

# Satisfaction of Library and Information Science Students with the Services provided by Allama Iqbal Library of Kashmir University

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## Abstract

*Libraries are established fulfilling the mission and vision of the organizations to which these are attached with. University libraries are established with the aim to support teaching, learning and research related activities performed by students, scholars and faculty members of these universities. Success of any library depends upon the level of satisfaction of the users of that library. Present paper is an attempt to explore the satisfaction level of the post graduate students of the department of library and information science, University of Kashmir. Data when analyzed revealed that majority of the students (100%) visit the library for borrowing information sources however, their frequency of visits is varying. Although catalogue is adopted by the students for accessing the information however, Card catalogue has lost its relevance among the students. Instead Online Public Access Catalogue has gained importance and popularity among students. Overall perception of users about library collection, library services and library automation is good and are almost satisfied with these facets of library.*

**Keywords:** University Library; Library Collection; Library Services; User's Satisfaction

## Introduction

Information has gained importance in the present information and knowledge based societies. Libraries are established to cater the information needs of the customers. In the hybrid library environment both printed and digital resources of information are acquired by the libraries in order to satisfy information needs of their customers. These resources are to be organized properly with the aid of classification and cataloguing techniques in order to facilitate the users to locate these resources in an effective and efficient manner. **Oyegade, Nasarawa and Mokogwu (2003)** are of the view that libraries are the people's university, the local gateway to knowledge providing opportunity for lifelong learning, independent decision making and cultural development of the individual and the social groups. In the words of **Olanlokum and Salisu (1985)** a library is a nerve center of an educational institution and also a place where information in print and in other forms are collected and arranged to serve all ages and interests. University libraries are acting as information reservoir and contribute a lot in teaching, learning, research and making this newly generated information available to all members of the society.

### **Profile of Allama Iqbal Library, Kashmir University**

The University of Kashmir is one of the premier universities developed in the state of Jammu and Kashmir and is imparting instruction in various subjects. It is actively engaged in teaching, learning and research activities and has earned a name and fame due its contributions to the universe of knowledge. In the University of Kashmir there is well defined library system engaged in supporting the major activities whether in teaching, learning and research. In addition to the departmental libraries, the university has a central library with the name Allama Iqbal Library, having a vast collection of books, leading national and international journals and magazines and the recently installed internet facility. At present, it has a collection of above four lac books. The Various local, national and international online newspapers are available for its users .The Allama Iqbal library (the largest in the state) is presently the center of the University Library System, having forty-three departmental libraries attached with different departments, centers, and subordinate institutes of the university. The Allama Iqbal library is subscribing to online J-Gate database portal services. The V-SAT and radio link connectivity installed in the library provides much needed internet facility to the faculty members, research scholars and PG students. The users are availing this facility through 48 computers installed in its newly established internet access center (<http://ail.uok.edu.in/>).

### **Statement of Problem**

In order to satisfy the information needs of user's libraries are mobilizing human resources, financial resources, physical resources and technological resources effectively and efficiently. (The Impact of information and communication technologies (ICT) on libraries is now evident everywhere. Libraries has adopting the new innovative ICT tools and techniques) for providing (traditional) and digital services to the user communities in an online and offline mode. Whether all these efforts are able to fulfill the information needs of the users is the problem to be investigated in the present study. Satisfaction level of the users about library resources, services and the staff is determined for knowing the relevance of library in the present information rich environment. In pursuance to the needs and purpose stated in the previous section the research problem has been stated as "Satisfaction of Library and Information Science Students with the Services provided by Allama Iqbal Library of Kashmir University"

### **Literature Review**

A number of studies carried out by scholars in different countries at different times are available on the theme of satisfaction of library users. **Basil and Patience (2012)** have conducted a study and reveals that the facilities, services, information resources are the major facets which make more impact on the satisfaction of the users of the library.

**Sohail et al. (2012)** studied the use of library resources by the students of University of Kalyani. Authors found that guidance in the use of library resources and services was necessary to help students to meet their information needs. They also found that journals, text book and lecture notes were the most popular sources of information for the students. They suggested that the

latest edition of text book and reference materials should be added to the library collection and users should be guided to use the resources of the library.

**Velnampy and Sivesan (2013)** have conducted a study on service quality in the university libraries in Sri Lanka. The study contains twenty three different variables which help to find the measurement of the quality service provided by the university libraries and extracted four different factors with the help of factor analysis, which is expedient access to collection, collection completeness, suitable opening hours and contemporary information.

### **Scope of Study**

Present study is an attempt made to examine how far the students of department of library and information science, university of Kashmir are satisfied with the resources and services provided by the Alama Iqbal library. These students were selected with the perception that they have gained enough knowledge about the library's resources and services and thus are able to measure the effectiveness and efficiency of libraries.

### **Objectives**

**The Specific objectives of study are:**

- To determine the level of satisfaction of users towards library resources.
- To assess the satisfaction of users about the services.
- To get an insight about the perception of users about the staff working in the library.

### **Methodology**

A Well structure Questionnaire was drafted and distributed among the 50 post graduate students in the department of library and information science. And out of 50 we have received only) 35 questionnaires from the students and thus the response rate was about 75%. The collected (data) was (statistically analyzed and is presented under different headings.

### **Findings**

Data collected reveal that majority of the students (54.3%) are males and remaining 45.7% are females (table1).

**Table 1: Gender**

<b>Gender</b>	<b>Frequency</b>	<b>Percent</b>
Male	19	54.3
Female	16	45.7
Total	35	100.0

## Library Visits

Table 2: Library Visits

Library Visits	Gender		Total	Percentage
	Male	Female		
Daily	1	0	1	2.9
Once in a Week	4	5	9	25.7
Two or Three Times a Week	10	10	20	57.1
Once Every Two Weeks	2	1	3	8.6
Once a Month	1	0	1	2.9
Never	1	0	1	2.9
<b>Total</b>	<b>19</b>	<b>16</b>	<b>35</b>	<b>100</b>

In order to get information and acquire knowledge, students are visiting the library when they get time at their convenience. Data regarding visits made by students to the central library is presented in table 2. From table 2 it is evident that 57.1 % respondents are visiting the library two or three times in a week, followed by 25.7% of respondents who visit the library once in a week. However, (only 2.9% of users visit library daily).. Further it is evident from the table that only a low percentage of respondents (2.9%) mentioned that they never visited the library.

## Purpose of Library Visits

Libraries are regarded as reservoirs of knowledge and are acting as beating heart supplying fresh and current information to all its users. Users visit library for different purposes, however, the main purpose is to satisfy their information needs. Purpose of the respondents under the scope of present study is given in table 3.

Table 3: Purpose of Library Visits

S.No	Purpose	Yes	No
1.	For Borrowing books and other information sources	35 (100)	0
2.	For accessing Internet	25 (71.4)	10 (28.6)
3.	For consulting journals	16 (45.7)	19 (54.3)

From Table 3, it is revealed that majority of respondents 100 % (35) visit library for the purpose of borrowing books, followed by 71.4% of respondents visit the library to use internet. Thus it is

evident from table 3 that borrowing books and other information sources is the main purpose of visiting library and followed by access to e-journals.

### Form of Catalogue Students Consult

Table 4: Form of Catalogue

S. No	Form of catalogue	Frequency	Percent
1.	OPAC	30	85.7
2.	Both	5	14.3
3.	Card Catalogue	0	0

There are different forms of catalogue like card form, sheaf form, book form, Online public Access catalogue (OPAC) etc. Users of libraries consult catalogue for getting information about the holdings of a library. While asking the students about the format of catalogue they prefer, majority of students (85.7%) are of the view that they prefer to use OPAC and only 14.3% of respondents are consulting both card and OPAC formats of catalogues. None of the students prefers only card form of catalogue (Table 4).

### Satisfaction Level of Users with Collection

Table 5: Satisfaction Level of Users with Collection

Collection Items	N	Mean	Std. Deviation	Rank
Satisfaction With Text Books	35	3.2857	1.01667	1
Satisfaction With Printed Periodicals	35	3.1429	.77242	2
Satisfaction With E-Books	35	3.0286	.89066	3
Satisfaction With E-Journals	35	3.0000	.80440	4

There are different items like text books, journals etc in both printed as well as electronic formats in the collection of any library. Users usually consult these different information resources for satisfying their information needs. When students were asked about their level of satisfaction with the collection available in the library on the five point scale (with 5 as excellent and 1 as very poor), results indicate that they are satisfied with the collection as mean value for all the items is greater than three (Table5). Further table 5 point out that users are more satisfied with print text books followed by printed periodicals.

## Satisfaction Level of Users with Library Services

Table 6: Satisfaction Level of Users with Library Services

Library Service	N	Mean	Std. Deviation	Rank
Satisfaction With Internet Browsing Center	35	3.9429	.87255	1
Satisfaction With OPAC	35	3.7714	.94202	2
Satisfaction With Photocopying	35	3.6000	.97619	3
Satisfaction With Reference Services	35	3.4857	.88688	4
Satisfaction with computer systems availability	35	3.3714	1.0025	5

Libraries provide a number of services to the library patrons like reference services, photocopying facility, internet browsing facility etc. How satisfied users are from different services determines the worth of the library. When students under the scope of present study were asked about their satisfaction level on the 5 point scale (with 5 as excellent and 1 as very poor), results indicate that they are satisfied with the services as mean value for all the items is greater than 3 (Table 6) . When item related to library services were arranged on the basis of their mean values, it became clear that users are much satisfied with the internet browsing facility provided by AIL followed by OPAC and many other items (Table 6).

## Satisfaction Level of Users with Library related Environment

Table 7: Satisfaction Level of Users with Library related Environment

Library related Environment	N	Mean	Std. Deviation	Rank
Satisfaction with Internal Reading Facility	35	3.7143	.75035	1
Satisfaction with Cleanliness of Library	35	3.6857	.86675	2
Satisfaction with Security Arrangements	35	3.4857	1.14716	3
Satisfaction with Training Workshops	35	2.5143	.91944	4

Both internal and external environment plays a very important role in attracting the attention of the library users and if favorable will act as a catalyst in increasing and maximizing the utility of library resources and services. When students were asked to give their responses to the level of

satisfaction on the 5 point scale (with 5 as excellent and 1 as very poor), results indicate that they are very much satisfied with the different facets of library environment as the mean value is more than three except with training and workshops organized by the central library. Mean value for this facet is 2.51 (Table 7). When these items related to library internal environment are arranged on the basis of their mean value, it is found that users are satisfied with internal reading environment. However, users are less satisfied with the training and workshops organized by library for users.

### Satisfaction of Users with Library Staff

Staff of the library plays vital role in mobilizing all the library resources like physical, financial and intellectual resources. If a library is weak physically and financially but is having highly motivated staff members there are high chances that users can get high satisfaction from the services provided by the library.

Table 8: Satisfaction Level of Users with Library Staff

Library Staff	N	Mean	Std. Deviation	Rank
Satisfaction with Staff Attitude	35	3.1714	.95442	1
Satisfaction with Administrative Staff	35	2.9429	.87255	2
Satisfaction with Non Administration	35	2.7143	.75035	3

When students were asked to give their responses to the level of satisfaction with library staff on the 5 point scale (with 5 as excellent and 1 as very poor), results indicate that they are very much satisfied with the library staff members as the mean value is more than three or approximately three. (The table-8 results indicate the overall user's satisfaction level of library functional operations.) When the items are arranged on the basis of their mean values, it is evident that users are satisfied with the attitude of staff working in Allama Iqbal Library.

### Satisfaction Level of Users with Library Staff

Table 9: Satisfaction Level of Users with Library Staff (Gender-Wise)

Library Staff	N	Mean	Std. Deviation	Rank
Satisfaction with Male Staff	35	3.2000	.79705	1
Satisfaction with Female Staff	35	2.7714	1.00252	2

In order to know the level of satisfaction of students from the male or female staff members, data when analyzed indicates that users are more satisfied with the male staff as compared to the female staff members working in the library (Table 9).

### **Findings and Discussion**

Analysis of the data reveals that most of the students treat libraries as important agencies that are playing a very vital role in supporting teaching, learning and research being conducted in the university. However, library authorities are supposed to focus on imparting information about different information resources and services provided by the library. Results of the study reveal that libraries are very much popular among the students pursuing their courses in library and information science as is evident from table 2 although their frequencies of visits vary. Students visit the library with different purposes like borrowing of books and other information sources. Navigating internet within the library premises also is performed by the students. For collecting different information sources students are making use of catalogue. Catalogue is available in different forms and formats. However present study reveals that majority of students are making use of OPAC. Findings of the study show that users are more inclined towards print sources than electronic resources. As for as library services are concerned, this study leads to the conclusion that users are satisfied with services like internet related services, OPAC, photocopying etc. Users are satisfied with internal reading environment, cleanliness maintained within the library, however, users are less satisfied with the training and workshops organized by library for the awareness of its users. Library users are satisfied with the services provided by the staff employed in the library, however their level of satisfaction from library staff varies and they are more satisfied from the male staff members as compared to female staff.

### **Conclusion**

Allama Iqbal library in Kashmir University has played an important role by supporting teaching, learning and research activities performed by teachers, students and researchers of the university and has thus earned a name and fame because of its contributions. However, in order to be an effective part of the university system, library has to overcome the bottlenecks which cause dissatisfaction among the users. Challenges posed by the information and communication technology are to be addressed properly so that this great library can play its role effectively and efficiently in the emerging digital information landscape. Digital technology is having the potential to revolutionize the whole concept of the library and will help in achieving the basic mission of disseminating the right information to the right user at the right time.



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