51.70% satisfied with sitting arrangements and 48.30% satisfied with the organization of material but expressed dissatisfaction with outdated and old library book collections. Tukur and Kannan (2020) investigated that 95.24%, of library users in Agriculture University libraries were satisfied with library furniture i.e. reading tables/chairs, 78.95% satisfied with dust-free space and 70.83% were satisfied conducive space for study and research. Agboola et al, (2019) revealed that 73% of postgraduate students were satisfied with library collection and 72% satisfied with the general attitude and behaviour of library staff. Tripathi et al, (2016)found that 35.50% of the students were fully satisfied with the availability of e-resources, 20.50% partially satisfied and 21% least satisfied. Sharma et al., (2011) found that 89.23% of respondents used e-resources usually. Further, 63.08% of respondents faced the problems of slow internet speed in NDRI Library and 40% of respondents faced problems in retrieving content from the web.

4. Objectives of the Study

The following objectives are intended to:

* Find out the frequency and purpose of NDRI library visit by the users.

* Explore the users' satisfaction with NDRI Library resources.

* Explore the users' satisfaction with NDRI library services.

* Explore the users' attitudes towards their satisfaction with NDRI library facilities.

* Find out the problems faced by users while accessing information at NDRI library.

5. Research Methodology

The study was conducted on NDRI Karnal. A sample size of 20% of the total population was selected based on total library membership data i.e. 533 (comprises 155 undergraduate, 230 postgraduate and 148 research scholars). A total of 110 questionnaires were distributed. Out of the total, 77 questionnaires were received back, with a good response rate i.e. 70%. Table no.5 is used the five points Linkert Scale (5=Highly Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied,1=Highly dissatisfied) to explore the users' attitude towards overall facilities of the NDRI library. The software SPSS was used for performing all statistical analyses i.e. percentages; mean and standard deviation.

6. Results and Discussion

The collected data has been analysed and presented in the following sections alongwith tables. Some of the results of the study are discussed below:

### 6.1. Frequency of library visit

Figure 1 indicates the distribution of respondents based on frequency of library visits. 67.53% of the respondents visited the

library daily and 23.38% visited 2-3 times in a week.

Whereas, 3.90 % of library users was visited

the library weekly. It is observed that the majority of the respondents visited the library daily.

Figure 1: Frequency of library visit
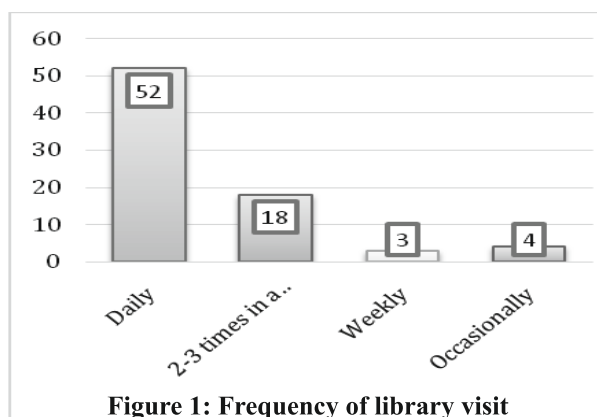
6.2. *Purpose of library visit*

Table 1 depicts that 66.23% of the respondents visited the library to read books.

Followed by 54.55% of respondent visits to complete assignments and 46.75% for borrowing/issue and return of library books.

Table 1: Purpose of Library visit

Sr.	Purpose	N (%)
1.	Reading books	51 (66.23%)
2.	Preparing assignments	42 (54.55%)
3.	Borrowing/issue- return of library books	36 (46.75%)
4.	To browse the internet	25 (32.47%)
5.	Read newspapers and magazines	20 (25.97%)
6.	Consult reference books	19 (24.68%)
7.	Consult the journals	12 (15.58%)
8.	To check new arrivals	11 (14.29%)
9.	Spend free time	09 (11.69%)

A least 32.47%of users visited the library to browse the internet, 25.97% visited to read newspapers and magazines, 24.68% to consult reference books, 15.58% toconsult journals, 14.29%to check new arrivals and 11.69% to spend free time. It is observed that the maximum number of students used NDRI library for reading.

6.3 *Users' satisfaction with library resources*

Table 2 highlights that the majority 76.62% of the respondents satisfied with books, 74.03% satisfied with electronic theses& dissertations and 63.64% satisfied with e-journals.

Table 2: Users' satisfaction with Library resources

Sr.	Library resources	Yes N (%)	NoN (%)
1.	Books	59 (76.62%)	18 (23.38%)
2.	Journals Periodicals	43 (55.84%)	34 (44.16%)
3.	Thesis and Dissertations	41 (53.25%)	36 (46.75%)
4.	Reference sources	36 (46.75%)	41(53.25%)
5.	E-thesis & Dissertations	57 (74.03%)	20 (25.97%)
6.	E-journals	49 (63.64%)	28 (36.36%)
7.	Online Databases	43 (55.84%)	34 (44.16%)
8.	E-books	36 (46.75%)	41 (53.25%)

While a least number 46.75% of respondents are satisfied with reference sources and e-books. Overall, this study highlighted that a good number of respondents satisfied with the information resources provided by the NDRI library in both formats.

6.4 Users' satisfaction with library services

Table 3 depicts that the majority 74.03% of the respondents are satisfied with the circulation service, 71.43% satisfied with Wi-Fi facility and 70.13% satisfied with photocopy service available in library.

Table 3: Users' satisfaction with Library services

Sr.	Library services	Yes (%)	No (%)
1.	Issue-Return of Books	57 (74.03%)	20 (25.97%)
2.	Wi-fi facility	55 (71.43%)	22 (28.57%)
3.	Photocopy service	54 (70.13%)	23 (29.87%)
4.	Library website	46 (59.74%)	31 (40.26%)
5.	Computer lab	45 (58.44%)	32 (41.56%)
6.	Period of books lending services	44 (57.14%)	33 (42.86%)
7.	Online Public Access Catalogue (OPAC)	41 (53.25%)	36 (46.75%)
8.	Reservation of books	29 (37.66%)	48 (62.34%)
9.	Remote access to library resources	26 (33.77%)	51 (66.23%)
10.	Online library instruction about library services	24 (31.17%)	53 (68.83%)
11.	Library orientation programme	20 (25.97%)	57 (74.03%)

Furthermore, this study found that approximately half of the respondents are satisfied with the library website, computer lab, period of lending services and OPAC facility. Half of the respondents are dissatisfied with different services, such as library orientation programs, library online instruction, remote access for e-contents and book reservation services available in the NDRI Library.

6.5 Users' attitude and satisfaction with library facilities

Table 4 provides detailed insights into the users' attitudes towards their satisfaction with the overall library facilities available at the NDRI library. The respondents ranked the library's peaceful and noise-free study environment the highest, (M=4.351 with SD=0.839).

Table 4: Users' attitude and satisfaction with Library facilities

Sr.	Library facilities	Mean	SD	Rank
1.	Peaceful and noise-free reading	4.351	0.839	1
2.	Library furniture (chairs & tables)	4.299	0.947	2
3.	Proper arrangement of books in racks	4.299	0.904	3
4.	Cleaning and dusting in library	4.260	0.965	4
5.	Sufficient reading space	4.130	1.080	5
6.	Space between racks	4.117	0.973	6
7.	Present book issue-return system	3.987	1.019	7
8.	Library opening hours	3.364	1.356	8

The second highest rank was given to the library furniture (chairs and tables), scoring (M=4.299 with SD=0.947). Similarly, the proper arrangement of books in racks was also rated (M=4.299 with SD=0.904) at third rank. However, the lowest satisfaction was observed with the library opening hours, which received the lowest rank with (M=3.364 and SD=1.061). It is observed that majority of respondents have a positive attitude towards the various facilities offered by the NDRI library, except NDRI library opening hours. The findings indicate that users are mostly satisfied with the available NDRI library facilities.

6.6 Problems faced in accessing information resources

Table no. 5 shows the problems faced by users at the NDRI library. 27.27% of respondents reported that lack of guidance and training is the most common issue of NDRI library.

Table 5: Problems faced in accessing information resources

Sr.	Problems	N (%)
1.	Lack of guidance and training	21 (27.27%)
2.	Slow internet speed	19 (24.68%)
3.	Unavailability of full-text documents	18 (23.38%)
4.	Lack of user guide and bay guide	17 (22.08%)
5.	Authenticity problems	15 (19.48%)
6.	Less PC in computer lab	11 (14.29%)
7.	Digital divide	10 (12.99%)
8.	Unorganized library collection	05 (06.49%)
9.	Power cut	04 (05.19%)

Further, less than one-fourth of users also reported some other problems, such as slow internet speed 24.68% and unavailability of full-text documents. 23.38%, lack of user guide and bay guide 22.08% authenticity problems 19.48% less PC in the computer lab 14.29%, digital divide 12.99%, unorganized library collections 6.49% and power cut 5.19%. It has been observed that approximately one-fourth of the students encounter difficulties. In contrast, 75% of the students do not report any issues with the NDRI library. It is observed that currently, NDRI library is functioning in a highly satisfactory condition.

7. Major Findings

❖ The 67.53% of respondents visited the library daily followed by 23.38% visited 2-3 times a week while 3.90% visited weekly. 66.23% of respondents visited the library to read books followed by completing assignments 54.55%, borrowing library books 46.75% and browsing the internet 32.47%.

❖ The majority 76.62% and 74.03% of the respondents are satisfied with books, electronic thesis and dissertations in comparison to reference sources and e-books46.75%.The majority 74.03% of the respondents are satisfied with the circulation service followed by 71.43% satisfied with Wi-Fi facility and70.13% satisfied with photocopy service.

❖ The 27.27% of the respondents reported that lack of guidance and training is the major problem. Further, some other problems are as slow internet speed 24.68%, unavailability of full-text documents 23.38%, and lack of user guide and bay guide 22.08% also reported by the respondents of NDRI Library.

8. Conclusion and Recommendations

This study highlights the other major factors inside the libraries such as a peaceful & noise-free study environment, comfortable library furniture and cleaning and dusting. These factors work as a booster in the library for students because sincere library readers read in the library for a long time with continuity. Without comfortable library furniture and a peaceful and noiseless environment library users can enjoy their reading. These factors play a major role in boosting the satisfaction of library users and creating a positive image of the library and its staff. The NDRI library has a rich collection of books, e-books and journals of different publishers to fulfil the needs of the users' community. However, a lack of awareness among students, especially newly admitted students can't be utilized at the maximum level of library resources, services and facilities.

This survey made some recommendations. Implementing these recommendations may significantly boost users' satisfaction well with the needs of a modern academic library.

➢ This study suggested that the NDRI library should regularly organize tutorials on the use of electronic resources to enhance user awareness.

➢ NDRI Library should conduct in-person orientation sessions for newly admitted students to familiarize them with available information resources and services in library.

➢ Additionally, providing library virtual tours would empower users, particularly new students, to utilise library resources and services more effectively.

➢ Furthermore, improving internet speed and accessibility will support more comprehensive research efforts, ultimately contributing to improved academic outcomes for NDRI library users.

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