

**USERS' SATISFACTION WITH LIBRARY INFORMATION RESOURCES AND SERVICES: A CASE STUDY OF CMR UNIVERSITY LIBRARY, BANGALORE.**

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**Abstract :** The objective of this research was to investigate whether or not library users were satisfied with the information resources and services provided by the CMR University Library in Bangalore. In order to gather data, a questionnaire that was created by the researchers was utilised as a tool. The questionnaires were distributed to the seven schools of CMR University. A total of 550 student questionnaires were distributed as part of the study, which included 100 faculties. The study's findings indicated that users are satisfied with the lending services offered by the library, overall level of satisfaction with library services, and facilities. Some recommendations include improving internet access by providing individual login credentials and subscribing to e-resources at other schools, among other issues.

**Keywords:** Academic libraries, CMR University, Education Commission, Library Services, Library Resources

### **1. Introduction**

The twentieth century was a time of transformation, particularly modernization in all disciplines. The library is most often the main centre associated with a higher education institution for information processing. In recent years, the evolution of higher education and research has been greatly influenced by information sources and services. The library is known as the heart of the educational institution. Without a well-equipped library, no university can progress. The University library must grow its collection with the goal of meeting the University's aims and the needs of its users in mind. The library collection must be updated on a regular basis in order to become more effective. The role of libraries in higher education has been recognized by the Radhakrishnan and Kothari Commissions (MHRD 1998). They have proposed various standards for the development of academic libraries. They concentrated their efforts on materials and library patrons. They insisted on establishing national guidelines for the development of Academic libraries. The state governments' enforcement of the recommended standards of the above-mentioned Commissions is a source of concern.

The appropriate educational purpose of the university's library, as so brilliantly defined by Kothari D.S. in the Education Commission Report (1964-66), was "The library should provide library facilities and services necessary for success of all formal programs of instruction, open the doors to the world of books that lies beyond the boundaries of own field of qualification and bring books, students and scholars together under conditions which encourage reading pleasure, self-discovery, personal growth, and the sharpening of intellectual curiosity. The staff should be able to convert the library into an intellectual workshop and should along with teachers be in a position to teach with books". (Kothari and others 1967)

It is expected that the study would be able to illustrate all possible elements connected to collection development in university libraries, elaborating on the need to create an appropriate roadmap in this area.

### **2. Background of the Study**

CMR University (CMRU) is one of the private university in Bengaluru, Karnataka, established under the Act 45 of 2013. The CMR Jnanadhara Trust supports it, and it is backed by almost 20 years of educational leadership. CMRU seeks to promote and enhance university education in a wide range of disciplines, including architecture, design, economics and commerce, engineering, law, management, social sciences and humanities, education, and science studies. CMR University's Library and Information Centre aims to fulfil its students' and faculty's academic and research needs in any means necessary. As part of a rising university, they are consistently growing each semester to fulfil the ever-

increasing demands of its users. With a huge number of acquisitions finding their way through their both print and non-print collections, such as text books, reference books, bound volumes, journals, magazines, newspapers, general reading books, project reports, dissertations, theses, e-resources, and other recreational collections in the library. The present collection, holds more than 52,500 volumes of books, 50+ journals and magazines, 2500+ back volumes, 3000+ project reports, 140+ dissertations, and 07 online databases. It also provides Internet and Wi-Fi facilities to access e-resources.

### **3. Literature Review**

**Adeniran (2011).** This paper investigates the connection between service quality and user satisfaction at Redeemer's University, as well as the usage of user surveys in previous research. A questionnaire was given to academic staff and students. The survey revealed that students use the library more often than academic staff, with the College of Management Sciences users the most satisfied. The study suggests maintaining users informed of new library online resources and regularly training professionals to enhance service quality.

**Saikia & Gohain (2013).** They have investigated how students and researchers at Tezpur University utilize library resources, how satisfied they are with library resources and services, and how they seek information. To collect relevant data, 200 questionnaires were given out. 79.5% (159) of the users replied back. 32.07% (51) of the respondents visits Central Library on a daily basis to borrow library books. To meet their information needs, 82.39 percent (131) of users borrowed books, 79.87 percent (127) read journals, and 75.47 percent (120) read newspapers.

**Mohindra & Kumar (2015).** their purpose of this study is to evaluate the quality of library services as it relates to user satisfaction at the AC Joshi Library at Panjab University. The data was collected through a questionnaire that included items related to various library service attributes, i.e., library environment, collection, staff, and services. According to the study's findings, 26.2% of users are satisfied with the library's environment and services. 57.7% of users visit the library daily. The majority of users, 71.49%, have the opinion that library are helpful towards their academic success. The study will assist libraries in improving their service quality and increasing user satisfaction.

**Singh & Kuri (2017).** They examined user satisfaction with library resources and services in 7 IIT libraries in India. The 800 questionnaires were distributed among final year graduate students, postgraduate students, and research scholars and faculty members. It is found that, 662 (87.6%) of users are satisfied with the borrowing of books. Similarly, 621 (81.9%) are satisfied with periodicals. The facilities of the Internet are satisfied by 669 (88.3%) users. 611 (80.9%) are satisfied with on-line database services. Based on the findings, several recommendations for improving library user satisfaction have been suggested.

**Hemavathi & Chandrashekara (2018).** The researchers attempt to analyse users ' satisfaction with library resources and services law college libraries in Mysore. They distributed 200 questionnaires to users, and got 160 (80%) returned. The survey found that 146 (91.25%) of respondents visited law college libraries to borrow books and read materials in their specific subjects. The majority of respondents (91; 56.88%) are satisfied with the newspaper clipping service. The study recommended that law college libraries do frequent user studies to find and get the information they need.

### **4. Objectives of the Study**

The main objectives of the study are as follows:

1. To know the effective use of the library's collections and services.
2. To know actual usage of library resources by different Schools/Department.
3. To study the various types of collection and services are being used by faculty members.
4. To understand the satisfaction level of library collection, facilities and services.

### **5. Methodology**

To fulfil the study's objective, a well-structured questionnaire was designed and distributed to faculty members who visited the library in order to retrieve information for the study. A total of 650 questionnaires were distributed at random among the users and received back 580 questionnaires.

SPSS version 2.0 was used to analyse the data. The analysis's findings were provided in the form of tables and figures. The research was carried out during August to October 2021.

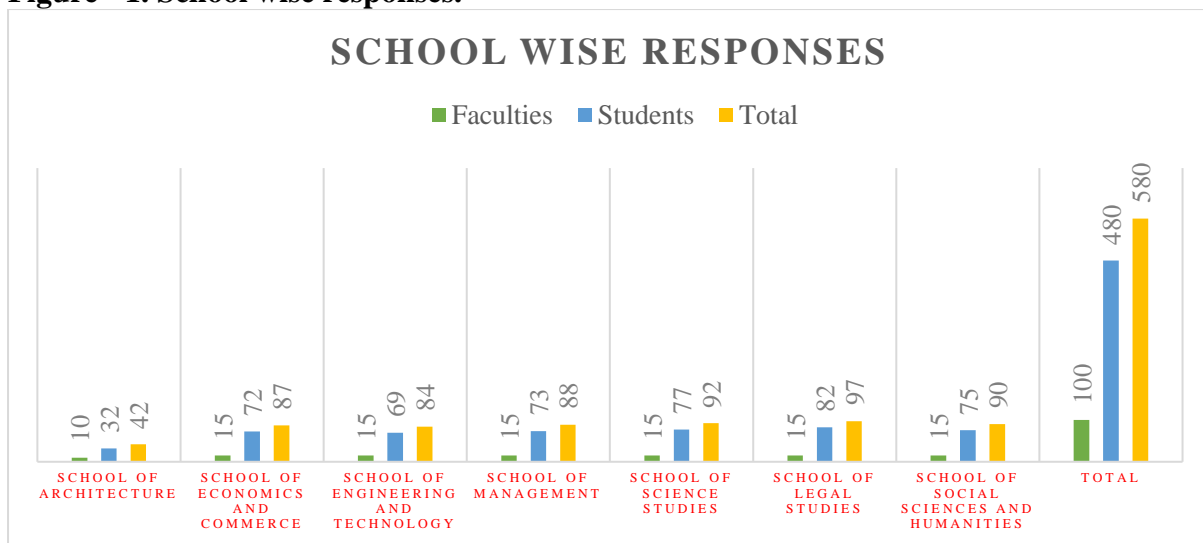
**6. Data analysis and interpretation**

**Table - 1. School-wise distribution of the questionnaire**

Sl No.	Schools	Faculties	Students	Total
1	School of Architecture	10	32	42
2	School of Economics and Commerce	15	72	87
3	School of Engineering and Technology	15	69	84
4	School of Management	15	73	88
5	School of Science Studies	15	77	92
6	School of Legal Studies	15	82	97
7	School of Social Sciences and Humanities	15	75	90
<b>Total</b>		<b>100</b>	<b>480</b>	<b>580</b>

In Table 1, it is shown that school-wise distribution of questionnaires was disturbed; out of 650, 580 questionnaires were completely filled out; 100 questionnaires were disturbed to different school faculties; all were completely filled and returned, and for students in each school, 100 questionnaires were disturbed, except for the school of architecture, which was given 50.

**Figure - 1. School wise responses.**



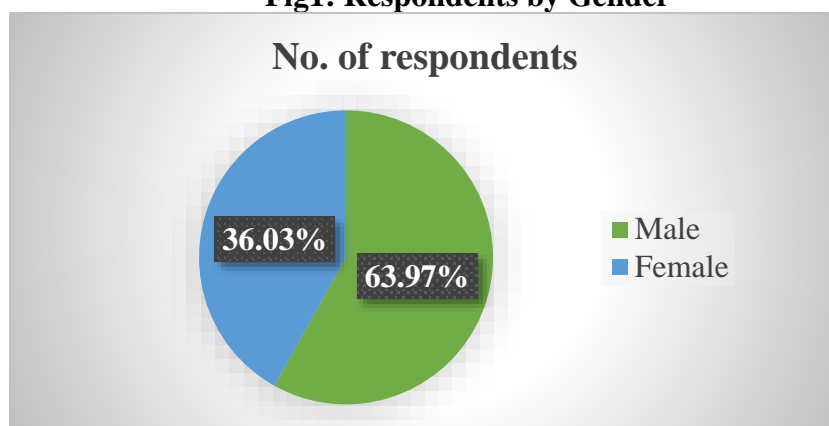
The above figure 2 shows the graphical representation of the respondent's school wise.

**Table - 2. Gender-wise distribution of the respondents**

Gender	No. of respondents	Percentage
Male	209	36.03
Female	371	63.97
Total	580	100

The above table shows the gender wise distribution of respondents. Out of 580 respondent's male are 209 (36.03%) and female were 371 (63.97%).

**Fig1: Respondents by Gender**



The above figure 2 shows the graphical representation of the respondent's gender wise.

**Table 3: Frequency of library visit**

Frequency	Faculty %	Students %	Total %
Daily	11 (1.9 %)	138 (23.78 %)	149 (25.68 %)
Never	7 (1.21 %)	37 (06.37 %)	44 (7.59 %)
Some times in a semester	25 (4.31 %)	78 (13.49 %)	103 (17.76 %)
Twice in a week	19 (3.27 %)	125 (21.54 %)	144 (24.83 %)
Weekly Once	38 (6.55 %)	102 (17.58 %)	140 (24.14 %)
<b>Total</b>	<b>100 (17.24 %)</b>	<b>480 (82.76 %)</b>	<b>580 (100 %)</b>

The above table 3 shows that out of 580, 480 (82.76%) respondents were students and 100 (82.76 %) respondents were faculties. It reveals that 11 (1.9 %) faculties and 138 (23.78 %) students respondents visit library daily, while 19 (3.27 %) faculties and 125 (21.54 %) students respondents visit twice in a week, 38 (6.55 %) faculties and 102 (17.58 %) students respondents visit weekly once, 25 (4.31 %) faculties and 78 (13.49 %) students respondents visit sometimes in semester, only 44 (7.59 %) of total respondents have never visited the library.

**Table 4: Purpose of visiting library**

Purpose	Faculty (N=100)	Students (N=480)	Total (N=580)	Percentage (N=580)
To Borrow Books	72	279	351	60.52
To read Newspaper / Magazines / Journals	32	171	203	35
To use Internet /access CD/Online resources	12	138	150	25.86
To update knowledge	46	117	163	28.1
To Prepare for class / seminars	48	264	312	53.79
To read materials in their subject	44	219	263	45.34
To consult the question papers of previous years	14	183	197	33.97
To gain current and general information	22	141	163	28.1
To prepare for teaching	34	0	34	5.86
To refer NPTEL Lectures	10	207	217	37.41

Table 4 shows that most of the respondents i.e., 351 (60.52 %) visited the library to borrow books, followed by 312 (53.79 %) to prepare for class / seminars, 263 (45.34 %) of the respondents visit to read materials in their subject. In addition, 217 (37.41%) of the respondents to refer NPTEL Lectures, 203 (35%) of the respondents visit library for reading Newspaper / Magazines / Journals. Respectively, 197 (33.97) of the respondents visit library to consult the question papers of previous years.

**Table 5 : Satisfaction level with Library collection**

Library collection	HS	S	N	DS	HDS
Text books	97 (16.72 %)	204 (35.17 %)	83 (14.32 %)	109 (18.79 %)	87 (15 %)
Reference books	85 (14.65 %)	187 (32.24 %)	96 (16.56 %)	137 (23.62 %)	75 (12.93 %)
Journals	73 (12.59 %)	161 (27.76 %)	93 (16.03 %)	147 (25.35 %)	106 (18.27 %)
Bound Volumes Journals	60 (10.35 %)	81 (13.97 %)	173 (29.82 %)	169 (29.14 %)	97 (16.72 %)
Magazines	79 (13.62 %)	83 (14.31 %)	113 (19.48 %)	187 (32.24 %)	118 (20.35 %)
Newspapers	119 (20.52 %)	189 (32.59 %)	70 (12.07 %)	129 (22.24 %)	73 (12.58 %)
Project Reports	39 (6.72 %)	107 (18.45 %)	154 (26.56 %)	169 (29.14 %)	111 (19.13 %)
Thesis/Dissertations	78 (13.44 %)	139 (23.97 %)	101 (17.41 %)	173 (29.83 %)	89 (15.35 %)
E-Books	90 (15.51 %)	173 (29.83 %)	130 (22.41 %)	116 (20 %)	71 (12.25 %)
E-Journals	138 (23.79 %)	167 (28.8 %)	97 (16.72 %)	129 (22.24 %)	49 (8.45 %)
E-Databases	93 (16.03 %)	152 (26.21 %)	91 (15.69 %)	157 (27.07 %)	87 (15 %)
E-Thesis / Dissertation	55 (9.48 %)	149 (25.69 %)	79 (13.62 %)	203 (35 %)	94 (16.21 %)

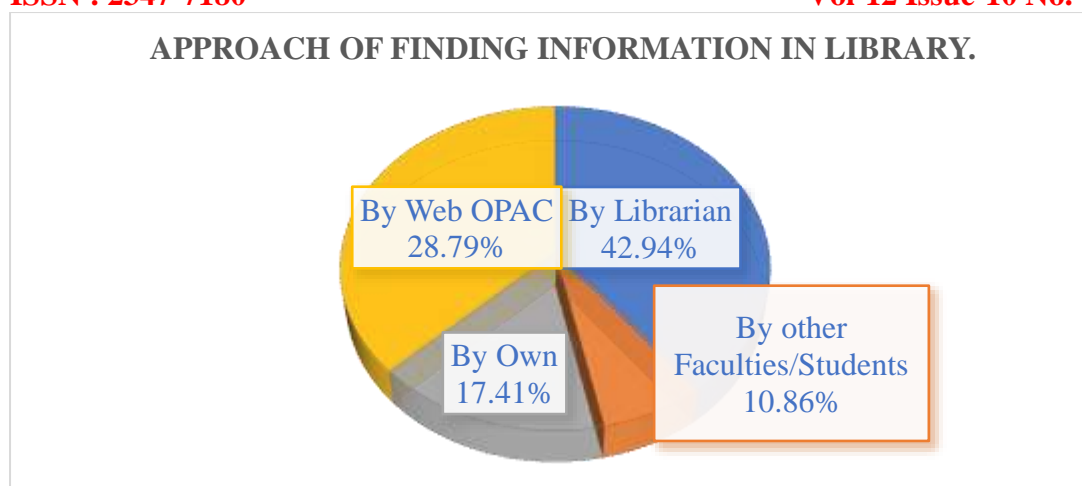
HS- Highly Satisfied, S- Satisfied, N- Neutral, DS- Dissatisfied, HDS- Highly Dissatisfied

The Table 5 above reveals that the majority of respondents give a positive response to their level of satisfaction in the library collection of Textbook, 51.89 % (i.e. HS-16.72% & S-35.17%), Reference Books 46.89% (i.e. HS-14.65% & S-32.24 %), Journals 43.62 (i.e. DS- 23.62 % & HDS-18.27 %), Magazines 52.89 (i.e. DS- 32.24 % & HDS-20.35 %), Further it reveals that respondents are satisfied with available e-resources in library.

**Table 6 : Approach of finding information in Library**

Approach	Responses	Percentage
By Librarian	249	42.94
By other Faculties/Students	63	10.86
By Own	101	17.41
By Web OPAC	167	28.79
<b>Total</b>	<b>580</b>	<b>100</b>

The table 6 presents that, 249 (42.94%) by librarian, 167 (28.79%) by web OPAC, 101 (17.41%) by their own way and finally with the help of other faculties/students 63(10.86%) of respondents have expressed their way of finding the required information.



The above figure 3 shows the graphical representation of the respondent's Approach of finding information in Library.

**Table 7 : Satisfaction level about library facilities**

Library Facilities	HS	S	N	DS	HDS
Display Boards	106 (18.28 %)	231 (39.83 %)	83 (14.31 %)	87 (15 %)	73 (12.59 %)
Fire Extinguisher	96 (16.55 %)	159 (27.41 %)	153 (26.38 %)	111 (19.13 %)	61 (10.52 %)
Library Access System	166 (28.62 %)	244 (42.06 %)	74 (12.76 %)	51 (8.8 %)	45 (7.76 %)
Library furniture	120 (20.69 %)	291 (50.17 %)	53 (9.14 %)	84 (14.48 %)	32 (5.71 %)
Library Maintenance	144 (24.82 %)	228 (39.31 %)	75 (12.93 %)	61 (10.52 %)	72 (12.41 %)
Library Opening Hours	144 (24.83 %)	276 (47.58 %)	40 (6.89 %)	63 (10.86 %)	57 (9.83 %)
Seating Capacity	118 (20.34 %)	243 (41.89 %)	84 (14.48 %)	62 (10.69 %)	73 (12.58 %)
Total no. of computers	68 (11.72 %)	147 (25.34 %)	156 (26.89 %)	153 (26.37 %)	56 (9.65 %)
Wi-Fi / Internet	82 (14.14 %)	252 (43.45 %)	68 (11.72 %)	97 (16.72 %)	81 (13.97 %)

HS- Highly Satisfied, S- Satisfied, N- Neutral, DS- Dissatisfied, HDS- Highly Dissatisfied

According to the table 7, the majority of users are satisfied with maximum library physical facilities provided. 420 (72.41 %) of respondents satisfactory with library open hours, followed by 411 (70.86%) with library furniture, 410 (70.68 %) Library Access System, 372 (64.13%) library maintenance, 337 (58.11%) display boards, 361 (62.23%) Seating Capacity. 40 (19.05%) are neutral and 66 (31.43%) unsatisfactory with Wi-Fi/internet facility, finally users are highly unsatisfactory with the total no. of computers in library i.e. 156 (26.89%) are neutral and 209 (36.02%) unsatisfactory.

**Table 8 : Use of Library Services**

Library Services	Always	Often	Sometimes	Rarely	Never
Circulation service	213 (36.72 %)	151 (26.03 %)	118 (20.34 %)	56 (09.66 %)	42 (07.25 %)
Document Delivery Service	129 (22.24 %)	180 (31.03 %)	93 (16.03 %)	81 (13.97 %)	97 (16.73 %)

Inter-Library Loan	73 (12.59 %)	160 (27.58 %)	144 (24.83 %)	72 (12.41 %)	131 (22.59 %)
Internet browsing	241 (41.56 %)	134 (23.10 %)	89 (15.34 %)	68 (11.72 %)	48 (08.28 %)
New Arrival Service	141 (24.31 %)	138 (23.79 %)	114 (19.66 %)	91 (15.68 %)	96 (16.56 %)
Newspaper's clippings	120 (20.69 %)	176 (30.34 %)	73 (12.59 %)	174 (30 %)	37 (06.38 %)
Digital Library	187 (32.24 %)	120 (20.68 %)	110 (18.97 %)	85 (14.66 %)	78 (13.45 %)
Reprographic Service	189 (32.59 %)	137 (23.62 %)	104 (17.93 %)	93 (16.03 %)	57 (09.83 %)
User orientation	223 (38.44 %)	102 (17.59 %)	95 (16.38 %)	69 (11.90 %)	91 (15.69 %)
Web OPAC	259 (44.66 %)	118 (20.35 %)	62 (10.68 %)	83 (14.31 %)	58 (10 %)

Table 8 presents the users' using of library services. It has been found that 259 (44.66 %) of the respondents always use Web OPAC for searching of information in library, whereas always uses 241 (41.56 %) of respondent's internet browsing, 213 (36.72 %) of respondent's circulation service. 180 (31.03 %) of respondents often use Document Delivery Service, followed by 176 (30.34 %) newspaper clipping services. Further, findings reveal that Inter library loan is never used by 131 (22.59 %).

**Table 9 : Satisfaction level about library services**

Services	Very Much Satisfied	Satisfied	Neutral	Dissatisfied	Very Much Dissatisfied
Current Awareness Services	132 (22.76 %)	259 (44.65 %)	75 (12.93 %)	63 (10.87 %)	51 (8.79 %)
E-Mail Alert Service	127 (21.9 %)	193 (33.29 %)	119 (19.48 %)	78 (14.47 %)	63 (10.86 %)
Issue and return of books	166 (28.62 %)	237 (40.86 %)	81 (13.97 %)	49 (8.45 %)	47 (8.1 %)
Keeping informed about the services	168 (28.97 %)	201 (34.66 %)	69 (11.89 %)	87 (15 %)	55 (9.48 %)
Library service hours	127 (21.9 %)	298 (51.38 %)	47 (8.1 %)	71 (12.24 %)	37 (6.38 %)
OPAC	103 (17.76 %)	197 (33.96 %)	122 (21.03 %)	85 (14.66 %)	73 (12.59 %)
Reference materials like (Encyclopaedia, Dictionary)	86 (14.83 %)	133 (22.93 %)	93 (16.03 %)	179 (30.86 %)	89 (15.35 %)
User orientation	101 (17.41 %)	210 (36.21 %)	109 (18.79 %)	117 (20.17 %)	43 (7.42 %)

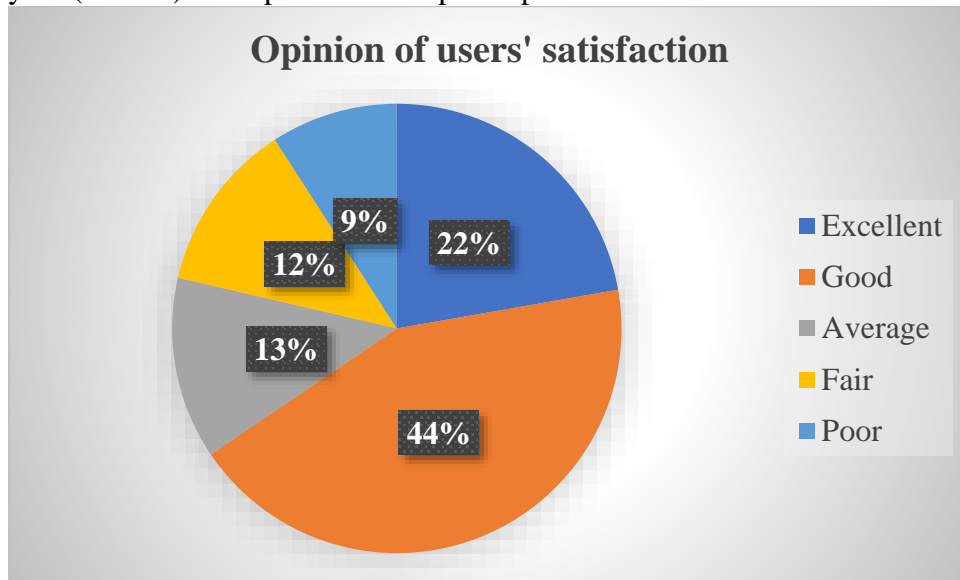
The table 9 shows that majority 259 (44.65 %) of respondents are satisfied with Current Awareness Services, followed by 63 (10.87 %) are dissatisfied. Majority of respondents are satisfied with Issue and return of books service i.e. 237 (40.86 %) and only 49 (8.45 %) dissatisfied. 298 (51.38 %) are satisfied with the library service hours and only 37 (6.38 %) are very much dissatisfied. Informing about the library services 201 (34.66 %) are satisfied and only 55 (9.48 %) are very much dissatisfied.

**Table-10 . Opinion of users' satisfaction with the services offered by the library personnel**

Opinion	Respondents	Percentage
Excellent	129	22.24

Good	251	43.27
Average	76	13.1
Fair	71	12.25
Poor	53	9.14
Total	580	100

Table 10 shows that there are 251 (43.27 %) of respondents has good opinion with the communication and assistance by library personnel, while 129 (22.24 %) of respondents has opinion with excellent and only 53 (9.14 %) of respondents has poor opinion.

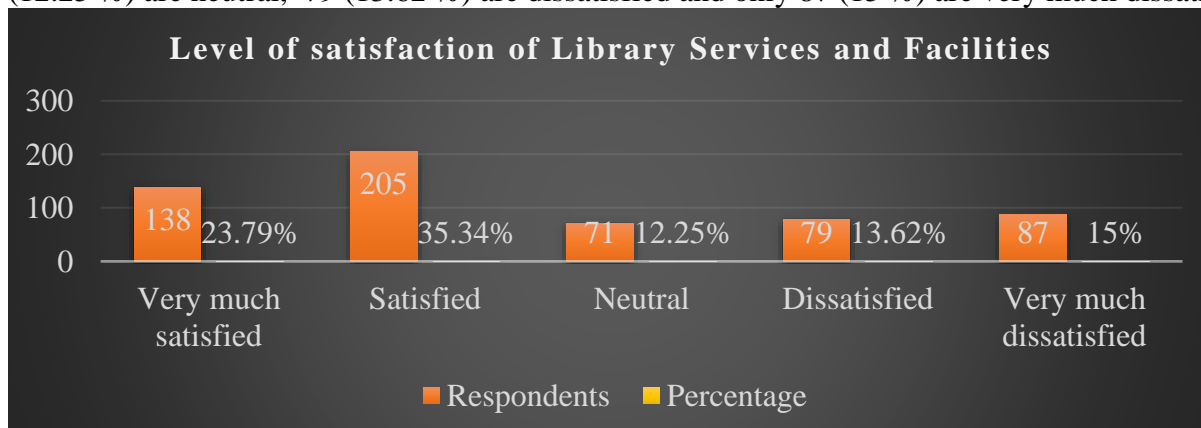


The above figure 3 shows the Opinion of users' satisfaction with the communication and assistance by the library personnel.

**Table 11 : Overall level of satisfaction of library services and Facilities.**

Level of satisfaction	Respondents	Percentage
Very much satisfied	138	23.79
Satisfied	205	35.34
Neutral	71	12.25
Dissatisfied	79	13.62
Very much dissatisfied	87	15
<b>Total</b>	<b>580</b>	<b>100</b>

The table 11 presents that, out of 580 users 205 (35.34%) of respondents have stated that they are satisfied with library services and Facilities. 138 (23.79 %) are very much satisfied. Followed by 71 (12.25 %) are neutral, 79 (13.62 %) are dissatisfied and only 87 (15 %) are very much dissatisfied.



The above figure 4 shows the overall level of satisfaction of library services and Facilities.



### **7. Major Findings**

- i. The majority of respondents are female than the male i.e 371 (63.97%)
- ii. The majority of respondents are satisfied with the library collection of textbooks, 301(51.89%).
- iii. Out of 580 respondents, 205 (34.34%) of respondents have stated that they are satisfied and 138 (23.79%) are very much satisfied with library services and facilities.
- iv. 249 (42.94%) of responses have approached librarian for finding information.
- v. Users have stated their opinion on services offered by the library personnel is good 251 (43.27%)

### **8. Suggestions.**

- i. The availability of Internet access in library should be enhanced with individual login credentials.
- ii. To satisfy the needs of users in their field of interest, the library should subscribe to a greater number of e-resources on various subjects.
- iii. The library should subscribe good number of journals and magazines.
- iv. The library must conduct Information Literacy programs on a regular basis in order to raise knowledge of the library's resources and services.
- v. To encourage users, libraries should be provided with up-to date information resources, and outdated/obsolete resources should be weeded on a regular basis.

### **9. Conclusion**

User service development and implementation is an important purpose for any library, and it is particularly in the case of academic libraries. In order to meet the information demands of users, the primary goal of any library is to provide them with appropriate and up-to-date resources. A study performed at CMR University Libraries located in Bengaluru revealed that the majority of their users were satisfied with most of their library's resources and services. According to the study, the majority of users visit the library to borrow books and prepare for classes or seminars. Almost every reader is satisfied with the library staff's behaviour. Overall, the findings of the research highlighted that users' satisfaction with information resources and services is influenced by a variety of aspects.

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