



USERS SATISFACTION WITH LIBRARY INFORMATION RESOURCES AND SERVICES: A STUDY IN PERIYAR UNIVERSITY CONSTITUENT COLLEGE LIBRARY, HARUR

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Abstract

The population of this study consists of 755 registered undergraduate library users in the Periyar University Constituent College Library, Harur in 2017-18 academic year. Out of the 755 registered undergraduate library users, a sample size of 165 users was used. A self-structured questionnaire titled: Users Satisfaction with Information Resources and Services in Periyar University constituent college Library, Harur was developed in gathering data from respondents. Four Likert like scale technique of highly satisfied, highly dissatisfied and dissatisfied was used. Data gathered were analyzed using mean and standard deviation. Out of the 165 copies of the questionnaire distributed 159 (96.36%) was retrieved, comprising of 102 (64.15%) male and 57 (35.85%) female users in Periyar University constituent college Library, Harur. It is interesting to states that users of this study were not totally dissatisfied with the library information resources to them. It was also seen from this study that there were lots of deficiencies in library information resources in Periyar University Constituent College Library, Harur. This indicates that there is lots of work to be done in order to improve on the library resources to library users.

Keywords: Library Information, User Satisfaction, Constituent College.

INTRODUCTION

Library is the heart of the any college or institutions. A college without or insufficient facilities of library is like a human without brain. Information science is the science and practice dealing with the effective collection, storage, retrieval, and use of information. It is concerned with recordable information and knowledge, and the technologies and related services that facilitate their management and use. Olanokun & Salisu (1985) described the library as the nerve centre of an educational institution and a place where information is provided to serve all patrons irrespective of their ages, political and ethical background, religion, sex, etc. It could be seen that the role of universities cannot be achieved without the presence of library that is adequately equipped with printed materials, information and communication technology and its related facilities, well trained staff and a high level of services to users that will satisfy their information needs. Users' satisfaction could be considered as the satisfaction users derive from the library by using the various types of information resources and services to fulfil their information needs for their various daily activities.

STATEMENT OF THE PROBLEM

The purpose of the study was to assess the users' satisfaction with library information resources and

services in Periyar University Constituent College Library, Harur.

RESEARCH QUESTION

What is the level of users' satisfaction with library information resources in Periyar University constituent college Library, Harur.

REVIEW OF RELATED LITERATURE

Pereware Aghwotu Tiemo & Benedict Alaowei Ateboh (2016) investigated users' satisfaction with library information resources and services at the College of Health Sciences (CHS) library Niger Delta University, Nigeria. The objective was to determine the level of users satisfaction with library information resources and services. 2 (two) research questions were formulated to guide the study. The survey research design was adopted, using a population of 687 registered users in the College of Health Sciences Library. The sample size of 180 was selected through random sampling technique. The instrument used for data collection was a self-designed questionnaire. Among the results of the study showed that users were satisfied with the lending services of library, renewal of library materials and longer hours of internet services in the library. It was also revealed in the study that users were dissatisfied with the limited reference materials in their various subject areas, national and international journals because they were not up to date.

Veena & Prabhakara (2016) examined the user's satisfaction in library facilities, resources and services of the students of SDM College Library, Ujire. 300 questionnaires were distributed among students to collect relevant data. The findings of the study shows that 177(59.0%) of respondents have the habit to visit to the library daily, majority 260(86.7%) of respondents are highly satisfied with the collection of general books, majority 210(70.0%) are highly satisfied with collection of text books 160 (53.3%) respondents considered circulation services as excellent. The study suggested that college library should carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors.

Lily Oluebube Ezeala & Eunice Olufunmilola Yusuff (2011) the research objective is to discover the user satisfaction with library resources and services in Nigerian Agricultural Research Institutes (NARIs) In conducting this study, the survey research design was adopted with User Satisfaction with Library Resources and Services Questionnaire (USLRSQ) and structured interview as major instruments for data collection. The questionnaire was administered on 340 researchers from the entire 14 agricultural research institute in Nigeria. The overall response rate was 73.5%. The research data were analysed using frequency counts and percentages. The study revealed that research library materials are obsolete. The study concluded that agricultural research institute libraries in Nigeria are not satisfying the users. This is largely due to gross under-

funding of the libraries by the parent institutions. Measures recommended to improve the effectiveness of the research libraries include increased funding and prompt release of all approved funds to the libraries, the provision of Internet access in the library and periodic evaluation of the research libraries' effectiveness by user approach.

METHODOLOGY

The population of this study consists of 755 registered undergraduate library users in the Periyar University Constituent College Library, Harur in 2017-18 academic year. Out of the 755 registered undergraduate library users, a sample size of 165 users was used. A self-structured questionnaire titled: Users Satisfaction with Information Resources and Services in Periyar University constituent college Library, Harur was developed in gathering data from respondents. Four Likert like scale technique of highly satisfied, highly dissatisfied and dissatisfied was used. Data gathered were analyzed using mean and standard deviation. Out of the 165 copies of the questionnaire distributed 159 (96.36%) was retrieved, comprising of 102 (64.15%) male and 57 (35.85%) female users in Periyar University constituent college Library, Harur.

RESEARCH QUESTION

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TABLE 1
ANALYSIS OF MEAN OF LEVEL OF USERS' SATISFACTION WITH LIBRARY INFORMATION RESOURCES IN PERIYAR UNIVERSITY CONSTITUENT COLLEGE LIBRARY, HARUR

S.No	Satisfaction with Library Resources	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied	Mean
1	Library bulletin and newsletters	--	45	52	62	1.76
2	Books on the shelves	21	35	48	55	1.81
3	Newspapers in the serial section	32	35	42	50	2.45
4	Comprehensive project and thesis collection	--	--	59	100	1.57
5	Comprehensive electronic resources such as CD ROMs	--	--	83	76	1.21

Table 1 shows that respondents with a mean score of 1.56 respondents accepted that they were highly dissatisfied with the library bulletin and newsletters. A mean score of 1.81 respondents agreed that they were dissatisfied with the books on the shelves. A mean core of 2.45 respondents accepted that the newspapers are not in the serial section. It could be seen from the table that respondents with a mean score of 1.87 respondents accepted that they were highly dissatisfied comprehensive project and thesis collection.

Respondents with mean score of 1.21 did agree to the fact that electronic resources such as CD ROMs were not comprehensive.

CONCLUSION

It is interesting to states that users of this study were not totally dissatisfied with the library information resources to them. It was also seen from this study that there were lots of deficiencies in library information resources in Periyar University Constituent College

Library, Harur. This indicates that there is lots of work to be done in order to improve on the library resources to library users.

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