USERS' SATISFACTION WITH LIBRARY RESOURCES: A SURVEY OF ENGINEERING COLLEGE LIBRARIES, PUNE, INDIA

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The paper focuses upon the measurement of satisfaction level of students and faculty members with library resources in engineering colleges located at Pune city. To collect relevant data, a total of 660 questionnaires were distributed among Students and faculty members of the engineering colleges, of which only 509 (77.12%) questionnaires were duly received back. The study revealed that the users are mainly satisfied with Print resources such as reference books, text books, journals, and their back volumes; while amongst the E-Resources they were satisfied by e-journals, e-books, e-databases. It is concluded that obtaining users' suggestions are necessary to meet their information needs; and increasing number of copies of books is essential for meeting their regular demand.

Keywords: Library Resources; Library Collection; User Satisfaction Level; Engineering College; Pune

INTRODUCTION

Libraries are service oriented departments in engineering colleges. They play a vital role by supporting teaching and learning process of the institution by continually providing relevant and useful learning resources. Usually engineering college libraries hold study materials like books, journals, newspapers and unique collections like research reports, standards, conference proceedings etc. in both print and electronic format. This study aims to find out users satisfaction with the available library resources in engineering colleges of Pune city. It also evaluates the needs of users with regards to library resources. The results of this survey may serve as a guide to engineering college librarians to improve their library resources as per user needs and enhance their satisfaction level.

OBJECTIVES OF THE STUDY

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The main objectives of the study are as follows:

- To investigate the specific purpose of library visit by the users.

- To determine the satisfaction level of users towards library resources.

- To find out the type of information resources required by users.

RESEARCH METHODOLOGY

A structured questionnaire was designed keeping in view the objectives of the study and distributed among the final year engineering students and regular faculty members of Pune city engineering colleges. This survey was conducted during March-2015 to December 2015.The population for this study covers students of Bachelor and Master's degree and regular faculty members of the engineering

colleges of Pune city area. Statistical methods were used to find out the satisfaction level of the respondents, belonging to the three designated groups.

LITERATURE REVIEW

Seneviratne [1] while measuring user satisfaction: a case study at the PGIM Branch Library at Peradeniya found that most of the users were moderately satisfied with the print collection and concluded that, changes in user behavior need to be assessed at regular intervals on a continuous basis to satisfy the users and execute the changes as per user needs. Kassim [2] while evaluating user's satisfaction on academic library performance in *Malaysia* opined that users are quite satisfied with the library Collection. It was concluded that, library needs to improve its collection as per users needs and also recommends for library staff involvement in research activities to understand users' needs. Dukic, Hasenay, & Marendic [3] while conducting the Analysis of the Users'/Students' Satisfaction with the Libraries at the Faculty of Food Technology and the Faculty of Law in Osijek, and with the City and University Library in Osijek concluded that it is necessary to put in additional effort to improve the overall quality of library holdings and services; and seek cooperation and partnership between libraries in the university system representing the basis for the improvement of library organization and management, and a ground for more effective work with student users. Lolatra & Gupta [4] while studying Information needs and expectations of selected agricultural institutes in Northern Indi in digital era, highlighted the needs and expectations of users and explained about the information resources used, services and facilities preferred and satisfaction with the services offered to users and also felt that, due to development in technology users information needs are changing steadily. Users prefer both print and electronic resources and services. Krishna Kumar [5] identify the level of use of library services by users and emphasize satisfaction with overall functioning of Library and suggested to provide nascent information to users, multiple copies of documents at IIT, Delhi Library. Tunji [6] investigates perception frequency of use of e-resources; satisfaction level of users with e-resources and barriers faced by users to access e-resources was examined. and found low usage for e-books, and bibliographic databases. and e-journals as most frequently used e-resources

among academic staff and also felt as communication gap between librarian and academic staff need to be bridged for timely flow of information. Thanuskodi [7] disclosed as students use library more frequently, twice in a week as compared to faculty members once in a week. It was found that, students and faculty members are using available e-resources adequately in Anna University Library and recommends for conduction of orientation program for faculty and students to make them to know about library networks, electronic resources, portals, gateways, open sources etc. Kalpana and Komathy [8] while conducting a case study involving assessment of user satisfaction on library services: study of undergraduate biology students at the University of Jaffna intended to assess the user satisfaction with current library resources and services and to identify the unmet needs of undergraduates for library's future development. They also identified that the text books are the main information sources and reading materials and electronic resources were not sufficient, hence the same need be further strengthened.

DATA ANALYSIS AND FINDINGS

Designation-wise Distribution of Respondents

To collect the required primary data 660 questionnaires were distributed among final year students of Bachelor & Master's degree and regular faculty members of Pune city engineering colleges. While collecting data adequate representation of the three groups was ensured as per their population. Out of a sample of 660 users, response was received from only 509 (77.12%). Out of these 64% (326) responses were received from bachelor degree students; 22.8% (116) and 13.2% (67) were received from Master's degree students and faculty members respectively. (Table 1, Figure 1).

Table 1: Academic Status-wise Distribution of Respondents (N=509)

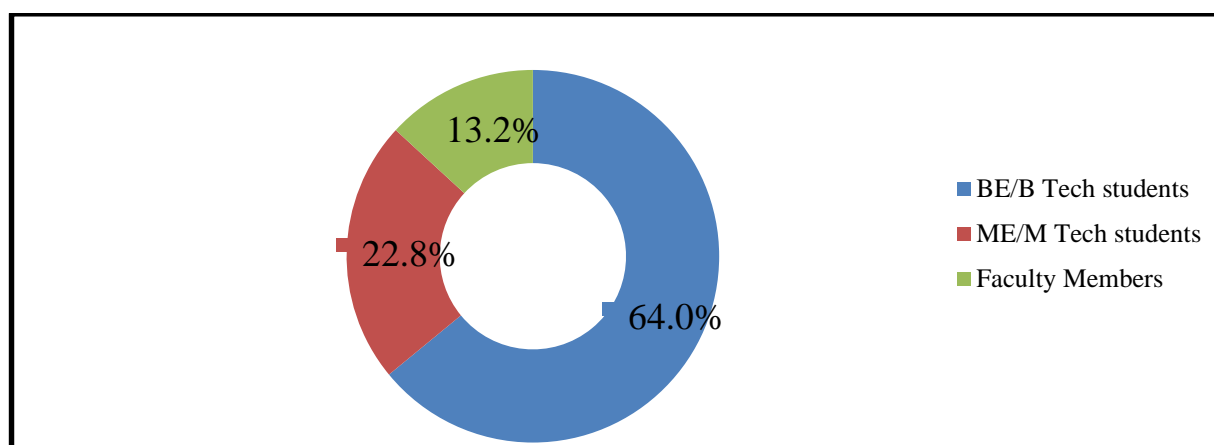| S. No	Academic Status	Response
1	BE/B Tech students	326 (64.0%)
2	ME/M Tech students	116 (22.8%)
3	Faculty Members	67 (13.2)
	Total	**509 (100%)**

Figure 1: Designation-Wise Distribution of Respondents

Satisfaction Level with Print Resources

Satisfaction level of the respondents with ten different print resources was surveyed. Chi square calculations were used for each type of print resources separately to know the difference in satisfaction level of the three designated group of respondents. Mean score are calculated on a scale as 5= Extremely satisfied, 4= Satisfied, 3= Moderately satisfied, 2= Not satisfied and 1=Not at all satisfied for all print resources (Table 2).

Table 5.2. User's Satisfaction Level with Print Resources

Print Resources	Response	BE/B Tech Students	ME/MTech Students	Faculty	Total	χ^2 Value
Text Books	Extremely Satisfied	107	24	10	141	10.600
	Satisfied	129	45	26	200	
	Moderately Satisfied	25	14	4	43	
	Not Satisfied	9	4	1	14	
	Not at all Satisfied	4	3	1	8	
	Total	274	90	42	406 (4.11*)	
Reference Books	Extremely Satisfied	139	35	17	191	6.360
	Satisfied	112	47	16	175	
	Moderately Satisfied	28	12	5	45	
	Not Satisfied	8	4	1	13	
	Not at all Satisfied	2	1	1	4	
	Total	289	99	40	428 (4.25*)	
Print Journals	Extremely Satisfied	72	22	8	102	34.205
	Satisfied	125	48	23	196	
	Moderately Satisfied	51	26	9	86	
	Not Satisfied	1	7	8	16	
	Not at all Satisfied	5	1	1	8	
	Total	254	104	49	407 (3.91*)	

Back Volumes of Journals	Extremely Satisfied	50	2	9	**61**	**35.136**
	Satisfied	135	60	24	**219**	
	Moderately Satisfied	57	32	9	**98**	
	Not Satisfied	14	0	6	**20**	
	Not at all Satisfied	11	0	2	**13**	
	Total	**267**	**94**	**50**	**411 (3.72*)**	
Project Reports/ Theses and Dessertations	Extremely Satisfied	14	3	9	**26**	**28.289**
	Satisfied	10	2	2	**14**	
	Moderately Satisfied	49	19	15	**83**	
	Not Satisfied	92	5	14	**111**	
	Not at all Satisfied	133	31	19	**183**	
	Total	**298**	**60**	**59**	**417 (2.02*)**	
Government Publications	Extremely Satisfied	18	0	18	**36**	**43.022**
	Satisfied	2	0	2	**4**	
	Moderately Satisfied	73	7	13	**93**	
	Not Satisfied	99	9	9	**117**	
	Not at all Satisfied	114	11	20	**145**	
	Total	**306**	**27**	**62**	**395 (2.16*)**	
Technical & Research Reports	Extremely Satisfied	26	0	14	**40**	**27.251**
	Satisfied	9	2	2	**10**	
	Moderately Satisfied	44	8	6	**58**	
	Not Satisfied	96	10	10	**116**	
	Not at all Satisfied	148	30	24	**202**	
	Total	**320**	**50**	**56**	**426 (1.99*)**	
Technical Standards	Extremely Satisfied	2	2	10	**14**	**597.563**
	Satisfied	0	0	32	**32**	
	Moderately Satisfied	0	50	6	**56**	
	Not Satisfied	206	0	8	**214**	
	Not at all Satisfied	78	2	0	**80**	
	Total	**286**	**54**	**56**	**396 (2.21*)**	
Patents	Extremely Satisfied	16	0	20	**36**	**104.236**
	Satisfied	4	16	8	**28**	
	Moderately Satisfied	72	16	24	**112**	
	Not Satisfied	60	16	20	**96**	
	Not at all Satisfied	108	0	36	**144**	
	Total	**260**	**48**	**108**	**416 (2.32*)**	

Conference Proceedings	Extremely Satisfied	16	0	10	**10**	**56.478**
	Satisfied	0	0	3	**26**	
	Moderately Satisfied	60	18	8	**86**	
	Not Satisfied	91	5	5	**176**	
	Not at all Satisfied	114	26	36	**94**	
	Total	**281**	**49**	**62**	**392 (2.19*)**	
Degree of Freedom:8			**Critical Value:15.507**			

Mean Scores on Scale: 5=Extremely Satisfied, 4=Satisfied, 3=Moderately Satisfied, 2=Not Satisfied, 1=Not at all Satisfied

The study revealed that the Reference books as print resources are those with which respondents are mainly satisfied (4.25) followed by text books (4.11), print journals (3.91) and back volumes of print journals (3.72). All the mean scores are mentioned in brackets. Whereas project reports/theses/dissertations (2.02), government publications (2.16), technical and research reports (1.99), technical standards (2.21), patents (2.32) and conference proceedings (2.19) were found as print resources with which respondents are not satisfied.

Chi Square calculations have shown significant difference in satisfaction level between three designated groups with regards to print journals, back volumes of print journals, project reports, theses and dissertations, government publications, technical and research reports, technical standards, patents, and conference proceedings ($\chi^2 > 15.507$).

Satisfaction Level with Electronic Resources

This question deals with assessment of satisfaction level of respondents with the nine different kinds of electronic resources. All over mean scores were calculated to know the satisfaction level on a scale used and Chi square calculations were used for each type of electronic resources individually to know the existence of difference in satisfaction level amongst the three designated groups of respondents with electronic resources. Mean score are calculated on a scale: 5= Extremely satisfied, 4= Satisfied, 3= Moderately satisfied, 2= Not satisfied and 1=Not at all satisfied for all print resources (Table 3).

Table 3: Satisfaction Level with Electronic Resources

Library Collection	Response	BE/B Tech Students	ME/MTech Students	Faculty	Sum	χ^2 Value1
Electronic/Online Resources						
E-Journals	Extremely	104	30	12	**146**	**47.275**
	Satisfied	118	78	21	**217**	
	Moderately	36	1	8	**45**	
	Not Satisfied	9	0	4	**13**	
	Not at all	3	0	3	**6**	
	Total	**270**	**109**	**48**	**427 (4.13*)**	
E-Books	Extremely	88	30	8	**126**	**28.844**
	Satisfied	117	55	22	**194**	
	Moderately	38	18	9	**65**	
	Not Satisfied	10	0	7	**17**	
	Not at all	3	0	0	**3**	
	Total	**256**	**103**	**46**	**405 (4.04*)**	

E-Databases	Extremely	88	22	10	**120**	
	Satisfied	114	56	19	**189**	
	Uncertain	43	15	9	**67**	
	Not Satisfied	17	2	5	**24**	**17.151**
	Not at all	3	0	2	**5**	
	Total	**265**	**95**	**45**	**405 (3.95*)**	
E-News Letters	Extremely	11	2	15	**28**	
	Satisfied	9	0	2	**11**	
	Moderately	40	22	11	**73**	
	Not Satisfied	90	15	9	**114**	**57.299**
	Not at all	119	42	18	**179**	
	Total	**269**	**81**	**55**	**405 (1.98*)**	
E-Reports	Extremely	11	0	7	**18**	
	Satisfied	4	2	2	**8**	
	Moderately	44	11	20	**75**	
	Not Satisfied	108	15	9	**132**	**42.496**
	Not at all	97	44	20	**161**	
	Total	**264**	**72**	**58**	**394 (1.96*)**	
E-Standards	Extremely	12	0	7	**19**	
	Satisfied	2	0	2	**4**	
	Moderately	48	16	16	**80**	
	Not Satisfied	64	21	9	**94**	**27.877**
	Not at all	104	62	21	**187**	
	Total	**230**	**99**	**55**	**384 (1.89*)**	
E-Patents	Extremely	12	8	0	**20**	
	Satisfied	8	4	0	**12**	
	Moderately	28	36	4	**68**	
	Not Satisfied	104	16	4	**124**	**62.373**
	Not at all	108	36	28	**172**	
	Total	**260**	**100**	**36**	**396 (1.33*)**	
E-Theses and Dissertations	Extremely	21	0	9	**30**	
	Satisfied	6	0	3	**9**	
	Moderately	45	15	24	**84**	
	Not Satisfied	87	9	12	**108**	**42.599**
	Not at all	93	48	27	**168**	
	Total	**252**	**72**	**75**	**399 (2.05*)**	
E-Conference Proceedings	Extremely	14	0	5	19	
	Satisfied	5	0	0	5	
	Moderately	46	17	17	80	
	Not Satisfied	72	29	10	111	**21.378**
	Not at all	96	58	22	176	
	Total	**233**	**104**	**54**	**391 (3.94*)**	

Mean Scores on Scale: 5=Extremely Satisfied,4=Satisfied, 3=Moderately Satisfied, 2=Not Satisfied, 1=Not at all Satisfied

E-Journals were found as those electronic resources with which respondents are mainly satisfied (4.13) followed by e-books (4.04), e-databases (3.95) and e-conference proceedings (3.94). Mean scores mentioned in brackets demonstrate the point of satisfaction level of respondents on a scale used. Results also show dissatisfaction of respondents with e-newsletters (1.98), e-reports (1.96), e-standards (1.89), e-patents (1.33) e-theses/dissertations (2.05). (Table 3)

Chi Square calculations have shown significant difference between respondents of three designated groups with all kind of electronic resources ($\chi^2 > 15.507$).

RESPONDENTS NEEDS WITH LIBRARY COLLECTION

Open ended question provided to respondents to express their needs/expectations regarding library collection. Out of 509 respondents, only 35 (6.87%) respondents communicated their additional requirements. Among 35 respondents, 6 (17.1%) expressed the need of acquisition of new books as and when syllabi change, while 13 (37.1%) of respondents expressed the need of increasing the number of copies of books which are in heavy demand from users. This result is in accordance with the previous study conducted by Krishna Kumar (2010) at IIT, Delhi Library. Only 9 (25.7%) respondents conveyed that the librarians are required to take suggestions from users to purchase the study materials in library. Of the total, at least 5(14.3%) respondents put across their needs for remote accessing of electronic resources subscribed by the library.

MAJOR FINDINGS

- Reference books, text books, print journals and back volumes of print journals are the print resources with which respondents are mainly satisfied. Reference books and text books are in leading position in print resources.

- E-Journals, e-books, e-databases and e-conference proceedings are the electronic resources with which respondents are mainly satisfied. E-journals are in leading position in electronic resources.

- More than one third (37.1%) of respondents conveyed for the increase of the number of copies of books which are in heavy demand, none fourth (25.7%) communicated as librarian require to take suggestion from users while purchasing study materials in library.

CONCLUSION

In the present paper satisfaction level of students and faculty members of engineering colleges of Pune city were discussed with print and electronic resources. It was found that, users are not satisfied with specific print and electronic resources in their college libraries. Text books, reference books, print journals and back volumes of print journals, e-journals, e-books, e-databases are found as study resources with which users are satisfied. Engineering students and faculty members felt that the librarian needs to take suggestion from users while purchasing study resources in library and to increase number of copies of books in regular demand from users. Specifically, it can be stated that availability of basic study resources are made available in engineering college libraries but it is essential to concentrate on diverse and research-oriented study resources to be offered to engineering students and faculty members in engineering college libraries of Pune city area.

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