



A STUDY ON USER SATISFACTION OF INFORMATION SERVICES IN PDA ENGINEERING COLLEGE LIBRARY KALABURAGI.

MD.AAMER ¹

¹ RESEARCH SCHOLAR, GULBARGA UNIVERSITY, KALABURAGI 06.

ABSTRACT:

This study describes the user satisfaction of PDA engineering college library Kalaburagi. In this study most of the respondents satisfied with the services. This paper reports the results of a survey of 178 patrons of an engineering library which demonstrate that the construct is potentially useful for evaluating the performances of services within a library, since the construct is affected by the demographic characteristics of the users; The authors also have tried to found the reason of not satisfaction of the users. On the basis of finding, some suggestion have been put forth for maximizing satisfaction of engineering colleges students in libraries.

KEYWORDS:

USER SATISFACTION, LIBRARY SERVICES, PDA ENGINEERING COLLEGE LIBRARY.

INTRODUCTION

Nowadays Library is like Knowledge centre and is the heart of any institute. The user's satisfaction is main motto of library services and it is key success of any library. The services of librarian are also make good customer satisfaction among users. Librarian should regular examine customer satisfaction with the library's collection, services and information preferences to ensure that the information needs of users are satisfactorily fulfill within time. An Engineering college provides technical education and its important role expected in growth and development of the country so library of engineering institute must be good collection of books and information resources. The main role of an engineering college library is to satisfy the needs of its users. Libraries assist-in research process by collecting, preserving, and making available an array of information resources relevant to their research community. Present era is a information era and students are not interested in visiting the library physically nowadays and they are more comfortable in retrieving information electronically. Use and the user survey study to find out the existing print and non print resources, services and facilities.

USER SATISFACTION

User satisfaction is also presumed to be positively related to the user's degree of library use. With respect to customer orientation, quality in the library sector is defined as permanent customer satisfaction. It is important that quality is defined from the customer's perspective and that it is not predefined by the library's standards. Only a customer who regards the services as being of a high quality from his subjective point of view will remain a satisfied library customer in the long run. Against this background in particular, it becomes apparent

that it is not the outputs of a library which are decisive for user satisfaction but rather the outcomes. The outcomes are defined as "the uses made by the consumer of a given output and the degree of satisfaction felt with those outputs" [Abbott 1994]. There are sufficient standards for defining the quality of physical goods, and design codes for safeguarding this quality. A standard itself is relatively easy to define whereas values and parameters for the quality of services are difficult to determine and standardization is only possible to a limited extent.

PDA ENGINEERING COLLEGE LIBRARY

The PDA Engineering college central Library is a information hub of academic community and a centre of unbridled intellectual inquiry excellent library facilities to cater to the needs of Curriculum, research, consulting and general reading. The building is spacious with large reading halls. Digital library established to support CD/DVD resources and e-books. It has access to online journals through VTU e-Consortium and the publishers e-resources can be accessed and downloaded i.e. IEL Online, ASCE, ASME, Springer link, Elsevier Science Direct, Taylor and Francis, ProQuest Engg. and Technology, Kopykitab E-books and Sententia: an assistive tool for formal writing)and active member of DELNET.

The mission of the central library is to provide information service and access to bibliographic in order to support the institute march towards its vision. It strives to provide information to faculty and students so as to meet their expectations. It has barcode reading facility and well equipped with modem facilities such as Micro Film Reader, Audio Visual Video Cassettes. A separate facility for access of E-Journals is also available in the library. Under VTU e-consortia, the faculty and students are able to access about 10000 online journals. Through DELNET the

students can access the Library facilities of many reputed organizations, it has 85000 collections of books. The new library building is built with funds provided under TEQIP and modernized Digital Library equipped with high-speed internet and computers to access e-resources. It is completely automated and has the right environment for the students to read and gain information.

Central library is spread out in 1858 sq. metres housed in a 3 storied building and this library has nice ambient and aesthetic surrounding. It strives to provide information to faculty and students so as to meet their expectations. It is completely automated using EasyLib software and has the right environment for the students to read and gain Information using barcode technology. A separate facility for access of E-Journals is also available in the library. Under VTU Consortia, the faculty and students are able to access about 10,000+ online journals. Through DELNET the students can access the Library facilities of many reputed organizations. Dedicated Digital Library comprising of 40 computers facilitate access to e-resources and to promote its usage, regular user training programmes are conducted to the users.

OBJECTIVES OF THE STUDY

1. To find out the personal details and respondents visiting the Central Library.
2. To evaluate the usage of Central library in a respondents.
3. To examine the users needed/expected services provided by the Central Library
4. To study the level of satisfaction about the library resource collection and customized services provided to the users.

METHODOLOGY

The questionnaire method was followed by this study. The questionnaires consist of only open questions. The questionnaire was personally distributed among the sample of the study by the Central Library users. Total number of 200 of questionnaire was distributed and 178 questionnaires were received properly. The collected data was analyzed both quantitatively and qualitatively, by users satisfaction of resource collections and customized services of the PDA engineering college library.

DATA ANALYSIS AND INTERPRETATION

Sl. No.		Variables	Respon-dents	%
1	Age Wise	19-20	51	28.65
		21-22	48	26.97
		23-24	40	22.47
		25-26 and above	39	21.91
2	Gender Wise	Male	104	58.43
		Female	74	41.57
3	Categories of User	UG Students	55	30.90
		PG Students	40	21.35
		Research Scholars	38	22.47
		Faculty	45	25.28
4	Department Wise	Mechanical	41	23.03
		Civil	29	16.29
		ECE	45	25.28
		EEE	35	19.66
		Others	28	15.73
		Total	178	100

Table.1. shows the users statistics of the PDA engineering college library Kalaburagi. It appears from the above table that the majority of the students are in the age group between 19 -20 years. It is observed that majority of the respondents were male 58.43 %, and female is 41.57%..

The Category of UG students (30.90) are most used for library. The Faculty, Research Scholars, and PG Students are also the rest of positions. The department wise ECE students are the most 25.28 (45) percent of library users

TABLE 2 FREQUENCY OF LIBRARY VISIT BY RESPONDENTS

Sl.No.	Frequency of visit	No. of respondents	%
1.	Daily	47	26.40

2.	Once in a week	44	24.73
3.	More than once in a week	29	16.29
4.	Once in a fortnight	24	13.48
5.	Once in a month	22	12.36
6.	Occasionally	12	06.74
Total		178	100

Table 2 shows the frequency of library visit by the respondents in the PDA Engineering College Library Kalaburagi. The 47 (26.40) respondents are using the

library daily and 44 users are using the library once in a week.

TABLE 3 IDENTIFY THE USERS ARE SUFFICIENT HOURS FOR USING LIBRARY

Sl.No.	Sufficient hours for using library	No. of respondents	%
1.	16-20 hours	7	03.93
2.	11-15 hours	11	06.18
3.	07-10 hours	38	21.35
4.	04-06 hours	54	30.34
5.	Less than 04 hours	68	38.20
Total		178	100

Table 3 explain the identify the user are sufficient hours for using the PDA Engineering College Library Kalaburagi. In above table Less than 4 hours are 38.20 (68)

percentages of user are sufficient hours for using the library.

TABLE 4 IDENTIFY THE USERS ARE SUFFICIENT HOURS FOR USING THE DIGITAL LIBRARY.

Sl.No.	Sufficient hours for using the Digital Library	No.of respondents	%
1.	Less than 1 hours	27	15.17
2.	One hours	68	38.20
3.	Two hours	32	17.98
4.	Three hours	19	10.67
5.	More than three hours	17	09.55
6.	Uncertain	15	08.43
Total		178	100

Table 4 identify the user are sufficient hours for using the Digital Library . Most of the respondents are denote One

hours is the 38.20(68) percentage sufficient hours for using the Digital Library.

TABLE 5 USAGES IN TYPES OF BOOKS

Sl.No	Usage In Types of Book	No.of Responents	%
1.	General	46	25.84
2.	Subject	50	28.09
3.	Competitive Exam	44	24.72
4.	Other item on the above	38	21.35
Total		178	100

Table 5 reveals the users are sufficient usage in types of books. In the books are categorized by general, subject, competitive exam, other item on the above. Highest 28.09 percentage of users are read only the subject books.

TABLE 6 USER SATISFACTIONS OF THE LIBRARY

Sl. No	User satisfactions	No. of respondents			%		
		Yes	No	Total	Yes	No	Total
1.	Collection of Library Materials	96	82	178	53.93	46.07	100
2.	Library Lending Services	94	84	178	52.81	47.19	100
3.	Library working hours	92	86	178	51.69	48.31	100
4.	Library rules and regulations	95	83	178	53.37	46.63	100

Table 6 denotes the user satisfactions of the PDA Engineering College Library Kalaburagi. Most of the respondents are satisfied.

FINDINGS:

The major findings of research are:

- Students have sufficient reading and library use habits;
- Many students read books on subject oriented.
- Students visit library regularly,
- Library collection of materials and services of the library staff members are satisfied, and
- Library working hours, Library rules and regulations are also satisfied.

CONCLUSION AND RECOMMENDATIONS

The result of the study clearly indicates that important role of library in engineering education and satisfaction of their user. The main purpose of any library is to provide relevant and up- to-date materials with a view to satisfying the information needs of users. Based on the findings, it is clear that the library users are satisfied with some facilities but not satisfied with the information resources and services of the PDA Engineering College Library Kalaburagi. On the whole, the study revealed that information resources, facilities and services influence users' satisfaction In other for the library to meet the satisfaction level of users, the following recommendations were made; the state government should as a matter of urgency provide the necessary funds to stock the library with relevant information resources and ICT facilities for effective functioning of the Engineering College Library, library staffs are expected to change their attitude to work and towards users and render the necessary assistance to

facilitate user's search in order to satisfy their hunger for relevant information resources needed.

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