

# Evaluation of Users Satisfaction with Library Resources and Services at Al-Kabir Polytechnic, Jamshedpur: A Case Study

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## Abstract

*Academic library is the heart of an educational institution. It is a services centre and always eager to satisfy its user by providing quality services. The evaluation studies of library user's satisfaction has been in focus for the librarians to improve library infrastructure, resources, and services. This study is an attempt on the same lines to know the satisfaction of library users at Al-Kabir Polytechnic, Jamshedpur (India). A survey was conducted and questionnaire was used a tool for data collection. Data collected from 160 students was analysed and found that majority of the users are satisfied with the library infrastructure, resources and services. It is suggested that library should organize awareness as well as orientation-cum-training programmes to attract more and more users.*

**Keywords:** User Satisfaction, User Studies, Academic Libraries, Polytechnic Library Services, Library Resources and Services.

## 1. Introduction

The academic library has proved to be an important part of an educational institution, which help students in expanding their horizon of knowledge. Being a service centre within an educational institution it is necessary to satisfy each and every library user by providing quality services. Quality improvement is a continue process, and library staff needs to evaluate library services regularly in terms of user's satisfaction. The potential users' feedback is always important for improvement of library resources, services and facilities (Sriram & Rajev, 2014). The basic objective of an academic library is to satisfy academic community with the resources available at any point of time. Application of information and communication technology and subscription of e-resources has become necessary

to provide real time library services. Hence user's feedback has also become more important to transform the library for present and future generation.

## **2. Al-Kabir Polytechnic Library**

Al-Kabir Polytechnic ([www.alkabir.in](http://www.alkabir.in)) was founded in 1990 in Jamshedpur which is also known as Steel City. Jamshedpur is the industrial capital of Jharkhand, India. The college is spread over 10 acre land in Kabirnagar area. This polytechnic is established by the Kabir Welfare Trust and affiliated to the State Board of Technical Education, Govt. of Jharkhand and recognized by the All India Council of Technical Education, New Delhi. It is one of the best private Polytechnics in the State and maintains best infrastructure. Its library named after Sir Syed Ahmad Khan, the founder of Aligarh Muslim University as 'Sir Syed Library'. The Library has a good collection of text and reference books with a reading hall for 200 students. The library is automated using in-house library management software. Digital Library and DELNET are also the part of library services. The library maintains the finest infrastructure and facilities for 2100 students and 150 staff. (Sir Syed Library AKP, 2019).

## **3. Literature Review**

Harinarayan, Vasantha, & Swamy (2008) conducted a study to measure the effectiveness of library services of 16 college libraries of Mysore city on the basis of methodology given by Van House which is based on material availability survey, general satisfaction survey, reference satisfaction survey, and online search evaluation. It was found that half of the population visit library daily and some measures are required to attract other users. Most of the users visited library to study in the library as well as borrow books. A significant number of the students used the library successfully in terms of different activities and majority of them is satisfied with library services but still there is a need for improvement as suggested by the users.

Kassim (2009) evaluated the library performance on the basis of opinion and the level of satisfaction regarding the library services, infrastructure, and collection provided by the library by an academic library of Malaysian university. Out of 650 students from 3 different faculties 82% responded to the survey. Library users were only quite satisfied with services, infrastructure, and collection of the library. Nawarathne & Singh (2013) examined the quality of academic library services at Sabragamuwa University, Sri Lanka. 200 students participated in the survey and found that faculty of management students are more satisfied than the faculty of science students. It was suggested that the performance of the library should be improved to satisfy users at great extent.

Veena & Kotari (2016) examined the users' satisfaction with library facilities, resources, and services in a college library. On the basis of data collected from 300 students, it was found that majority of the users are satisfied with the library performance. Singh & Kuri (2017) conducted a study to investigate users' satisfaction with library resources and services in 7 IITs. The users in different IITs are satisfied at large extent. Authors have suggested various measures to increase satisfaction level of the teachers and students.

#### **4. Significance of the Study**

Al-Kabir Polytechnic Library plays an important role to serve the needs of users. Every year library is spending huge amount to procure books, journals, magazines, e-books and e-journal. The study of user satisfaction has abundance influence on use of library resources and services. No study has been carried out to know the users' satisfaction in this library. It is duty of the library staff to evaluate users' satisfaction with library resources and services regularly. This study has been carried out at Sir Syed Library, Al-Kabir Polytechnic to know the user satisfaction which will benefit to review the library resources and services. It will also help to propose new library services as users' expectation are growing.

#### **5. Objectives of the study**

- To investigate the users' frequency and purpose of visiting library.
- To determine the satisfaction level of users towards library collections, infrastructure and services.
- To explore the users' satisfaction with library performance.

#### **6. Methodology**

Survey method was adopted for the study to find out satisfaction of users with library collection, infrastructure, and services. A structured questionnaire was used as a tool for data collection. Out of 200 questionnaire distributed to the library users, 160 (80%) were retrieved and later analyzed. The target population consists of first, second and final year students of diploma course at Al-Kabir Polytechnic, Jamshedpur.

#### **7. Findings and Analysis**

##### **7.1 Gender-wise Distribution of Respondents**

Table-1 shows gender-wise distribution of respondents and their percentage. It is found that 73.13% are male students and 26.87% are females.

This indicates that male library users constitute majority in comparison to female users.

**Table-1: Gender-wise distribution of respondents**

Sl. No.	Gender	Number	Percentage
1.	Male	117	73.13%
2.	Female	43	26.87%
	Total	160	100.00%

## 7.2 Class-wise Distribution of Respondents

Table-2 shows class-wise distribution of respondents. It is found that 3<sup>rd</sup> year students are more interested to use the library followed by 1<sup>st</sup> year students.

**Table-2: Class-wise distribution of respondents**

Sl. No.	Class	Number	Percentage
1.	1 <sup>st</sup> Year	55	34.38%
2.	2 <sup>nd</sup> Year	35	21.87%
3.	3 <sup>rd</sup> Year	70	43.75%
	Total	160	100.00%

## 7.3 Distribution of Respondents by Frequency of Visit

Table-3 shows the frequency of visit of respondents. It is found that 69 users (43.13%) visited library regularly, 46 users (28.75%) twice in a week, 33 users (20.62%) once in a month, and 12 users (7.5%) twice in a month.

**Table-3: Distribution of respondents by frequency of visit**

Sl. No.	Frequency of visit	Number of Respondents	Percentage
1.	Regularly	69	43.13%
2.	Twice in a week	46	28.75%
3.	Once in a month	33	20.62%
4.	Twice in a month	12	07.50%
	Total	160	100.00%

## 7.4 Purpose of Visiting the Library

Table-4 shows the purpose of library visit. It is found that 70 respondents (43.75%) visit for issue of books, 35 respondents (21.87%) for studying in the reading hall, 25 respondents (15.63%) browsing online resources, 20 respondents

(12.5%) read newspaper and magazines in the library. Only some respondents (6.25%) come to consult reference books.

**Table-4: Distribution of respondents by purpose of library visit**

Sl. No.	Purpose of visit	Frequency	Percentage
1.	Issue of Books	70	43.75%
2.	Study in Reading Hall	35	21.87%
3.	Reference Books	10	06.25%
4.	Browsing Online Resources	25	15.63%
5.	Reading Newspaper and Magazines	20	12.50%
	Total	160	100.00%

### 7.5 Users' Satisfaction with Library Resources and Services

Table-5 shows users' satisfaction with library resources and services. It is found that 155 respondents (96.87%) are satisfied with library infrastructure, 151 respondents (94.37%) feel satisfied with library services, 149 respondents (93.12%) are satisfied with library collection, 147 respondents (91.87%) are satisfied with the way library staff helps to the users and online catalogue service, 142 (91.25%) are satisfied with photocopy service. In case of remaining services more that 80% respondents are satisfied. Some of the respondents are not satisfied with library timings and Internet access. Overall library performance satisfied to 133 (83.12%) respondents.

**Table-4: Users' Satisfaction with Library Resources and Services**

Sl. No.	Library Resources and Services	Satisfied		Not Satisfied	
		Frequency	Percentage	Frequency	Percentage
1.	Library Collection	149	93.12%	11	6.87%
2.	Library Services	151	94.37%	9	5.62%
3.	Library Infrastructure	155	96.87%	5	3.12%
4.	Helpfulness of Library Staff	147	91.87%	13	8.12%
5.	Library Timing	128	80.00%	32	20.00%
6.	Photocopy Service	142	91.25%	14	8.75%
7.	Internet Access	132	82.50%	28	17.50%
8.	E-books & E-journals	139	86.87%	21	13.12%
9.	Online Catalogue	147	91.87%	13	8.12%
10.	Overall Library Performance	133	83.12%	27	16.87%

## 8. Findings and Suggestions

- As it is found that ratio of male and female is 3:1, it is necessary to compare this data with the actual ratio of male and female in the college and if it differs it is suggested to take necessary steps to extend library services to the female students who are not coming to the library.
- As 3<sup>rd</sup> year students are more interested to use the library followed by 1<sup>st</sup> year students, the library staff should try to know why less number of 2<sup>nd</sup> year students come to the library and necessary steps should be taken to attract them.
- Less than half users are visiting the library regularly, it is suggested that library should organize various type of activities to attract more and more users.
- It seems that issue return of books is the users' main purpose to visit the library. Usage of online resources is less. It is suggested to organize orientation-cum-training programmes for the library users to create awareness about the library resources and services.
- As majority of the users are satisfied with the library infrastructure, resources and services and its really good but continue efforts are required to increase the usage.

## 9. Conclusion

Libraries are increasing their collection according to the requirement of the users and have to allocate funds which keep on increasing every financial year. Librarians want to satisfy library users with resources and services and users' survey helps them to rectify the shortcomings in different sections of the libraries. This study also revealed that most of the users visit library and the best part of this study is that majority of the users were satisfied. It is always necessary to build library collection print as well as electronic according to the needs of the users and new services are to be introduced for the sake of users. On the basis of abovementioned suggestions library staff should take necessary efforts to attract more and more users and satisfy them with quality services.

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