

Evaluating User's Satisfaction of Information Resources and Services in University Library: A Case Study of Shrimati Hansa Mehta Library the Maharaja Sayajirao University of Baroda, Gujarat, India

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Abstract: *Academic libraries must provide various services and facilities for users to motivate them to use the library. The general objective of this study was to determine the users' satisfaction with information resources and services provided to all the staff and students in Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda Gujarat, India. Some related literature review was put in place in this study. The study adopted the survey method and the population in this study covers the staff and students of Smt. Hansa Mehta Library. A random sampling technique was adopted in this research work. The questionnaire was structured (close ended) and the analysis was carried out by using simple descriptive statistics, results presented in tables, simple percentages and frequencies computed for the data analysis. The findings suggest many librarians should improve their collections and services to complement users' needs and also increase patronage to the library.*

Keywords: Users Satisfaction, Information resources, Services, University Library

1. Introduction

The library building has historically a Centre for academic research and communication. The library is a major service within the university and ensures that the institutions it provides outsource education and research. Academic libraries must provide various services and facilities for users to motivate them to use the library. These facilities and services have a greater impact on user satisfaction (Shri Manjunatand Sadashivappa 2020). Therefore, the existence of the library is justified as a service that helps the university achieve its purpose and, for that, the library must be effectively integrated in to the university's institutions. According to Alvite and Leticia (2011) University libraries have also sought a greater commitment to users by drawing up and publicizing menus of services that include a list of services available.

Shrimati Hansa Mehta Library (HML), the University Library of M S University of Baroda was established on May 1, 1950. At the time of establishment of the M. S. University of Baroda, a collection of 25, 000 books belonging to the two State Libraries (Huzur Political Office and Secretariat Library) was handed over to the University Library. There were several colleges in Baroda - Baroda College (for Arts), Science Institute, Commerce College, and Secondary Teacher's Training College etc. These colleges had libraries of their own. These libraries continued to remain as Faculty Libraries and were administered independently. Thus the University Library System was established on 1 - 5 - 1950. Smt. H M Library facilities OPAC, E - resources (E - Books, E - Journals, e - databases,

and Library Consortium etc.), Virtual Library, Open Archives, and Media Library etc. Out of department libraries, many faculty and others involved in the educational process express concerns that Millennial students are wasting their time with technology and that their use of technology may even hinder their learning. However, students who are effective learners in the digital environment (Smt. Hansa Mehta Library 2010).

Academic Libraries carry a philosophical mission to provide access to educational resources and services, as well as instructional as locating, accessing, evaluating, and using resources successfully to all its users. Adieu, Users' satisfaction explored based on regarding resources, facilities and services in Vidyavardhaka First Grade College, Mysuru. Results showed that users visited library mainly for burrowing books once or twice a week (Khan, Ali and R Kumar 2019). Satisfaction regarding library facilities was also observed users suggested extension of library collection for improvement of library. According to Mahmood, Ahmad, Rehman, and Ashiq (2021), the Higher Education Library (from graduation to graduate level) is a type of academic library that supports education and research activities in a higher education environment.

Furthermore, Mahmood, Ahmad, Rehman & Ashiq, (2021) consider Academic Libraries possess substantial position in educational institutions and are considered as integral part of the educational system. User satisfaction is a concept that includes the feeling of the user after visiting and using the library, and the willingness to return to the library whenever information is needed. The extent to which a library fulfills

the needs of its users with available information resources and services results in user satisfaction or dissatisfaction (Joy & Idowu 2014). Information resources and services are continually recognized as playing a central and tactical role in library user satisfaction and performance. While Verma (2015) states that academic institutions play a very important role in achieving good academic achievement at academic institutions because they are incomplete without the excellent libraries recommended.

Research Objectives

The general objective of the study was to determine the users' satisfaction with information resources and services provided to all the staff and students in Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda Gujarat, India. Specific objectives were to:

- Identify the usage pattern of information resources and services by the students in Smt. Hansa Mehta Library, Maharaja Sayajirao University of Baroda
- Outline how students in Smt. Hansa Mehta Library, Maharaja Sayajirao University of Baroda access the resources available.
- Evaluate the opinions on library resources, facilities and services in Smt. Hansa Mehta Library, Maharaja Sayajirao University of Baroda
- Find out the challenges of resources and services encountered during library visits Smt. Hansa Mehta Library, Maharaja Sayajirao University of Baroda
- Suggest improving the library resources facilities and services based on a finding of the study

2. Literature Review

Libraries play an important role in providing information services and resources to support consumer research and research activities (Amer and Naveed 2015). User satisfaction is most often regarded as an important determinant of academic library performance in providing quality and standards to users. The essence of these institutions is to provide quality services that meet the needs of their clients based on their daily needs. Library resources and services are highly cited as playing a central and tactical role in the satisfaction and performance of the use of libraries and other information centers. The current situation depends on the library that meets the user's information needs (Amer and Naveed 2015). The library continues to serve as a place for knowledgeable staff to perform the traditional function of classifying, storing, storing, and providing important books, magazines, and various other media that support university research and student work. (Michele and Leilani 2012).

According to Mayank and Vishnu (2011) this design of M - Library has been designed to build a platform for Smt. HML to develop an effective M - library and evaluate how to use it to support m - learning and teaching. As a result, the library website has been re - created to ensure that it displays well on a variety of mobile devices. Now students can access a wide range of digital resource and library services and truly engage in learning activities using any mobile devices wherever and whenever they choose, not just at their desktop PCs. Developments in MP3 format, pod casting, and support

for a third generation of smart phones puts Smt. HMUL Library at the leading edge of new and emerging trends in mobile learning and education.

Dr. Rajendra Prasad, then the President of India laid down the Foundation stone of Smt. Hansa Mehta Library of The Maharaja Sayajirao University of Baroda on 16th November 1954.

Services to Readers

- SMS Alert Service
- Inter Library Loan Services
- Document Delivery Service
- Referral Service to its clientele.
- Access to University Research Reports and other material.
- Access to Rare books and Special books Collection and related services
- User Orientation programme to new entrants
- Visitors from outside The M S University of Baroda
- Compilation of Bibliographies on demand
- Services to Visually Disabled users
- Assistance to readers in the use of Library resources
- Information service based on CD and web databases
- E - information to the User community of MSU thru e - mail
- Photocopying services
- Internet Surfing

Verma (2015) discussed the role of academic libraries in achieving outstanding academic achievement at universities. Academic libraries are incomplete without a good library, so they have an important role to play. It has been pointed out that academic libraries are the center of university campus life, borrowing books, finding quiet study areas, and finding both printed and non - printed matter. It can also be published in magazines and newspapers. Bea, Musabila, and Deogratus (2018) reported a survey on customer satisfaction with the services of Library at the Sokoine National Agricultural Library in the Morogoro region of Tanzania. The result shows that the respondents are satisfied with the library service. Users emphasized their dissatisfaction with the various challenges they face when accessing library resources. This included a lack of good customer care practices by some library staff, a lack of proper library security, and, as a result, some users' belongings were pocketed. Temporarily stored in the library were theft and misplaced books on shelves, resulting in users spending a lot of time searching for materials.

According to Lalrokhawma and Manoj (2017), library users is still not easy, as some people may be frequent visitors to the library, while some others may use the library once in many years and some may use many of the services provided by the library, and others may use only one service. Azzah and Mark (2010) reviewed and investigated the factors that influence user satisfaction with information retrieval. From this study, user satisfaction is a subjective variable that can be influenced by multiple factors such as system effectiveness, user effectiveness, user effort, user characteristics, and expectations. It is clear. It became clear. Therefore, information retrieval evaluators should consider

all of these factors to determine user satisfaction and use it as a measure of user effectiveness.

According to Pandey, S. K. and Singh, M P. (2014) Library resources and services have consistently played a central and tactical role in library user satisfaction and performance. Therefore, library administration must provide important information about the accessibility of different types of resources and services within the library. Assessing library user satisfaction can provide valuable information to help the library orbit its collections, services, and library activities in order to effectively meet its information needs (Eager and). Oppenheim 1996). In addition, the importance of user satisfaction surveys is presented by Vijeyaluxmy (2015) from a unique perspective. "In most cases, libraries carry out detailed user satisfaction surveys," said Andaleep and Simmonds (1998). "The effectiveness of library services can be evaluated in terms of user satisfaction. The success of a library depends on how well the service meets the needs of the user, so it is essential to assess the quality of the library service provided and the satisfaction of the user (Mohindra & Kumar.).

Research Method Adopted for the Study

The study adopted survey method. This paper is a part of a large study on critical evaluation of user's satisfaction with information resources and services rendered by Smt. Hansa Mehta Library of the Maharaja Sayajirao University of Baroda. The population covers all the staff and students of Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda. For their academic, research, teaching and learning activities. A total of 100 questionnaires were given out to both staff and students of Smt. Hansa Mehta Library, Maharaja Sayajirao University of Baroda. A random sampling technique was adopted in this study. The questionnaire was structured (close ended). A question was found to be a reasonable response from respondents and can easily be interpreted quantitatively for data analysis and the analysis was carried out using simple descriptive statistics, results presented in tables, simple percentages and frequencies computed for the data analysis

Table 1.1: Visits to the Library

Response	Frequency	Percentage
Daily	17	18%
Weekly	10	11%
When the need arise	60	69%
Don't visit the library at all	2	2%
Total	92	100%

In table 1.1 above, it is expected that staff and student always visit the library to get information that will support their research, teaching, learning and reading activities, but the table above shows that 63 (69%) of the users visit the library only when the need arises e. g. when they have assignments, reading for exams etc 17 (18%) of the respondents visit the library daily, most of the people that fall under this category are staff who are workers of the library only 2 (2%) of the respondents don't visit the library at all. This implies that most students and staff visit the library even though not always.

a) Usage of the information Resources

Table 1.2 below explains the extent of use of Information resources by staff and students of Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda.

Table 1.2: Usage of Information Resources

Response	Frequency	Percentage
Yes	74	80%
No	18	20%
Total	92	100%

Table 1.2 above implies 74 (80%) of the respondents used any of the information resources. Only 18 (20%) of the respondents don't use the information resources in Smt. Hansa Mehta Library.

From personal visit to the library, the research observed that the reason why patronage to the library may not be as a result of a efficient of modern information technology resources.

b) Purpose of using Information Resources in Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda

The focus of this table is to explain why staff and students of The Maharaja Sayajirao University of Baroda make use of the Information resources in Smt. Hansa Mehta Library.

Table 1.3: Purpose of using information resources in Smt. Hansa Mehta Library

Response	Frequency	Percentage
Research	26	24%
Leisure and entertainment	15	14%
Reading	55	51%
Others	12	11%
Total	108	100%

Table 1.3 shows that most of the respondents use these resources just for leisure and entrainment 15 (14%). This is clear in table 1.3 where television as one of the electronic information resources mostly used by respondents.26 (24%) of the respondents use it for research, 15 (14%) for reading and 55 (51%) others like assignments, learning, teaching etc.

c) Factors Hindering Access to the Information Resources and Services

Table 1.4 below explains some of the problems or reasons hindering easy access to the Information resources and services in Smt. Hansa Mehta Library, Maharaja Sayajirao University of Baroda.

Table 1.4: Factors Hindering Access to the Information Resources and Services in Smt. Hansa Mehta Library

Response	Frequency	Percentage
Lack of awareness of the resources	35	27%
Lack of I. T knowledge to effectively utilize the services.	20	15%
Limited access	40	30%
laughable facilities	13	10%
Others	24	18%
Total	132	100%

Table 1.4 above shows that 40 (30%) of the respondents had limited access to the Information resources and Services,

this may be due to laudable facilities to improve wider access 24 (18%), lack of I. T knowledge to effectively utilize the services 20 (15%). Most of the respondents complained that they are not aware of the existence of the unit 35 (27%). However, with effective information retrieval skills this could be reduced. Others 24 (18%) technical faults as hitches to effectively accessing these resources.

d) Factors Motivating the Use of Information Resources

The table examines the factors that motivated staff and students to use the Information resources in Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda.

Table 1.5: Factors Motivating the Use of Information Resources in Smt. Hansa Mehta Library

Response	Frequency	Percentage
Access to current and up - date materials	41	31%
Easier access to information	26	20%
Faster access to information	25	19%
Access to wider range of information	27	21%
Others	12	9%
Total	131	100%

In spite of the lack of awareness of the existence of the unit as major hindering factor, to accessing the resources, Table 1.5 shows that 41 (31%) of the respondents indicated that access to current up to date materials, such as local and international news are motivating factor in using the E - media resources.²⁷ (21%) of respondents found access to wider range of information. Only 25 (19%) of the respondents approved that faster access to information was about attracted them to use these resources and 26 (20%) said it was due to easier access to information.

e) Solutions to Problems Encountered when Accessing Information Resources and Service

Table 1.6 gives an insight on the strategies to be adopted in order to improve access and utilization of these information resources in Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda.

Table 1.6: Strategies to Improve Access and Utilization of Information Resources and Services.

Response	Frequency	Percentage
Librarians support to users	19	12%
Users interest should always be considered in acquiring these resources	26	16%
General orientation on how to use these resources	51	32%
Creating awareness about the existence of the resources	32	20%
Provision of ICT facilities and trained I. T personnel.	32	20%
Total	160	100%

Table 1.6 above indicates that 51 (32%) of the respondents suggested that a general orientation of how to use to use these resources should be provided as most users find it difficult to use and access these resources; e. g Microfiche reader, micro film reader etc.³² (20%) of the respondents are of the view that creating awareness about the existence of the resources and also provision of ICT facilities and

trained I. T personnel.²⁶ (16%) said users interest should always be considered in acquiring these resources.

3. Conclusion and Recommendations

The findings suggest many librarians should improve their collections and services to complement users' needs and also increase patronage to the library. The information resources have a great impact on activities carried out by the staff and students of Smt. Hansa Mehta Library, the Maharaja Sayajirao University of Baroda. Conversely, faster access and provision of more facilities will be an advantage to effective utilization of these resources.

However, if the problems observed are positively addressed. It will go a long way in improving learning and research of both staff and students of Smt. Hansa Mehta Library, The Maharaja Sayajirao University of Baroda. Results obtained from this study are quite encouraging, many staff and students use some of these Information resources. However, it is also apparent that a large number of students are leaving the university without the necessary transferable skills to cope in an information based society.

Further research is necessary to show how best to encourage staff and students to make effective use of the information sources available. The library should always upgrade it services so as to improve in areas effecting network fluctuation, technical faults, etc. in order to facilitate faster access to information. Lastly, there should a periodic assessment of library staff to ensure effective and qualitative productivity through the provision of more computers, subscription of current databases, DVD players etc.

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