



Users' Satisfaction with Library Resources and Services in Digital Environment: a case study of Pachhunga University College, Aizawl

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Abstract

User satisfaction is the main objective and purpose of every library and library professional. This study sought users' satisfaction with library resources and services of the UG students of Pachhunga University College Aizawl. The present study aims to identify the frequency of library visits, to degree the contentment level of library users with library resources and services, recognise the preferred information sources of users, and identify the challenges encountered by users in gathering their information. The study adopted a survey method of research using a questionnaire as a research data collection tool and a structured questionnaire was distributed to 80 library users randomly and received a total of 70 responses from the respondents. Results revealed that the majority of the respondents preferred text books for their source of information, and were highly satisfied with their textbook but most of the respondents were not satisfied with the services and facilities like reprography, poor internet connectivity, seating capacity and respondents also suggested to provide drinking water in the library. Based on findings, it also included some suggestions and recommendations hoping that it will be fruitful for library professionals to improve their service quality and increase user satisfaction.

Keywords: Digital environment, Library facilities, Library resources, Library services, Library users, User satisfaction

1. Introduction

User satisfaction is the main objective and purpose of every library and library professional. Library plays a very important and significant role in providing information to its users in their studies and research work. Academic library is established with the objectives to assist students, research scholars and teachers in their academic activities by providing the right information, to right users at right time. The library builds their collections, made reachable to their defined users through their different library services

in physical or digital platforms and through this process directly the libraries are elevating and giving the backup of the education curriculum activities of the institutions and it helps to develop a meaningful resource based actions and inquiry among the users specially young students and cultivate the lifelong learning culture among them. There are many synonymous words used for library users (i.e. patrons, borrowers, clients, members, customers, etc.) but anyone who uses the library for his information needs is a library user. There are different opinions about the



concept of library users and Oxford English Dictionary explained the meaning of users as "a person who uses or operates something". According to Michael Gorman-"Information seekers who make use of library are library users," while Kenneth Whittaker defined a library user as "a person who uses one or more of a library's services at least once a year".

All the users need to be content with their library and fulfill their information needs with the resources and services of their respective libraries. User satisfaction is recognised as an imperative measure of library performance in all respect (Biswas, Nausheen, & Chakrabarti, 2011). According to Cambridge dictionary satisfaction means "A pleasant feeling that you get when you received something you wanted or when you have done something you wanted to do". In a broader sense, user satisfaction can be defined as the satisfaction level to meet the demands of the user. Thus, the present paper focuses and emphasises on user satisfaction with library resources and services in UG students of Pachhunga University College, the oldest and biggest college of Mizoram State having A+ grades in NAAC and ranked 34th in the NIRF ranking-2023 among the college category in country.

2. Review of literature

Ahmed and Amjad (2014) evaluated the scholar's satisfaction with electronic resources in library on different parameters and recognised the main problems faced by scholars in accessing the e-resources and which are lack of training, internet connection and anxiety with e-resources, etc. Verma and Parang (2015) examined the satisfaction of PG students of the school of physical sciences with library services and reported that PG students are happy and satisfied with the resources and services rendered by library. Kunwar Singh and Ramesh Kuri (2017) investigated IITs library user's satisfaction

with resources and services. They adopted a survey research method to collect the research data to fulfil the research objectives. Mahjabeen Ali (2018) carried out this study to analyse the level of user satisfaction with services and resources at the Khan Bahadur Hassanally Effendi Library, Sindh Madressatul Islam University, Karachi. Results exposed that though students were satisfied with the existing level of services and resources at library, however, there is more room for significant improvements regarding library services and resources. Lawal Mohammed Tukur (2020) examined user satisfaction with information resources, and library facilities by faculty members in Three Agriculture University Libraries in Nigeria; Major findings testify that the current agricultural information resources and facilities available, accessible and utilised are insufficient in agriculture University libraries sampled in Nigeria.

3. Significance of the study

As educational institutions are increasingly moving towards digital platforms, it becomes important to understand users' satisfaction with library resources and services to enhance the overall learning experience. The purpose of this research is to find out the specific needs and preferences of users, evaluate the effectiveness of existing digital resources and address any short comings in the current system. By pointing out these issues, the study intends to contribute valuable insights to the field of library science, enabling administrators and educators to make informed decisions to improve the digital library environment and, consequently, enhance the overall academic experience for the Pachhunga University College community.

4. Objectives

The present study has the following main objectives:



- i. To know the purpose and library visit frequency of respondents
- ii. To find out the preferred information sources used by selected users
- iii. To quantify the users' satisfaction level with library resources and services
- iv. To know the awareness level of N-LIST services among respondents
- v. To measure the users' satisfaction with library facilities and infrastructure.

5. Methodology

For the present study, a survey method research was found suitable. Based on research objectives, a structured questionnaire was designed comprising questions related to research objects and randomly distributed to 80 library users of Pachhunga University College. A total of 70 filled questionnaires were received for data interpretation of the present study. Collected data was scrutinized, processed and tabulated for analysis using MS Excel tool.

6. Data analysis

6.1 Frequency distribution of gender-wise respondents

Table 1: Gender wise distribution of respondents

Gender	No. of Samples	Percentage
Male	31	45%
Female	39	55%
Total	70	100%

Gender analysis is a part and parcel of any research of social sciences to see the gender representation in the study. Table1 shows the gender wise representation of respondents of this study and it is observed

that the majority of the respondents under study were female 39(55%) whereas, male respondents were 31(45%). It means the female are leading position in response rate of data.

6.2 Frequency of library visits

Table 2: Frequency of library visit

Frequency	Frequency	Percent
Daily	16	22.5%
Weekly	14	20%
3 times in a week	31	45%
Once in a week	4	5%
Occasionally	5	7.5%



The frequency of library visits is very vital indicator and important significance in library user satisfaction. Accordingly, an effort was made to know how often the students visited the library and was provided five scales occasional, once in a week, 3 times in a week, weekly and daily and presented in table 2. It is depicted from the respondent's

responses and revealed that the total frequency of library visits under study was very poor and only 16 (22.5%) respondents visited the library daily, 31 (45%) respondents visited the library three times in a week and 14(20%) respondents visited the library weekly while 5 (7.5%) respondents visited occasionally.

6.3 Purpose of library visit

Table 3: Frequency of library visit

Purpose of Library visit	Number	Percentage
Study	41	59%
Reading	23	31.43%
Borrow and Return	38	54.28%
To do assignment	29	41.43%
Recreation	10	14.28%
To do photocopy	26	37.14%
Internet uses	5	7.14%
Collection of old questions	25	35.72%
Research work	12	17.14%

Different reasons and different purposes students visit the library, differ from student to student. Based on the eight-point scale the respondents were asked about their purpose in visiting library and all the responses are presented in table 3. The analysis revealed the majority of respondents 41(59%) visited the library for study purposes followed by circulation of books (Issue and return of

books) the issue and return (borrowing/return) followed by study purposes 38(54.28%). To do assignment 29(41.43%) and for the purpose of photocopy 26(37.14%). Only 7.14% and 17.14 of the respondents visited the library for the usage of Internet and research purposes. Further, it is also observed from the study that 37.14% of the respondents used the library for consulting old questions.

6.4 Preferred information sources of users

Table 4: Preferred information sources

Preferred information sources	Number of Respondents	Percentage
Textbook/Course book	64	92.5%
E-Resources	3	2.5%
Reference	3	5%
Newspaper/ magazines	-	-
Journal	-	-
Total	70	100%



The library is recognised to be the temple of knowledge and this knowledge is presented in the library. Student's preferences of information sources were evaluated based on five parameters and presented in table 4

and after analysis, it is observed that most of the respondents preferred textbook/course book 64(92.5%). Only 4.2% of the respondents preferred e-resources and references.

6.5 Satisfaction of library resources

Table 5: Satisfaction of library resources

Library Resources	Highly Satisfied	Satisfied	Fairly Satisfied	Unsatisfied	Highly unsatisfied
Books	35%	55%	5%	5%	-
Reference	27.5%	47.5%	22.5%	2.5%	-
Journals	12.5%	60%	25%	3%	-
Newspapers	30%	52.5%	12.5%	5%	-
E-resources	10%	55%	32.5%	2.5%	-
Magazines	17.5%	60%	17.5%	5%	-

The scholar further asked questions to the respondents whether they were satisfied or not regarding library resources. To ensure the satisfaction level, the scholar provided five parameters highly satisfied, satisfied, fairly satisfied, unsatisfied, and highly unsatisfied in five different areas of a library collection that is books, references, journals, newspapers, e-resources and magazines. The table under shows that 55% were satisfied and

35% were highly satisfied among the respondents in the area of collection of books. Respondents of 27.5% and 47.5% were satisfied and highly satisfied with library resources, there 60% and 52% of the total respondents were satisfied with the collection of journals and newspapers. 55% of the respondents were also satisfied with the collection of e-resources.

6.6 Satisfaction with library services

Table 6: Satisfaction with library services

Library service	Highly Satisfied	Satisfied	Fairly Satisfied	Unsatisfied	Highly unsatisfied
Circulation	50%	47.5%	-	2.5%	-
Reference	22.5%	62.5%	15%	-	-
Reprographic	17.5%	47.5%	30%	2.5%	-
Internet	12.5%	32.5%	40%	12.5%	2.5%

Library Service is a service to its users, it is also a performance of all activities of a library in connection with organising library materials and providing and making them available to its clientele. To ensure the

satisfaction level of library services, the researcher used a five-point scale i.e. highly satisfied, satisfied, fairly satisfied, unsatisfied, and highly unsatisfied and respondent opinion was presented in table 6.



As far as the satisfaction of library service is concerned, the following table revealed that except for Internet services majority of the respondents were satisfied in the area of circulation, reference, and reprographic service.

6.7 Awareness about the subscription of N-LIST

Table 7 A: Awareness of N-LIST

Are you aware of N-LIST	Frequency	Percent
Yes	17	25%
No	53	75%
Total	70	100%

Table 7 B: Awareness about subscription of N-LIST

If yes, does your college library subscribe N-LIST	Frequency	Percent
Yes	17	25%
No	53	75%
Total	70	100%

N-LIST stands for National Library and Information Services Infrastructure for scholarly content. The N-LIST is an online database developed by INFLIBNET. N-LIST provides electronic resources to the student's researchers and faculty such as e-books, e-journals and research articles, etc. from colleges and other beneficiary institutions through server. To that extent N-LIST plays a significant role in every institution, hence, the

researcher also asked a simple question to the respondents about the awareness and subscription of N-LIST in the college library and their response was tabulated in table 7A and 7B. Astonishingly, it was found out from the result that 75% of the respondents were not aware of N-LIST and also 75% of the respondents did not know whether they subscribed N-LIST or not in the college.

6.8 Satisfaction of library facilities and Infrastructure

Table 8: Satisfaction of library facilities and Infrastructure

Particulars	Highly Satisfied	Satisfied	Fairly satisfied	Unsatisfied	Highly unsatisfied
Appropriate Lighting	60%	37%	2.5%	-	-
Washroom is available and clean	5%	32%	45%	12.5%	5%
Space for group/individual study	35%	52.5%	10%	2.5%	-
Space that facilitates quietness	37.5%	40%	17.5%	5%	-
Safety features are available	22.5%	60%	12.5%	5%	-
Good functional furniture	35%	57.5%	7.5%	-	-
A good network ICT space	7.5%	42.5%	42.5%	7.5%	-
Drinking water is available	15%	17.5%	17.5%	40%	10%
Library Seating capacity	17.5%	47.5%	20%	12.5%	2.5%



The library facilities and infrastructure play a very important role in determining the users' satisfaction. If the library has good basic facilities and infrastructure, it will add a lot of plus points in user satisfaction. The users' perception of the PUC library was tabulated in table 7 and the analysis revealed that highly satisfied with the lighting, space that facilitates quietness, space for group/individual study furniture while washroom facilities, drinking water, good network, and library seating capacity need to be improved.

7. Discussion

The analysis of the survey data provides valuable insights into various aspects of users' satisfaction with library resources and services at Pachhunga University College, Aizawl. The frequency distribution analysis revealed crucial insights into the demographic composition of the respondents, with a particular focus on gender representation. Table 1 indicates that the majority of the participants were female, constituting 55% of the total sample, while males comprised 45%. This finding underscores the significance of considering gender dynamics in library studies, as it unveils the dominance of female respondents in the study context. Moving on to the frequency of library visits (Table 2), the analysis exposes a noteworthy pattern in user behaviour. A substantial portion of respondents, 45%, visited the library three times a week, while only 22.5% visited daily. The purpose of library visits (Table 3) provides a diversified perspective, with a significant 59% visiting for study purposes and 54.28% for borrowing and returning books. Moreover, the preferred information sources (Table 4) elucidate that a staggering 92.5% of respondents favored traditional textbooks/course books over electronic resources and references. The satisfaction analysis of library resources (Table 5) and services (Table 6) unveils an overall contentment among respondents, with a

majority expressing satisfaction in various categories. However, areas such as internet services and reprographic services in table 6 require attention for improvement. The study also brings attention to the awareness and subscription status of N-LIST (Table 7), indicating a lack of awareness among 75% of respondents and uncertainty about subscription status. Lastly, the satisfaction of library facilities and infrastructure (Table 8) showcases contentment in areas like lighting, study spaces, and furniture, but highlights the need for improvement in washroom facilities, drinking water availability, and library seating capacity. Overall, this comprehensive analysis provides a roadmap for Pachhunga University College to address specific areas of concern, capitalise on strengths, and enhance overall user satisfaction with library resources and services in the digital environment.

8. Conclusion

The primary objective of a library is to collect, organise, preserve, disseminate, and provide access to knowledge and information to its users. User's perceptions and satisfaction with library resources and services have largely been ignored by researchers and practitioners of Library and Information Science. The present study was conducted to evaluate the library resources and services offered by PUC College library and the level of satisfaction and service quality. Though PUC library is the biggest, largest and most renowned college in the state in terms of collection, areas and infrastructure, still there are many issues and challenges and there many room for improvement. Therefore, the overall findings of the study, can be concluded that the majority of the respondents under study were satisfied with library resources and services but on the other hand, some areas like library facilities and physical infrastructure need to improve and take appropriate strategies for the development of the library. In addition, there is a need for



targeted interventions to enhance library services, promote digital resources, and improve overall user satisfaction at Pachhunga University College.

9. Suggestions

During the study researcher acquired many suggestions and recommendations through observation and also from respondents to improve library resources, services and facilities. The following valuable suggestions were recommended for more satisfaction for library resources and services:

- i. To meet the user's needs, the library should improve the physical infrastructure by providing adequate reading space, seating capacity and facilities for washroom and drinking water.
- ii. More computer systems should be facilitated and also internet service should be improved.
- iii. Library should conduct a user awareness programme/ information literacy programme for the users to educate them about what e-resources are available in the library and how to make maximum use of these e-resources for academic purposes.
- iv. The ICT infrastructure and services need to be equipped and furnished in the library for the smooth functioning and welfare of the students and teachers alike.

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