Users' Satisfaction of Library Resources and Services: A Study of Rammohan College Library, Kolkata

Gargi Das[1], Dr. Madhab Ghosh[2]

[1]Librarian, Rammohan College, Kolkata

[2]Assistant Professor, Rammohan College, Kolkata

Abstract: *The objective of this study is to evaluate the level and status of users' satisfaction with of Library resources and services at the Rammohan college Library, Kolkata, West Bengal. A descriptive survey method was adopted for the present study. A self - developed questionnaire User Satisfaction Survey Scale (USSS) was distributed among various users (i. e. students, and faculty members) to collect relevant data regarding theirsatisfaction. All 614 filled - in questionnaires were received and analysed accordingly. Based on finding, some recommendations have included in this present study to increase user's satisfaction from the Rammohan college libraries.*

Keywords: Users' satisfaction, Library resources, Library services

1. Introduction

Libraries are considered sacred as ancient cornerstones of intellectual enrichment and knowledge sharing in the fields of academic and community education. Libraries are informational centres that provide a wide range of services and resources to meet the various demands of its patrons. However, one key metric—*user satisfaction*—finally determines the usefulness and applicability of these tools and services. User satisfaction in the context of libraries is an abstract concept that encompasses several aspects of interaction, usability, and accessibility. It shows not just how sufficient the resources are, but also how well services are delivered, how quickly support systems respond, and how well users are treated overall. Thus, in an information ecosystem that is always changing, libraries seeking to perform their mission must prioritise understanding and optimising patron happiness. It is essential that librarians and administrators alike understand how satisfied patrons are with the resources and services provided by the library. It offers insightful information about how well libraries serve their communities' informational, educational, and research requirements. Furthermore, pleased patrons are inclined to make regular use of the library's resources, refer others to them, and push for ongoing funding and support.

User satisfaction has been the primary objective of libraries. In academic library there are various types of users with different types of expectations. In addition, new technologies, databases, and more innovative systems for accessing information, have made the library more complicated and challenging for library professionals and users alike. The plenty of resources available and the complexity in being able to evaluate these resources also create problems for users. The inability to easily identify the specific use of a library's services because of the new technologies, and the difficulty to access information sources can all contribute to user dissatisfaction among academic library users. A library's resources are critical to user satisfaction. However, no library can satisfy all its users all the time. Some libraries have very limited resources and clearly are unable to satisfy their users, whereas others are large in size, have substantial holdings, and can provide a variety of services (Ghayal, 2020). Obviously, those libraries that are able to provide users with whatever they want will achieve higher levels of user satisfaction. Thus, the availability of resources can have a significant influence on user satisfaction.

Chandrasekar and Sivathaasan (2016) investigated the level of satisfaction among children with regard to facilities and services available at the children's section of the Jaffna Public Library in Sri Lanka. It's found the level of satisfaction with shelf arrangement, library environment and children's programmes differed significantly between children studying in the bilingual and the Tamil mediums. Khan et al. (2017) evaluated the user's satisfaction on library and information resources and services in Vidyavardhaka First Grade College library in Mysore in Karnataka. The study shows that users visited 1 - 2 times in a week to libraries for borrowing library books and to read materials in their specific subjects and opined that 'arrangement of text books' as impressive. Sahu and Pandey (2018) established that users believed in the variety of e - resources available in libraries are significant and E - Book, Database and E - Journals are the major benefits of E - libraries in Rajasthan state. Sheikh (2019) studied the user satisfaction and quality ofservice provided by Central University of Kashmir from the perspective of the users of the library. The results of the study showed that most of the users who were the students and staff ratedthe overall quality of service as good. Ghayal (2020) revealed the users of academic college libraries of Buldana district is satisfied with various e - resources provided by the library. And most of the users of academic college libraries of Buldana District are highly satisfied with the training provided for using e - resources in the library.

2. Objectives

1) To identify the status of satisfaction of the users' towards library resources and services.
2) To determine the level of satisfaction of the users'towards library resources and services.
3) To compare the users' satisfaction on library resources and services of the male & female teachers, substantive post teacher & State Aided College Teacher (SACT), and assistant & associate professors.
4) To compare the users' satisfaction on library resources and services of the Honours & General students, and Arts, Science, & Commerce departmental students.

Hypotheses

H_01: There is no significant difference in mean scores of users' satisfaction on library resources and services between the male and female teachers.

H_02: There is no significant difference in mean scores of users' satisfaction on library resources and services between the substantive post teacher and State Aided College Teacher (SACT).

H_03: There is no significant difference in mean scores of users' satisfaction on library resources and services between the assistant professors and associate professors.

H_04: There is no significant difference in mean scores of users' satisfaction on library resources and services between the Honours and General students.

H_05: There is no significant difference in mean scores of users' satisfaction on library resources and services among the Arts, Science, and Commerce departmental students.

3. Methodology

Method: The present study was done through descriptive survey method.

Population: All the teachers and students of the Rammohan College, Kolkata were the population in this study.

Sample: Total 614 users, out of these 53 (21 male & 32 female) teachers and 561 students from different departments were taken from the Rammohan College, Kolkata, West Bengal, India as sample for this study.

Tool used: A self - developed well - structured questionnaire on 'Users' Satisfaction Survey Scale (USSS) ' was used for the present study. The reliability (Cronbach's Alpha) in terms of internal consistency of users' satisfaction survey scale was found to be high i. e.0.918 with 14 items.

Procedure: Quantitative data analysis procedure was followed for present study. The collected data were analyzed through SPSS 22.0 version and analyzed the descriptive statistics, percentiles with some graphical representation, 't' values, and ANOVA for testing null hypotheses.

4. Results and Discussions

Objective wise results and discussions presented below -

Objective 1: To achieve the first objective, descriptive statistics were calculated and graphically representation was done. Categorical variables and total score wise descriptive statistics shown in **table 1.**

Table 1: Descriptive Statistics

	N	Mean	Std. Error of Mean	Median	Std. Deviation	Skewness	Kurtosis
Male Teacher	21	37.667	.9318	39.00	4.270	- 1.130	1.207
Female Teacher	32	37.563	.5696	38.00	3.222	- .774	.045
Substantive Teacher	47	37.340	.5460	38.00	3.743	- .842	.495
SACT	06	39.667	.6667	39.50	1.633	.383	- 1.481
Assistant Professor	48	37.438	.5433	38.00	3.763	- .849	.480
Associate Professor	5	39.200	.5831	39.00	1.303	.541	- 1.488
Honours Students	500	32.028	.2981	32.00	6.665	- .384	- .371
General Students	61	32.623	.9266	33.00	7.236	- .478	- .199
Arts Students	214	33.070	.4221	34.00	6.174	- .575	.038
Science Students	159	32.075	.4955	32.00	6.2486	- .328	- .227
Commerce Students	188	30.995	.5494	30.00	7.5328	- .174	- .720
TOTAL	614	32.568	.2702	33.00	6.6965	- .478	- .312

Table 1 shows the descriptive statistics of categorical variables like Sex (male & female teachers), Post of the teachers (Substantive teachers & SACTs), Category (Assistant & Associate Professors), Category of students (Honours & General), Stream of students (Arts, Science & Commerce departmental students) and on the basis of total sample wise. Under the descriptive statistics the researchers calculated mean, std. error of mean, median, SD, skewness and kurtosis. On the bases of total scores, the nature of distribution of scores are presented graphically in a **figures.**
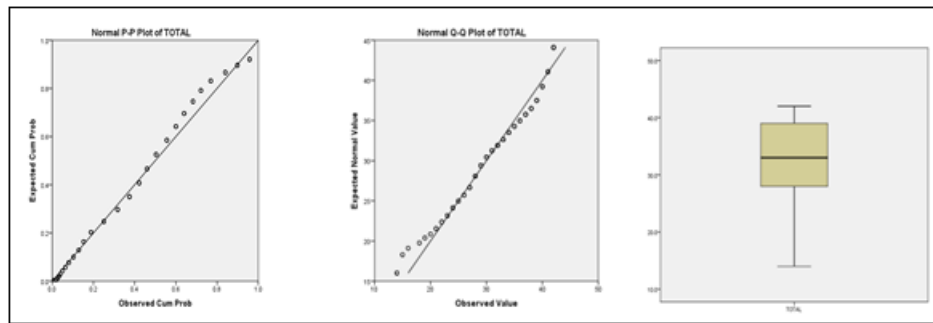
Figure (i): Normal P - P Plot, Q - Q Plot, and Box Plot of Users' Satisfaction on Library Resources and Services

Objective 2: To achieve this objective, percentiles were calculated to identify and categorized the users' satisfaction of library resources and services. For study the level of users satisfaction of library resources and services were calculated percentiles and according to that total no of sample and percentage of sample has been divided into three groups in **table 2** and graphically presented in a **figure (ii).**

Table 2: Level of users' satisfaction of library resources and services

Percentiles	Raw Scores	No of Sample	% of Samples	Level of Work Motivation
Above P_{75}	39 & Above	159	26	High
$P_{25} - P_{75}$	29 – 38	277	45	Average
Below P_{25}	28 & Below	178	29	Low
Total		614	100	
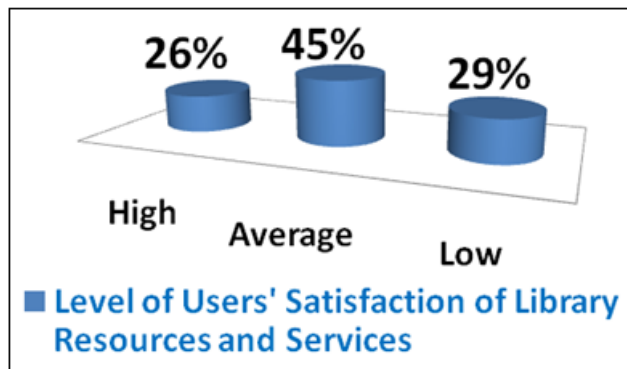
Figure (ii): Bar Graph showing level of users' satisfaction of library resources and services

On the above **table 2** and **figure (ii)** shows that the 26% (159) is high, 45% (277) is average and 29% (178) is low level of users' satisfaction of library resources and services in Rammohan College. Therefore, this structure shows that the level of users' satisfaction of library resources and services are not equally distributed in Rammohan College, Kolkata.

Objective 3: To compare the users' satisfaction on library resources and services of the male & female teachers, substantive post teacher & State Aided College Teacher (SACT), and assistant & associate professors. To fulfill this objective, the following null hypotheses H_01, H_02 and H_03 were formulated and tested.

Testing H_01, H_02 and H_03

Table 3 Group Statistics of users' satisfaction on library resources and services SEX, TYPE OF POST and CATEGORY

Group Statistics						
	Variations		N	Mean	Std. Deviation	Std. Error Mean
Users' satisfaction on library resources and services	Sex	Male	21	37.667	4.270	.9318
		Female	32	37.563	3.222	.5696
	Type of Post	Substantive Post	47	37.340	3.7433	.5460
		Sact	06	39.667	1.6330	.6667
	Category	Assistant	48	37.438	3.7638	.5433
		Associate	05	39.200	1.3038	.5831

From the **table 3** it was observed that variation wise there was differences in the mean scores (male = 37.667 & female = 37.563, substantive post teacher = 37.340 & SACT = 39.667, Assistant Professor = 37.438 & Associate Professor = 39.200) and Standard Deviation (male = 4.270 and female = 3.222, substantive post teacher = 3.7433 & SACT = 1.6330, Assistant Professor = 3.7638 & Associate Professor = 1.3038) of each of the categorical variables. Therefore, it was thought obligatory to study the significance of difference between the two sub samples of each of the intra variables. Therefore, the independent sample 't' test was adopted and to satisfy the assumption of parametric test Levene's Test for Equality of Variances between the groups were verified. The results were presented in **table 4.**

Table 4: Independent Sample Test of users' satisfaction on library resources and services _Male vs Female, substantive post teacher vs SACT, and Assistant vs Associate Professors

Independent Samples Test						
Users' Satisfaction on Library Resources and Services		Levene's Test for Equality of Variances		t - test for Equality of Means		
		F	Sig.	t	df	Sig. (2 - tailed)
Sex (Male vs Female)	Equal variances assumed	1.956	0.168	0.101#	51	0.92
Type of Post (substantive post teachers vs SACT)	Equal variances assumed	4.009	0.051	- 1.494#	51	0.141
Category (Assistant vs Associate Professors)	Equal variances assumed	4.659	0.036	- 1.033#	51	0.307

(#Not Significant at 0.05 level of significance)

From the analyses in **table 4** shows that in case of Levene's Test for equality of variances the F=1.956 & '*p*'= 0.168 (p>0.05) for sex variation and F=4.009 &'*p*'= 0.051 (p>0.05) for type of post variation, and F=4.656 & '*p*' = 0.036 (p<0.05) for category variation so equal variances can be assumed for the cases. This table shows that in case of comparing users' satisfaction on library resources and services between male and female teacher the calculated **t (51)** value is 0.101 and P value is 0.920 (p>0.05). Hence, 't' is not significant at 0.05 level of significance. So, **H₀1** is not rejected and it can be concluded that male teacher are not significantly different from the female teacher with respect to theirusers' satisfaction on library resources and services. It shows that in case of comparing users satisfaction on library resources and services between substantive post teacher and SACT the calculated **t (51)** value is 1.494 and P value is 0.141 (p>0.05). Hence, 't' is not significant at 0.05 level of significance. So, **H₀2** is not rejected and it can be concluded that substantive post teacher are not significantly

different from the SACT with respect to their users' satisfaction on library resources and services. It also shows that in case of comparing users' satisfaction on library resources and services between assistant professors and associate professors the calculated **t (51)** value is 1.033 and P value is 0.307 (p>0.05). Hence, 't' is not significant at 0.05 level of significance. So, **H₀3** is not rejected and it can be concluded that assistant professor are not significantly different from the associate professors with respect to their users' satisfaction on library resources and services.

Objective 4: To compare the users' satisfaction on library resources and services of the Honours & General students, and Arts, Science, & Commerce departmental students. To fulfill this objective, the following null hypotheses **H₀4 and H₀5** were formulated and tested.

Testing H₀4

Table 5: Group Statistics of users' satisfaction on library resources and services _CATEGORY OF STUDENTS

Group Statistics						
Users satisfaction on library resources and services	Variations		N	Mean	Std. Deviation	Std. Error Mean
	Category of Students	Honours	500	32.028	6.665	.2981
		General	61	32.623	7.236	.9266

From the **table 3** it was observed that variation wise there was differences in the mean scores (honours = 32.028& general = 32.623) and Standard Deviation (honours = 6.665 & general = 7.236) of each of the categorical variables. Therefore, it was thought obligatory to study the significance of difference between the two sub samples of

each of the intra variables. Therefore, the independent sample 't' test was adopted and to satisfy the assumption of parametric test Levene's Test for Equality of Variances between the groups were verified. The results were presented in **table 6.**

Table 6: Independent Sample Test of users' satisfaction on library resources and services _HonoursvsGeneral students

Independent Samples Test						
Users' Satisfaction on Library Resources and Services		Levene's Test for Equality of Variances		t - test for Equality of Means		
		F	Sig.	t	df	Sig. (2 - tailed)
Category of Students (HonoursvsGeneral)	Equal variances assumed	0.847	0.358	- 0.652#	559	0.515

(#Not Significant at 0.05 level of significance)

From the analyses in **table 6** shows that in case of Levene's Test for equality of variances the F=0.847& '*p*'= 0.358 (p>0.05) for Category of students variation, so equal variances can be assumed for the cases. This table shows that in case of comparing users' satisfaction on library resources and services between honours students and general students the calculated **t (559)** value is 0.652 and P value is 0.515 (p>0.05). Hence, 't' is not significant at 0.05 level of significance. So, **H₀4**is not rejected and it can be concluded that honours students are not significantly different from the general students with respect to their users' satisfaction on library resources and services.

Testing H₀5

Table 7: Group Statistics of users' satisfaction on library resources and services _STREAM OF STUDENTS

Group Statistics				
Variations	N	Mean	Std. Deviation	Std. Error
Arts	214	33.070	6.1743	.4221
Science	159	32.075	6.2486	.4955
Commerce	188	30.995	7.5328	.5494
Total	561	32.093	6.7256	.2840

Table 8: Test of Homogeneity of Variances of users' satisfaction on library resources and services

Test of Homogeneity of Variances			
Levene Statistic	df1	df2	Sig.
6.301	2	558	0.002

Table 8: The ANOVA of users' satisfaction on library resources and services_ARTS, _SCIENCE & COMMERCE STREAM STUDENTS

ANOVA				
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	431.142	2	215.571	4.831*	0.008
Within Groups	24900.038	558	44.624		

(*Significant at 0.05 level of significance)

From the analyses in **table 7** shows that in case of Levene Statistic on Test of Homogeneity of Variances is 6.301 and 'p'= 0.002 (p<0.05) for Stream of students variation. **Table 8** shows that in case of comparing users' satisfaction on library resources and services among arts, science and commerce stream students the calculated **F** value is 4.831with between groups df 2 and within groups df 558. And P value is 0.008 (p<0.05). Hence, 'F' is significant at 0.05 level of significance. So, $H_05$is rejected and it can be concluded that arts students, science students and commerce students are significantly different from each other with respect to their users' satisfaction on library resources and services.

5. Major Findings

The study gave the following major findings –
1) The status and level of users' satisfaction on library resources and services are not equally distributed in Rammohan College, Kolkata.
2) There is no significant difference in the mean scores of users' satisfaction on library resources and services of male & female teachers, substantive post teachers & SACTs, and Assistant & Associate Professors. However, from the mean scores it is revealed that the male teachers, SACTs, associate professors are at higher level than the female teachers, substantive post teachers, and assistant professors.
3) There is no significant difference in the mean scores of users' satisfaction on library resources and services of honours and general category students. However, from the mean scores it is revealed that the general category students are at little higher level than the honours category students.
4) There is significant difference in the mean scores of users' satisfaction on library resources and services among arts, science and commerce stream's students in Rammohan college. However, from the mean scores it is revealed that the arts stream students are at higher level than the science and commerce stream students.

6. Recommendations

According to the above findings Rammohan College Library is providing excellent library services with available resources but following recommendations are made for further improvement:

1) Library need to increase physical collection to fulfil the user's requirements.
2) Libraries should develop a digital/online repositories to access the reading materials, research papers, and scholarly articles for the users, and also ensured that users have the necessary resources to continue their education and personal growth.
3) The college website can be linked to a sufficient quantity of e - books, e - journals, and different databases for the users. So that people can simply access these online materials whenever it is convenient for them. To support this development, it is necessary to regularly arrange workshops or Orientation sessions on "How to access Online E - Resources" for all college students and faculty.
4) The library needs to expand its bindery services division.
5) To better serve its patrons, library should upgrade their Wi - Fi and internet capabilities.
6) To improve library resources and services, information communication technology services should be improved in accordance with current information technology trends.
7) The library should extend its hours for patrons on exam days.

7. Conclusion

Academic libraries spend lot of amount every year on the collection of information sources in order to meet the user's requirements. In order to enlarge the use of library resources, every academic library should build up their resources keeping in mind the users need and should plan library with altering information environment. The library should organize user orientation awareness program at the commencement of every educational session. This will support learners and research scholars to effective use library resources. The infrastructure facilities, information sources, and services of the college library can be advanced and developed from time to time. There is need to train library staff in order to improve on the library services rendered to library users. We can conclude that, in the light of above results, it is required not only to continue and additional support the services with which the users are satisfied, but also to expand the library services upon which the users have exposed their concern and take serious steps for the resolution of recognized problem to increase user satisfaction.

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