User Satisfaction in Engineering College Libraries:
A Case Study of J. J. Magdum College of Engineering, Jaysingpur

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Abstract

In the present ICT era large amount of information is available in different formats. Information is a basic need in the modern society which is provided by libraries catering to different users like the students, teachers, research scholars, scientists, academicians and general public at large. In any educational institution the library plays a very important role. With the advances in technology and shifting in e-publishing trends the information can be accessed on a local, regional, national and international basis. Large amount of scholarly literature is available in the form of full-text journals, books, reports, etc., which are published in electronic formats. Considering the fact that use of ICT has opened new avenues for providing better services in new digital environment, the libraries in higher education are adapting to new technologies. A questionnaire was collected from all the 129 faculties of J. J. Magdum College of Engineering, Jaysingpur (Kolhapur, Maharashtra, India) with the data based on preferred use of print information resources and level of user satisfaction of various information resources available in the library along other library services and facilities. The findings reveal that the faculties mainly use the textbooks compared to other print information resources. Faculites are more satisfied with the availability of Textbooks, Reference Books, News Papers, Magazines, Journals, Online/Offline Databases, Internet Facility, Photocopy Service, Scanning Facility, Book Lending Services, Reading Room and Furniture. The faculties were generally satisfied with the quality of service provided by the College library.

Keywords: engineering college, libraries, faculties, e-resources, user satisfaction, library services.

1. Introduction:

With the advancement of technology the libraries are moving towards electronic resources which are easily accessible (24/7) and less expensive. The changes in technology in recent years have altered the methods of access, storage and dissemination of information. Large amount of scholarly literature is available in the form of full-text journals, e-books, e-thesis, online databases etc. The use of ICT has opened new avenues for better services in new digital environment, and the modern libraries in higher education are adapting to new technologies. The familiarity in use of these available electronic information resources is necessary and important. The library acts as a mediator wherein the available information is served to the right user at the right time. The teaching faculties play an important role while imparting education to the students and they have to keep their knowledge updated. The statutory body like AICTE affiliates these engineering colleges and hence the norms and standards have to be adhered to by the college authorities. In the era of information explosion and crunching library budgets the level of use and satisfaction of users must be ascertained to facilitate optimum utilization of the available resources. The faculties must be well aware of all the resources of the library so that they will accordingly encourage the students to use these resources. J. J. Magdum College of Engineering was founded in 1992 and it recognised by Shivaji University, Kolhapur. This engineering college has 06 U.G and 05 P.G. departments. The present strength of students is about 2400 and that of faculties is 129. The library is up-to-date and well equipped. It supports all the academic activities conducted in the college. The library has a well stacked collection of 42753 books, 86 periodicals, 04 online databases. The library has membership of DELNET and KHUB. The performance of any library can be judged on the basis of the extent of satisfaction of its users. Hence, there is a need to conduct the study of use and user satisfaction with regard to the services and facilities provided by the library.

About the Library:

No	Information Sources of the library		Number
01	Textbooks (incl. Book bank)		39636
02	Reference books		3117
03	Total Number of Titles		11302
04	Number of journals:	National	70
		International	16
05	Number of newspapers		04
06	Number of backvolumes of journals		1296
07	Number of online journals		04 modules
08	Number of databases		02
09	Number of computers in internet Lab		12
10	Number of CD ROMs		1680
11	Number of e-books		1400
12	Number of Educational Video Cassettes		24
13	Multimedia Canter/ Discussion Room with LCD Facility		01
14	Vidya Sagar (Online Library Software)		01

2. Objectives

- To identify the frequency of time spent by the faculties in the library.
- To find out the level of satisfaction of faculties with regard to the printed library resources.
- To assess the level of satisfaction of faculties with regard to the use of electronic resources.
- To find the level of satisfaction of faculties with regard to the various library services offered.
- To suggest some measures to the authorities to improve the services and facilities of the library based on the user suggestions.

3. Hypothesis:

- The faculties do not spend much time in the library.
- The faculties are satisfied with the printed library resources.
- The faculties are satisfied with the electronic resources of the library
- The faculties are satisfied with the services offered by the library
- There is a need to improve the use of library resources and services.

4. Scope and limitations of the study

The scope of this study is limited to all the faculty members from all departments of J. J. Magdum College of Engineering. It excludes the visiting faculties. The scope of this study is to confirm the analysis of use and satisfaction of the library collection, services and facilities.

5. Review of literature:

Review of literature was done to find out the previous studies conducted on use and awareness of e-resources of users of engineering college libraries. This was done to refine the objectives set and the related research questions.

A study conducted by Dhanavandan, S. et. al. (2012) regarding use of electronic resources at Krishnaswamy College of Engineering and Technology revealed that the users are giving more importance to electronic version of documents. With the availability of more resources through the Internet and high-speed the demand for E-resources is increasing. There is a need for the libraries have to evolve more scientific methods to develop a standard collection of E-resources along with print documents taking into consideration the requirements of the users community. Another study carried out by Sundareswari, S. (2013) regarding the role of e-resources in engineering college libraries has shown that consortia approach will be much more popular in user community. The library professionals have to conduct more awareness program to market the new on- line services at their institutions to ensure effective utilization of subscribed e-resources. Mahalaksmi, B. (2014) conducted a study on use of electronic resources by faculties and students in higher educational institutions in Tamil Nadu. The study revealed that the electronic resources were mostly used for academic purpose and the users faced a few problems while accessing these e-resources. Singh, N. and Chand, S. (2014) conducted a case study on the user satisfaction in engineering college libraries wherein they have found that the users mainly used textbooks as compared to other print materials. The users were overall satisfied with the collection and services offered by the library.

6. Case study method and its importance in research:

Case study is defined as a unique way wherein a researcher observes any natural phenomenon which exists in a set of data (Yin, 1984). In this method a researcher closely examines the data within a small geographical area or limited participants considered as subjects of study. The case study methods enable a researcher to go beyond the quantitative statistical rules and understand the behavioural conditions from the perspective of users selected for the study. This study involves a thorough observation, reconstruction and analysis of study in hand. Case studies can be a practical solution wherein it is difficult to obtain a big population as sample of study. The case studies provide a better insight into the user behaviours by presenting the data of real life situations. Case studies from different disciplines are seen in various literatures.

7. Research Methodology

In this study total 129 pre structured questionnaire were distributed among the faculties of J. J. Magdum engineering college. The information was collected from the filled up 129 questionnaires as well as unstructured personal interview were also taken to get some more feedback from these faculties. The questionnaire was distributed to faculties of all branches of Engineering being taught in this college. All this has been included in the study for the analysis of data.

8. Data Analysis

A structured questionnaire was circulated to all the 129 faculties of J. J. Magdum College of Engineering and the data has been collected, analysed and presented as under:

Faculty-wise distribution of respondents

Table No. 1: Faculty-wise distribution

Sr. No.	Department	Number of faculties	%
1	Civil Engineering	30	23
2	Mechanical Engineering	33	26
3	Electronics Engineering	18	14
4	Electronics & Communication	22	17
5	Computer Engineering	14	11
6	Information Technology	12	9
	TOTAL	129	100

Observation:

From the above table it can be seen that 26% of the faculties are from mechanical stream while next in line is 23% from civil stream 17% are from electronics and communication, 14% are from electronics while only 9% of faculties are from information technology stream.

Frequency of visit to the library

Table No. 2: Frequency of library visit

Sr. No	Frequency	No. of respondents	%
1	Daily	39	30
2	Weekly	52	40
3	Monthly	26	20
4	Once in a semester	12	10
	TOTAL	129	100

Observation:

From the above table it can be seen that majority i.e 40% of the faculties visit the library on a weekly basis say once or twice in a week. 30% visit the library daily. 20% faculties visit the library once in a month while 10% visit the library once in a semester.

Time spent in the Library
Fig. No.1: Time spent in the library

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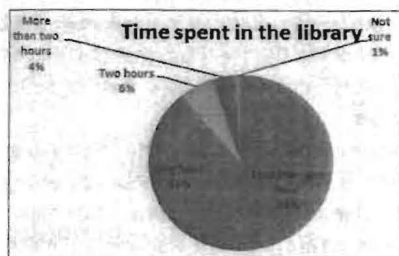
Observation:

58% of the faculties spend less than one hour in the library. 31% spend one hour in the library while 6% spend two hours in the library. 4% spend more than two hours in the library while only 1% is not sure as to how many hours is exactly spend in the library.

Satisfaction from use of printed resources of library
Table No. 3 Level of satisfaction

Sr. No.	Printed Resources	Level of satisfaction						Total weight-age	Mean weight-age	Rank
		NS		P		F				
		N	W	N	W	N	W			
1	Books	06	0	13	1	110	2	239	1.85	1
2	Reference books	08	0	67	1	54	2	183	1.42	5
3	Newspapers	02	0	29	1	98	2	227	1.76	3
4	Periodicals	06	0	27	1	96	2	225	1.74	4
5	Old question papers	07	0	14	1	108	2	237	1.84	2

F= Fully satisfied, P= Partially satisfied, NS= Not Satisfied, N= Number, W= Weightage
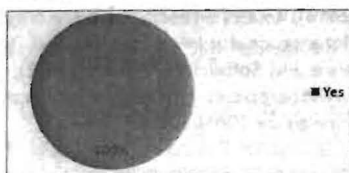
Observation:

Total weightage is calculated for each print information resources. Mean weightage is calculated by dividing the total weightage by the number of users included in the sample. Based on the mean weightage the print resources have been ranked.

From the above table it can be seen that the faculties are more satisfied with the number of textbooks and old question papers available in the library as compared to other printed resources in the library. They are also referring the periodicals and reference books as per their requirements.

Internet facility in the library
Fig. No. 2 Internet facility in the library

Observation:

The above figure shows that all the faculties have given a positive reply regarding the availability of interne facility in the library.

Satisfaction from electronic resources
Table No. 4 User Satisfaction from electronic resources

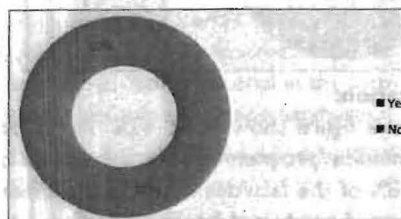| Sr. No.	Electronic Resources	Level of satisfaction						Total weight-age	Mean weight-age	Rank
		NS		P		F				
		N	W	N	W	N	W			
1	Internet	09	0	17	1	103	2	232	1.80	2
2	Online journals	09	0	22	1	98	2	227	1.76	3
3	Online databases	07	0	12	1	110	2	239	1.85	1
4	E-books	13	0	21	1	95	2	224	1.74	4
5	CD-ROMs	4	0	38	1	87	2	216	1.67	6
6	OPAC	10	0	30	1	89	2	218	1.69	5

F = Fully satisfied, P= Partially satisfied, NS= Not Satisfied, N= Number, W= Weightage

Observation:

From the above table it is evident that the faculties have given more preference to online databases and internet in the library. They have also ranked online journals, e-books, OPAC and CD ROMs as 3,4,5 and 6 respectively.

Library Automation
Fig. No. 3 Automation in the library

Observation:

The above figure shows that 90% of the faculties exclaimed that the library is automated while only 10% of them said that there is no automation in the library.

Satisfaction of library services
Table No. 5 User satisfaction of library services

Sr. No.	Electronic Resources	Level of satisfaction						Total weight-age	Mean weight-age	Rank
		NS		P		F				
		N	W	N	W	N	W			
1	Circulation	2	0	9	1	120	2	251	1.95	1
2	Reference	18	0	38	1	73	2	202	1.56	5
3	OPAC	41	0	42	1	68	2	219	1.70	4
4	Photocopying	3	0	7	1	117	2	244	1.89	2
5	CAS	9	0	29	1	53	2	144	1.12	7
6	SDI	3	0	18	1	87	2	195	1.51	6
7	Inter Library Loan	5	0	10	1	114	2	243	1.88	3

F= Fully satisfied, P= Partially satisfied, NS= Not Satisfied, N= Number, W= Weightage

Observation:

From the above table it can be seen that the faculties are more satisfied with the circulation and photocopying

services available in the library. These are followed the inter library loan, OPAC, reference, SDI and CAS which got 3,4,5,6 and 7 rank respectively.

Satisfaction from Library staff
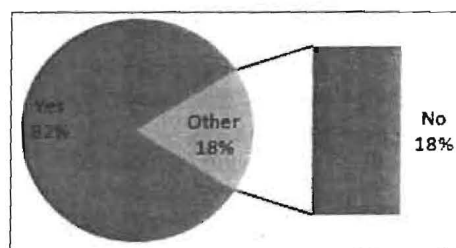**Fig. No. 4 Satisfaction from library staff**
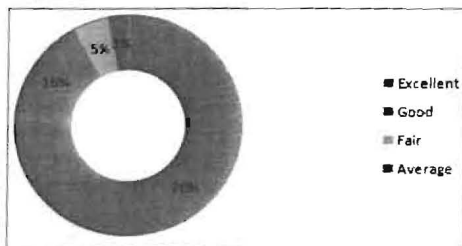
Observation:

76% of the faculties said that the behaviour of the library staff was excellent. 16% said the behaviour to be good while 5% found it to be fair and 3% found the behaviour to be average.

Library orientation
Fig. No. 5 : Orientation Programme

Observation:

The above figure shows that 82% of the faculties said that orientation programme was conducted by the library while 18% of the faculties said that the orientation programme was not conducted by the library.

9. Conclusion and Suggestions:

- 40% of the faculties visit the library on a weekly basis.
- 58% of the faculties spend less than one hour in the library.
- The faculties are more satisfied with the number of textbooks and old question papers available in the library and are using them as compared to other printed resources. They are also referring the periodicals and reference books as per their requirements.
- All the faculties have said that there is internet facility in the library.
- More preference has been given to online databases and internet in the library. The use of online journals, e-books, OPAC and CD ROMs is not much but they are satisfied with the DELNET service offered by the library.
- 90% of the faculties said that the library services are automated.
- Most of the faculties are satisfied with the circulation and photocopying services provided by the library however they are not much satisfied with the inter library loan,

OPAC, reference, SDI and CAS.

- 76% of the faculties found the behaviour of the library staff to be excellent while 16% said that it was good.
- 82% of the faculties said that orientation programme was organized by the library.

Suggestions:

As suggested by the faculties the following suggestions can be considered by the library staff:

1. Open access being practised in the library the books are often mis-shelved by the students and there is a need for the library staff to conduct shelf rectification on a regular basis.
2. The periodicals subscribed by the library are not much used as the faculties as they do not get enough time to visit and refer the current issues. They have suggested that if the contents page are scanned and mailed to them then they will be updated about the recent research trends in their subjects and can accordingly refer the periodicals.
3. The library should improve the ILL services and other bibliographic services provided to the users.
4. The library staff needs to create user orientation programme per semester so that the newly appointed faculties can make optimum use of the library resources.
5. There is a need for library staff to promote the use of electronic resources mainly the e-books which are not much used.
6. The faculties should also be made familiar with the OPAC.

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