

A STUDY OF STUDENTS SATISFACTION IN LIBRARY RESOURCES AND SERVICES: SPECIAL REFERENCE TO WESTERN VIDARBHA IN THE STATE OF MAHARASHTRA

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ABSTRACT

This research was carried out to examine the satisfaction of college students on available library resources and services in the college libraries of western vidarbha in the state of Maharashtra. The other objectives are to identify the frequency of usage of the library by college students, types of resources and services that they use mostly and their requirements and suggestions to overcome the hindrances while using library resources and services. The sample of the study consisted 200 of college students. 200 Questionnaires were distributed using stratified random sampling method. Data were analyzed using Statistical Package of Social sciences. Percentages and frequencies were used for interpreting data. Findings revealed that most of the students were satisfied with the available library sources and services. The respondents recommended enhancement the opportunity for remote access of available electronic resources subscribed by the college libraries. Furthermore, they suggested that the amount of books that can be borrowed by the students should be increased.

KEY-WORDS :- *Satisfaction, Library Resources, Services*

INTRODUCTION:

Affiliated colleges have become complex organizations in the field of higher education in the modern world. Therefore, higher education is one of the critical components of human development. College libraries are playing

a vital role in the research and development process. As the College library is the heart of the institution, there are three major user groups who use the library. They are undergraduate students, postgraduate students and university staff. Among them postgraduate students are a very important user group when compared with other types of users. A large amount of library resources and services are offered to postgraduate users by the libraries. Institutional libraries invest a large sum of money every fiscal year on the purchasing, subscription, processing and storage of information resources and services for the fulfillment of user needs. These services and sources are allowed to be used by the institution also. But institution libraries should make sure that their information sources and services are well utilized for the educational achievements of the postgraduates as well as undergraduates and university staff members. Furthermore, staff of the institution libraries should have a clear idea about the satisfaction of the services and sources offered for the college students. Although a number of studies have been conducted to find out the satisfaction of institutional library services and sources no adequate studies have been conducted on college satisfaction of the library services and sources. Therefore, this research was focused on finding out the College students satisfaction of library resources and services in respective area.

OBJECTIVES

1. To find out the college students satisfaction of the available resources and services in the institutional libraries in western vidarbha in the state of Maharashtra.
2. To determine the extent to which college students use the libraries.
3. To find out what kind of resources and services they use mostly.
4. To find out the requirements and make suggestions to overcome the hindrances in the using library resources and services by the college students.

METHODOLOGY:

To find out the satisfaction of available resources and services in college students for the western vidarbha affiliated college libraries, a paper based questionnaire was designed. Select the 200 college students for this study for the simple random sampling technique. The final questionnaire was designed and collect the respective data for the college students in respective geographical area. The descriptive research approach was used for the study. Out of 200 copies of the questionnaire sent out 200 were filled and returned successfully. The response rate was 100%.

LITERATURE REVIEW

Padmavathi, N., Ningaiah A. & KavitaBiradar have conducted a study on the use and user satisfaction of library resources and services by PG students and research scholars in Bangalore University library. According to the

results revealed by the study most of the respondents are highly satisfied with the availability of information sources and services offered by the library.

Jessica, Kayongo and Clarene Helm have conducted a survey on the usage of library services and sources of the graduate students. Results have revealed that students are highly satisfied with the interlibrary loan service, electronic resources and library opening hours.

Aamir, Rasul and Diljit Singh have conducted a study on the role of academic libraries in facilitating postgraduate students' research. Results of the study reveals that, majority of the respondents are highly satisfied with the available Wi-Fi facility and its speed. But respondents are not satisfied mostly with the document delivery service.

Omontunde, Oluwatobi, Maria, Ehioghae, Aluko-Arowolo TK and Agoola Olusegun Onasote According to the results, majority of the respondent's level of satisfaction with the use of library information sources is below average. It reveals that, most of the respondents are not satisfied with the available library resources for their usage.

Colin, Beard and David, Bawden carried out a study to examine the library information issues affecting graduate students. Students have strong requirements for silent study space, digital resources and IT support etc.

Onuoha, U. D. Ikonne, C. N. and Madukoma, E. have conducted a study on perceived impact of library use on the research productivity of postgraduate students at Babcock University, Nigeria. The results showed that library services are of utmost importance to the research productivity of postgraduate students as all the respondents were able to have at least one publication within the two years were using the library. Printed books were ranked as the most important library resources for the research.

Williams E. Nwagwu and Judd-Leonard Okafor have done a survey on diffusion of eBooks among postgraduate students of the University of Ibadan, Nigeeria. They have conducted the survey based on the Arts and Technology faculties. According to the results, there are significant differences between Arts and Technology students' use of eBooks with respect to cost, ease of use and other aspects.

Muhammad Waqas Javed and Rubina Bhatti have done a research to find out the information usage patterns of postgraduate students using in Nishter Medical College in Pakistan. The findings show that the majority of the postgraduate students always use general books and were strongly satisfied with the available resources. Furthermore, knowledge of the different databases supplied by the library and the usage of those databases was unsatisfactory.

DATA ANALYSIS

Descriptive statistics was employed to analyze the data using the Statistical Package for Social Sciences.

Table No. 1.1 Reason of Using Books for students

Reason	Very Useful	Some useful	Not Useful	Title
%	61.00%	22.00%	17.00%	100%

Table No. 1.2 Usefulness of Print Journal

Usefulness	Very Useful	Some useful	Not Useful	Title
%	32.00	40.00	22.00	100

Table no. 1.3 Using Electronic Resources

Using	Very Useful	Some useful	Not Useful	Title
%	64.00	26.00	00	100%

Table no. 1.4 Reason of Coming in Library

Reason	Very Important	Important	Not Important	Title
To borrow Books	55.00%	30.00%	04.00%	100%
To read my own notes	24.00%	70.00%	06.00%	100%
To refer Thesis	37.00%	60.00%	03.00%	100%
To use wi-fi Facilities	13.00%	80.00%	07.00%	100%
To use library Resources	23.00%	70.00%	07.00%	100%
To use computer Lab	8.00%	90.00%	02.00%	100%
To discuss with colleagues	10.00%	85.00%	05.00%	100%

FINDINGS

- According to the results respondents use more books than any other library resources. 61% of the respondents accepted that books are very useful while 22% respondents say it is somewhat useful for their information fulfilments. The overall results of the usefulness of books represented 83% of the total responses.
- Out of the total respondents 32% students accept that print journals are very useful and only 40% respondents say that print journals are not so much important for the fulfilment of their information needs.
- 64% respondents say that they prefer to use electronic resources and most of the respondents have mentioned that they do not have remote access facility to access available library electronic resources.

Therefore, they have no opportunities to access electronic resources adequately. 26% of the post graduate students are coming to the library for the purpose of referring these collection.

- According to overall results majority of the respondents come to the library to refer books, print journals and these collection available in the library. Furthermore, the analyzed data revealed that printed books are still important to the university community even in the face of electronic resources.

CONCLUSION:

Most of the respondents come to the library to refer books, print journals and these collection. The most important reason for coming to the library is to borrow books. Users are highly satisfied with the infrastructure facilities available in their institutional libraries. Most of the respondents are not satisfied with opportunities for remote access for the available electronic resources, the conduct of library orientation programs, responses user queries, OPAC and Web OPAC services, scanning services, displaying new arrivals, amounts of books that can be borrowed etc. But, as for the overall result, the users are satisfied with the available resources and services provided by their libraries. Findings of the study shows that the academic libraries still need to improve their services in order to fully satisfy their students. Furthermore, if the library wants to retain the institutional students as an integral part of their user community the resources and services should be developed further.

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