

## Perceived User Satisfaction with Library Resource and Service performance at the Tagore Library, University of Lucknow

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### ABSTRACT

Competitive pressures, information availability an increasingly aware and selective student population mandate that academic libraries become more user focused. This calls for a better understanding of the specific needs of library users in order to provide the appropriate type and level of service that meets those needs. The survey sought information on users' views of the Library's collections, resources, equipment, facilities, services and operation. This paper describes a comprehensive user survey carried out in Tagore Library, University of Lucknow Libraries as part of a strategic initiative to engage with library users to identify, evaluate and improve university library services. Two major user groups' full-time students and academic staff were surveyed and instrument was a hardcopy questionnaire. Overall, the library has received positive response from the participants. The survey was a good way of communicating with library users at Tagore Library, University of Lucknow. This survey initiative has been undertaken on a regular basis and to use the results to inform library service delivery. The paper suggests that for any reliable library effectiveness study, all factors associated with user satisfaction should be investigated together.

### INTRODUCTION

The Tagore Library, University of Lucknow bestows prodigious importance to gathering data on a steady basis to enlighten its service improvements. The acumen spawned is used internally in the library to shape how it moves forward strategically. In the current higher education climate where financial constraints, technology, student population and research are changing quickly, it is essential that Library continues this practice.

Along with these drivers, it is also imperative for the library to measure its performance longitudinally to certify it endures to advance and progress.

Identifying the problems, weakness, strength and importance in these services will help the University management to set a direction for future development and provide better services for the University community. A library's resource is critical to user satisfaction. However, no library can satisfy all its users all the time. Some libraries have very limited resources and clearly are unable to satisfy their users, whereas others are large in size, have substantial holdings, and can provide a variety of services. Obviously, those libraries that are able to provide users with whatever they want will achieve higher levels of user satisfaction.

Thus, the availability of resources and services can have a significant influence on user satisfaction. It is important to note, however, that the quality of the resources may be judged from an overall perception as to whether the library can provide access to materials (e.g., through interlibrary loans or other document delivery services) when and where needed. It is this overall perception of a library's resources that contributes to user satisfaction.

### HISTORICAL ALMANACS OF TAGORE LIBRARY, UNIVERSITY OF LUCKNOW

The Tagore Library, University of Lucknow library system has witnessed a vast growth of university library in northern India. Tagore Library is the Central Research library of the University of Lucknow. It is here that the academic fraternity- both the preceptor and his pupils could find intellectual food. It is respected as one of the oldest, well organized and richest libraries of India. This has led to an upsurge in academia and students who usage university library as a vital tool for empowering all academic community irrespective of age, gender, education level and specialization.

The Library being the heart of the University stimulates and supports intellectual inquiry by developing collections and delivering quality

services in a conducive ambience for the wider user communities of patrons.

During the past year, the library has witnessed many noteworthy achievements, and the pace of innovations and significant growth. It is interesting to note that the rate of space usage is higher, even though some users are coming to the library to socialize; the level of usage of the physical space by genuine users has increased substantially. Library statistics show that users accessed to electronic information resources satisfactorily but dearth of knowledge to use them has been a critical issue. As an integral part of the academic programmes of the university and support service for the entire university, the libraries provide and maintain a fluid collection of monographs, state of the art communications for information resources; manuscripts, electronic documents and periodicals acquired by the library. The library provides access of electronic full-text resources. Further, the library pursues goals of excellence in different activities through services, collections, and inter-library cooperation which ensures access to information and knowledge. It strives to provide excellent assistance in finding and evaluating resources to students, staff and alumina on-site in different campuses and centers at a distance.

## **LITERATURE REVIEW**

Users' assessments can provide invaluable data to libraries in re-orienting their collections, services and activities for effectively meeting their information needs. Therefore, it is essential and beneficiary to evaluate the library resources and services extracted and user satisfaction because successfulness of any library depends upon how well a service fulfills the demands placed upon by the library users.

A number of studies on the User Satisfaction with library resource and service performance have been carried out by students and academic staff of various institutions all over the world.

Majid, Anwar and Eisenschitz,<sup>1</sup> investigated the factors that contribute positively in his research in User perceptions of library effectiveness in five major Malaysian agricultural libraries. Researchers found that the adequacy of collections, services and facilities were closely linked to the perceptions of library effectiveness.

Certain other factors contributing positively to the perception of library effectiveness were the adequacy and effectiveness of library

promotion, involvement of users in the selection of library materials, convenient library location, participation in user education programmes, and availability of assistance for using library resources and facilities, and subject background of library professionals Sohail and Raza,<sup>2</sup> have found the perceptions of library users in their research on service quality in Dr. Zakir Husain Library, Jamia Millia Islamia University as they relate to quality service and to determine how far the library has succeeded in delivering best service to their users.

The result stated description of the planning, implementation and maintenance of the quality management system by the library, along with continual improvement efforts to provide quality service to the library users.

Nzivo,<sup>3</sup> pointed out on how public libraries and information services in Kenya National Library Service (KNLS) are perceived, by examining adult users, with a view of improving service delivery and enhancing the effective management of public library services. He have indicated that KNLS libraries are better off than Universities and other public libraries; are predominantly focused on print documents (books) as preferred sources; readers' mostly begin their search for information on a particular topic; general reading and research purposes and information resources equip users with appropriate knowledge.

Cook and Heath,<sup>4</sup> point to the user as the most critical voice in accessing service quality. "The library is supposed to function well across a number of dimensions, enabling them [users] to move self-reliantly in their specific information-seeking behaviors" and therefore library users approach the various dimensions of services with differing expectations.

Sohail and Alvi,<sup>5</sup> concluded a study of usage of web resources by medical student and staff at Jawahar Lal Nehru Medical College, AMU Aligarh and found that most of the students were aware of web based resources and used for retrieving quick information through web as reliable resources generally in cyber cafe as well as with personal connection and satisfied with the web services provided by the college.

Kaur and Nandan,<sup>6</sup> conducted a study to investigate the impact of Information Technology on university libraries system through a case study of BhaiGurdas Library, GNDU, and

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Amritsar. The objectives of the study were to investigate the development of the Internet, web servers, and multimedia application in libraries that enable users to access wide variety of resources. The authors inferred that the use of new ICT based services in BhaiGurdas Library facilitated the library's computerization and helped in creating an in-house database of the collection; generate current awareness about services such as the databases of books and periodicals.

Sohail and Shakil,<sup>7</sup> conducted a study of usages of e-resources and library services in Tagore Library, University of Lucknow and reveals that majority of the users of FNU libraries keep themselves abreast of developments in electronic resources, services and their proper utilization in the field of academic and research. The research results showed a growing interest in e-resources among the users and found that slow downloading and blockage of website is the hurdle in proper utilization of electronic resources among academic community.

Sadeh,<sup>8</sup> conducted a study of User experience and describe the need for and realization of a new kind of interface for searching and obtaining library materials, an interface designed around user needs and decoupled from, though interoperating with, current library systems. His study demonstrates how users' expectations, which emanate from the everyday experience on the internet, can be addressed by library software in a way that corresponds to librarians' requirements and suits and libraries' technological infrastructure.

### Scope and Limitations of the Study

Tagore Library has undergone huge change in the last decades. Libraries serve the needs of university academic community and provide a welcoming, comfortable, and safe environment that supports teaching, learning and research. The study geographical area is restricted to students and academic staff of University of Lucknow only.

The survey sought information on users' views of the library services (library collection, resources, equipment, facilities and customer service). This survey was conducted from October, 2017.

### Objectives

The objective of the present study entitled "Perceived User Satisfaction with Library Resource and Service performance at the

Tagore Library, University of Lucknow" is to find out the level of satisfaction towards library resource and services. The major objectives of the study are as follows;

- To examine the frequency and purpose of visit to the library.
- To measure the level of user satisfaction of adequacy of library collections, range of the resources available in the library
- To provide the means to measure and monitor the performance of library.
- To study and analyze the level of user satisfaction about library collections, organization, facilities, and services both traditional and IT enabled services.

### Methodology

The researcher has conducted a survey of users' satisfaction so that their views, ideas and suggestions can be considered as an integral part of its commitment to improvement. The primary data were gathered using self-administered with open-ended questionnaires was personally distributed to the students and academic staff in the different departments across the university. Researcher asked to filled fifteen different department's patrons solicit required information from 684 respondent and data were analyzed using simple statistical calculation.

### Data Analysis

The findings are presented as a percentage based on the number of respondents to each question. Upon the identification of library collections, resources, services, facilities, equipment and management needing improvement, actions or possible solutions are provided for consideration and for possible implementation by the library to address the areas of concerns identified from the survey.

### Number of Participants in the Survey

The administration of the survey was done through questionnaires which were distributed at different department of the university those who are a member of Tagore Library. The frequency of distribution of the respondent to each department is presented in below table. Out of the 700 distributed questionnaires, 684 were completed and returned an overall response rate is 97.71%.

Out of 684 complete questioners, 427 (62.42%) respondents were male and 257 (37.57%)

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respondents were female are participated in this survey. The department wise respondents participated in this survey are given below. The most frequent users of library services were

students; comprising of 436 (63.74%), while 248 (36.25%) of the respondents were academic staff.

**Table1**

	Name of the Departments	Academic Staff	Students	Total
1	History	19 (31.66%)	41 (68.33%)	60 (8.77%)
2	Economics	21 (30%)	49 (70%)	70 (10.23%)
3	Arabic	09 (30%)	21 (70%)	30 (4.38%)
4	Geography	11 (36.66%)	19 (63.33%)	30 (4.38%)
5	Library & Info.	09 (29.03%)	22 (70.96%)	31 (4.53%)
6	Sociology	13 (43.33%)	17 (56.66%)	30 (4.38%)
7	Chemistry	23 (37.09%)	39 (62.90%)	62 (9.06%)
8	Physics	30 (49.18%)	31 (50.81%)	61 (8.91%)
9	Statistics	12 (40%)	18 (60%)	30 (4.38%)
10	Education	08 (6.66%)	22 (73.33%)	30 (4.38%)
11	Botany	24 (39.34%)	37 (60.65%)	61 (8.91%)
12	Commerce	18 (29.50%)	43 (70.49%)	61 (8.91%)
13	Business Admin.	15(50%)	15 (50%)	30 (4.38%)
14	Geology	11 (36.66%)	19 (63.33%)	30 (4.38%)
15	Law	25 (36.76%)	43 (63.23%)	68 (9.94%)
	<b>Grand Total</b>	<b>248 (36.25%)</b>	<b>436 (63.74%)</b>	

\*Percentages do not always equal 100 due to rounding. n=684

**Table2.** Frequency of use of library resources and services

Sr. No.	Frequency of Use	Academic Staff	Students	Total
1	Daily	112 (37.33%)	188 (62.66%)	300 (43.85%)
2	A few times per week	93 (31.52%)	202 (68.47%)	295 (43.12%)
3	Once a month	27 (58.69%)	19 (41.30%)	46 (6.72%)
4	Occasionally	5 (21.73%)	18 (78.26%)	23 (3.36%)
5	Never	11 (55%)	9 (45%)	20 (2.92%)
	<b>Grand Total</b>	<b>248(36.25%)</b>	<b>436(63.74%)</b>	<b>684</b>

\*Percentages do not always equal 100 due to rounding. n=684

This is the most important and basic aspect related to the assessment and usefulness of library resources and services. Here an attempt has been made to find out the frequency use of library resources and services.

It can be found from above table that out of 684 respondents, 300 (43.85%) stated that they visited the library daily, while 295 (43.12%) responded that they visited the library a few times per week, followed by 46 (6.72%) visited once in a month and 23 (3.36%) respondent occasionally visited in library.

However, there were few users 20 (2.92%) who stated that they never visited the library. Thus, the data show that, almost equally percentage of library users visited the library at daily as well as a few times per week and above table clearly state that the uses of library resource and services are high among students community.

### Purpose of Using Library Resources and Services

Library users are basically interested in using the computers for research efficiency and printing and photocopying notes and exam papers as majority of the respondents stated that they mostly used the library for access to computer, printing and photocopying purposes.

Most of the users find library as a conducive environment to study either alone or in groups.

Furthermost, number of respondents chose multiple options as what they mostly use the library for, the highest number of respondents stated that they use the library for the use of computers, printers, photocopiers, scanners, to check in and checkout library materials and to research.

The frequency distributions of the purpose of library resources and service are clearly stated in below figure.

**Range of Books Available in Library**

Below figure indicates that the rating of the range of text/reference books available in Tagore library. Sociology department users has given highest level of “Good” response in regards to the range of text and reference books followed by Arabic, Geography , Chemistry Law, Physics, Commerce, History, Education, Business Admin., Geology, Botany, Statistics, Economics and Library & Info Sc.

Majority of users indicated “Poor” range of books available in Tagore library are from the department of Economics followed by Geology, Botany, Geography, Physics, Library & Info., History, Sociology, Commerce, Chemistry,

Law, Business Admin., Education, Statistics and Arabic. When compared to all other departments users, reason being that only few latest collections are available; however the graph also indicates that that there is more good and fair range of books than the poor range for the Economics department.

Out of 684 respondents, 48.68% stated that range of books are good, 26.32% stated that it is fair, while 6.00% of the total respondents indicated that it was poor. Respondents also specified that there are not enough copies of text books; moreover there is a need for all latest edition books to be available in the library.

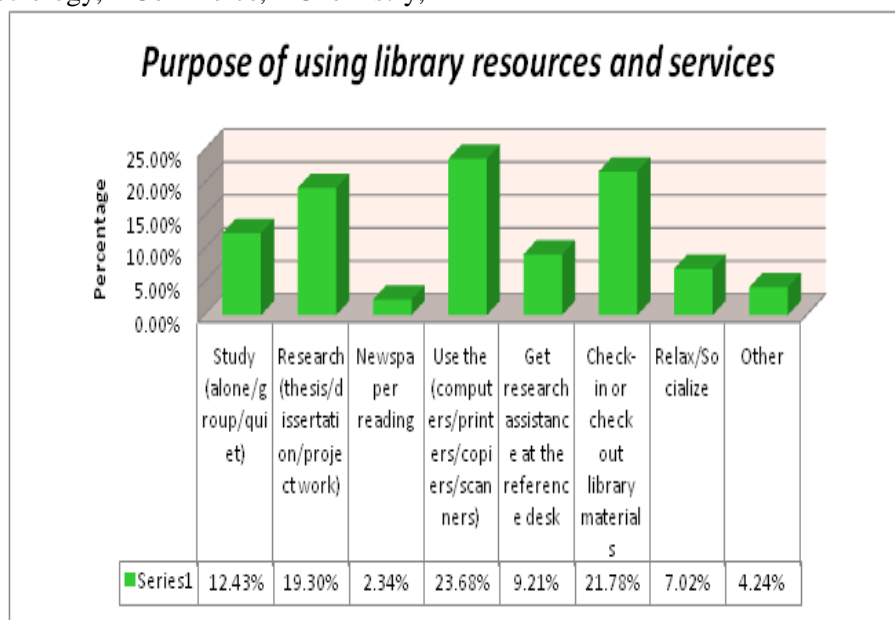


Fig1

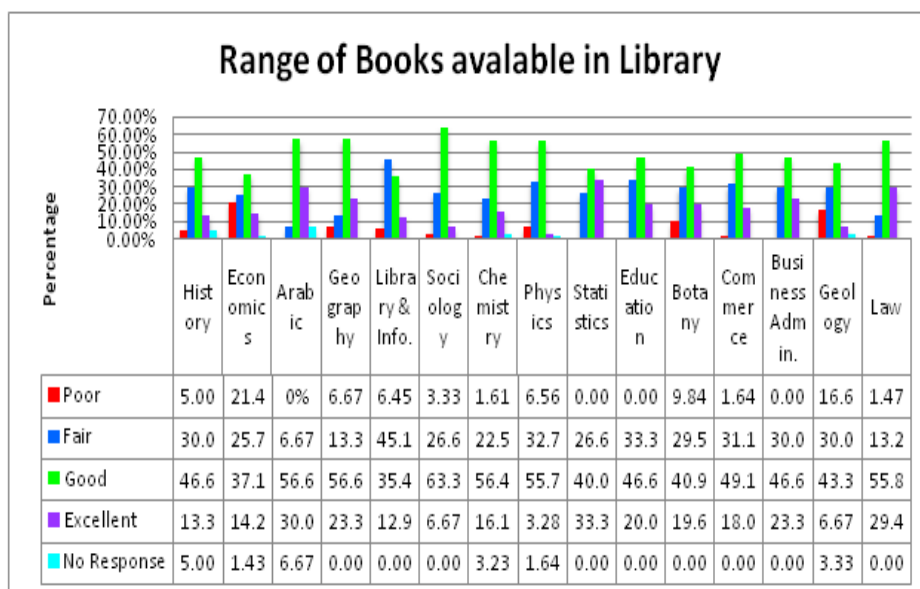


Fig2

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**Table3.** Level of Satisfaction using library resources and services

Sr. No.	Resources and Services	Highly satisfied	Satisfied	Dissatisfied	Total
1	Range of Printed Resources	234(34%)	281(41.08%)	169 (24%)	684 (100%)
2	Range of Electronic Information Services	139(20.34%)	289(42.25%)	256 (37.42%)	684 (100%)
3	Projects/ Thesis	342(50%)	248(36.25%)	94 (13.74%)	684 (100%)
4	Reference books	198 (13.54%)	265(38.74%)	221(32.30%)	684 (100%)
5	Adequate information on library websites	126 (18.42%)	432 (63.15%)	126 (18.42%)	684 (100%)
6	Training & demo on E-Resources retrieval	143 (20.90%)	287 (41.95%)	224 (32.74%)	684 (100%)
7	Orientation Programme for fresher	184 (26.90%)	229 (33.47%)	271(39.61%)	684 (100%)
8	Reservation of Books Service	98 (14.32%)	243 (35.52%)	343(50.14%)	684 (100%)
9	Circulation and Reference service	333 (48.68%)	289 (42.25%)	62 (9.06%)	684 (100%)
10	Staff/Users Communication	256 (37.42%)	247 (36.11%)	181 (26.46%)	684 (100%)
11	Opening Hours of libraries	368 (53.80%)	149 (21.78%)	167 (24.41%)	684 (100%)
12	Library Infrastructure	356 (52%)	261 (38.15%)	67 (9.79%)	684 (100%)

The above table shows that the number and percentages of the response of the user’s satisfaction using library resources and services in Tagore Library, University of Lucknow. So, it can be concluded that highest 368 (53.80%) number of respondents are highly satisfied with opening hours of libraries where only 198 (13.54%) respondents are highly satisfied with reference books available in libraries. Followed

by highest percentage 432 (63.15%) library users are satisfied with adequate information on library websites and 149 (21.78%) users have chosen satisfy. On other hand 343 (50.14%) users are dissatisfied with reservation of books service in libraries where only 62 (9.06%) users chosen dissatisfied option which is the lowest under dissatisfaction.

**Table4.** User’s Satisfaction level on Digital Sources/Services

Sr. No.	Resources and Services	Good (%)	Fair (%)	Poor (%)	Total
1	CD-ROM Database	243 (35.52%)	389 (56.87%)	52 (7.60%)	684 (100%)
2	Internet Connectivity	344 (50.29%)	177 (25.87%)	163 (23.83%)	684 (100%)
3	E- Mail Services	303 (44.23%)	189 (27.63%)	192 (28%)	684 (100%)
4	Online Database	263 (38.45%)	209 (30.55%)	212 (30.99%)	684 (100%)
5	Online Public Access Catalogue (OPAC)	321 (46.92%)	254 (37.13%)	109 (15.93%)	684 (100%)
6	Adequacy of Computers	276 (40.35%)	308 (45%)	100 (14.6%)	684 (100%)

The above table shows that the number and percentages of responses regarding the satisfaction on digital resources and services in the library. It is clear that highest percentages of 321 (46.92%) respondents are in favor of “Good” in regards of Online Public Access Catalogue (OPAC) while only 243 (35.52%) respondents are rated “Good” for CD-ROM Database. Highest percentages of 389 (56.87%)

respondents are stated in favor of CD-ROM Database services is „Fair“ while lowest percentage 189 (27.63%) are rated E- Mail Services is Fair. A good number of respondents 212 (30.99%) are stated that Online Database service is “Poor” while only 52 (7.60%) users are rated CD-ROM Database service is “Poor” in provided by library.

**Table5.** Quality of resources and services available in the library

Sr. No.	Quality of resources and services	Good (%)	Fair (%)	Poor (%)	Total
1	Condition	365 (53.36%)	241 (35.23%)	78 (11.40%)	684 (100%)
2	Availability	395 (57.74%)	209 (30.55%)	80 (11.69%)	684 (100%)
3	Currency	387 (56.57%)	287 (41.95%)	10 (1.46%)	684 (100%)
4	Variability	211 (30.8%)	246 (35.96%)	227 (39.47%)	684 (100%)
5	Accessibility	325 (51.46%)	249 (36.40%)	110 (16.08%)	684 (100%)

The impression established is that 395 (57.74%) per cent of the respondents rated the Availability

of library resources and services as “Good”, followed by 387 (56.57%) rated Currency,

followed by 365 (53.36%) respondent are rated in regards of the Condition of resources and services followed by 325 (51.46%) users rated Accessibility and 211 (30.8%) are rated in regards of Variability of resources and services available in the library.

Highest numbers and percent 287 (41.95%) respondents are stated Currency of library services while minimum percentage 209 (30.55%) respondents are rated "Fair". A big number of respondents 227 (39.47%) are rated Variability of library services is "Poor" while only 10 (1.46%) respondents state that Currency of resources and services available in the library are "Poor".

### **CONCLUSION AND RECOMMENDATION**

The development and delivery of high-quality users service is an important goal for any libraries in higher education institutions. Early studies suggest that several factors need to be studied to measure library resource and service performance. The present study investigated different users' perceptions of library resource and service with regard to a wide range of factors such as e-resources, frequency of users and services provided by libraries. The findings are stated briefly at below of every table of the study and responses received from the respondents.

Majority of the user of Tagore library are depending on the text books, reference books and online resources available in the library. Nowadays number of services provides by library are in the electronic era for the users. Along with Text books, reference books, periodicals, newspapers the user also want online resources, good internet facility, Print out, photocopier, scanning facility etc. in the library. The services of librarian are also make good customer satisfaction among patrons. Librarian should regularly examine customer satisfaction with the library's collection, services and information preferences to ensure that the information needs of users are satisfactorily fulfill within the stipulated time. Progress for the way forward is not restricted to the outcomes in above study.

A number of additional areas may also involve attention. When selecting matters for action, it is endorsed that a mixture of the quantitative analyses and observations, with the alternative of forthcoming target groups, be used to gain a

further in-depth understanding of student concerns.

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