

Analysis of User Satisfaction at the Higher Academic Institutions (Jammu & Kashmir) using SPSS

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Abstract

In order to determine the library performance (in terms of resources available) and to identify the areas of improvement in an academic library, user satisfaction is of prime importance. The present study aims to evaluate user (students) satisfaction level based on their perspectives and analyse the relationship between user satisfaction and the overall library development. To solicit data for the study 'survey research method' is adopted, supplemented by a questionnaire (developed after thorough literature study). A total of 1656 responses were obtained through the simple random sampling technique among university students of varied departments. The collected data were analysed using Statistical Package for the Social Sciences (through calculation of frequency, percentage, mean standard deviation) for displaying ranks. The results of the study will assist academic institutions in formulating effective approaches and plans to ensure the better delivery of quality resources (services/facilities) to the library users to enhance their satisfaction, thereby attracting more users. Also, this study will be helpful in regularly analysing users (heterogeneous group of library users) satisfaction and soliciting their varied views. Analysis of library users' satisfaction, would be helpful for authorities in developing strategies (keeping in view the user perception) for the development of parent institution as a whole.

Keywords: Users, Satisfaction, Resources, Institutions, Library

Introduction

The main goal of every academic institution is to deliver quality services that satisfy the needs of their users. In this

regard, academic libraries constitute a vital part and the backbone of these educational institutions in achieving their set objectives. They (educational institutions) are therefore obliged to render quality educational resources that meet the academic needs of users. This indicates that the achievement and failure of any educational institution is mainly dependent on user satisfaction, which contributes to the development of the institution, community and the nation as a whole. Hence, it is clear that client, customer or user satisfaction is an integral and significant value to hold on, for any service providing institution (Gyau, Liu & Kwakye, 2021). In addition to this, Olanokun and Salisu (1985) describe 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 academic institutions (universities) cannot be fulfilled without the presence of a library that is adequately equipped with printed materials, information and communication technology (ICT) and its related facilities, well-trained staff and a high level of services to users that will satisfy their information needs. Undoubtedly, there are various types of users with different expectations. For whom, plenty of resources are available, accessible via new technologies (databases and more innovative systems). made the library more complicated and challenging for library professionals and users alike. On the other hand, the complexity of evaluating these resources create problems for users (i.e., inability to easily identify the specific use of a library's services because of the new technologies) and the difficulty to access information sources, as a result contributing to user dissatisfaction. Moreover, each

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year brings new users to the institution (academic) with different needs and expectations, highlighting the critical role of library resources in user satisfaction. However, no library can satisfy all its users at all times. Some libraries have very limited resources and clearly are unable to satisfy their users' needs, while others are large in size, have substantial holdings and can provide a variety of services. Evidently, those libraries that are able to provide users with what they require, will achieve higher levels of user satisfaction. Thus, the availability of resources can have a significant influence on user satisfaction (Andaleeb & Simmonds, 1998). Further, in nutshell, it can be said that user satisfaction could be considered as the satisfaction derived from the library by using the various types of information resources and services to fulfil their information needs for their daily activities. Thus, the availability of quality information resources in libraries has significant influence on user satisfaction. When users are satisfied with library information resources, they not only return but also speak well of the library to other users. It is therefore important to investigate user satisfaction with library information resources to assure, whether their information needs are continually being met or vice-versa (Tiemo & Ateboh, 2016).

Problem

In every academic institution, libraries are known for providing information resources (services/facilities) to support teaching, learning, research and community services. Therefore, the information resources rendered should be of such standard, that can meet the users' expectations. Thus, evaluation of users' perception, regarding library resources is of utmost importance in determining their (library resources) usefulness efficiently.

Literature Review

The purpose of this literature review is to examine and analyse the existing research on user satisfaction with library services. The following selected researches will be discussed and synthesised to provide an overview of the current state of library service quality and user satisfaction.

Jankowska (2006) conducted a survey focused on graduate students at Idaho to determine their satisfaction

and expectations regarding library service quality. The study used three methods to examine the findings: internal benchmarking, external benchmarking and categorising survey comments. The results revealed that users in libraries still expect quick and efficient service delivery similar to web-based services. However, it was found that meeting these expectations is a challenging task for libraries. In order to ascertain whether the methods patrons utilise are specific enough to suit their needs, Ruthven (2010) conducted a study. The study used interviews to gain in-depth insight into the varying needs of patrons regarding the use of Internet resources. A theoretical model was proposed, which described the flow of information-seeking activities, acknowledged the influence on clients' intellectual/emotional form, and recognised reasons as well as relations in which it occurs. The findings revealed that ease, usefulness, and the affective state of clients influence the liability of online information retrieval. Mairaj and Naseer (2013) evaluated the satisfaction of users with the services of Punjab Institute of Cardiology. The study employed a semi-structured interview technique, and the analysis indicated that respondents were satisfied with the assortment, grouping, services (reference, circulation, cooling, heating), and attitude of staff. However, the study also recommended that availability of electronic resources, the latest collection, improved Internet access, and comfortable furniture should be kept in abundance to further improve the services. At the University of Limpopo's Medunsa campus, Motiang (2014) conducted an evaluation research on patron satisfaction with library services and resources. The study used a questionnaire to solicit data from students, academic staff and administrative staff at the university. The findings revealed that users made significant use of the library, its services and resources. However, some recommendations were given on improving certain services to meet the demands current information age, even though they were satisfied. Therefore, the study recommended that regular surveys and orientations should be conducted to ensure that users are consistently satisfied with academic library resources.

Dessy (2016) examined the level of users' expectation and perception of library performance and the level of users' satisfaction in three public universities in Surabaya. The study used a descriptive quantitative approach, and the concept of service quality used was LibQual+™, consisting of three dimensions: Affect of

Service, Information Control and Library as Place. The result of the study indicated that the performance in the library was good because all the data were above the number three. However, it was not able to surpass the expectation value or numbers that described library users' satisfaction. In other words, the library services had not been able to meet the users' needs and the level of users' satisfaction in using the library services. Oluwunmi, Durodola and Ajayi (2016) conducted a study that revealed that student demands for library services and facilities are increasing, and institutions need to pay attention to their criticism in order to meet their requirements. The study also found that although students rated library services above average, certain facilities did not meet user requirements. Therefore, libraries should give greater attention in budgeting, actual provision and quality improvement to satisfy users. Singh and Kuri (2017) carried out a survey in seven IIT libraries in India to assess user satisfaction with library resources. The study found that several suggestions could increase user satisfaction, including improving library infrastructure, enhancing library services and introducing new services. Hemavathi and Chandrashekara (2018) examined user satisfaction with library resources in college libraries of Mysore (Karnataka). The study found that 91.25% of respondents visited libraries to borrow books and were satisfied with library staff. However, some users lacked awareness of current awareness, reprographic and Online Public Access Catalog services. The study recommended that libraries improve these services to increase user satisfaction. Saini and Kaur (2019) focused on the use of e-resources in DAV College Libraries in Haryana and evaluated user satisfaction with these resources. The study found that e-resources were essential for learning, research, teaching, and assignment purposes and that libraries could improve the quality of their services by utilizing these resources. Gyau, Jing and Akowuah (2021) recommended that libraries conduct user studies at regular intervals to identify and search for required information. The study found that although surveyed colleges had good infrastructure facilities, implementing innovative services could enhance user satisfaction and increase library usage and frequency.

Objectives

- To examine users' satisfaction with library information resources (collection/services/facilities) in

educational institutions of the Jammu and Kashmir region.

- To determine users' satisfaction with the overall development in the libraries under study.
- To identify the problems faced by the users while extracting information from the web.

Methodology

The survey research design was adopted for this study, making use of questionnaire as data gathering tool entitled 'Analysis of User Satisfaction in Higher Educational Institutions of Jammu and Kashmir'. After a thorough study, various queries were posed to obtain suitable information (in terms of response from users). The population of this study consists of 1711 registered students at universities (under the scope of study in Jammu and Kashmir). Out of which, 1656 respondents (library users), provided their proper responses to the raised queries. Most of the responses were measured, through a 5-point Likert scale technique. Collected data were analysed through Statistical Package for the Social Sciences to draw appropriate results.

Data Analysis and Interpretation

Satisfaction

Presence of varied library resources (facilities/services) has potential influence on user's satisfaction. When the users' needs are fulfilled, they express satisfaction with the resources of libraries and would like to make use of library more often. Hence, it is important to examine the level of satisfaction among users with respect to the available resources in libraries.

Satisfied with the Library Facilities

Satisfaction among library users with respect to resources (facilities, services) greatly differs from person to person and from discipline to discipline. This might be, due to differences in finding relevant information and fulfilling the user needs. In this regard, responses of participants measured through a 5-point Likert scale (where 1 = highly dissatisfied, 2= dissatisfied, 3 = neutral, 4 = satisfied, 5 = highly satisfied) are collected and the same is displayed in Table 1.

Table 1: Satisfaction with the Library Information Sources (N=1656)

Information Sources	Scale					Mean	Sd. dev	Rank
	1	2	3	4	5			
	H. D	D	N	S	H. S			
Location	210 (12.7)	458 (27.7)	397 (24.0)	488 (29.5)	103 (6.2) *	2.89	1.147	1**
Arrangement of Books	207 (12.5)	521 (31.5)	385 (23.2)	461 (27.8)	82 (5.0)	2.81	1.121	2
Furniture	269 (16.2)	529 (31.9)	420 (25.4)	355 (21.4)	83 (5.0)	2.67	1.130	5
Lighting	319 (19.3)	433 (26.1)	440 (26.6)	364 (22.0)	100 (6.0)	2.69	1.183	4
Helpfulness	(21.9)	(29.9)	(24.3)	328 (19.8)	68 (4.1)	2.54	1.154	6
Reading Facilities	(15.2)	(32.3)	400 (24.2)	365 (22.0)	105 (6.3)	2.72	1.152	3
Cleanliness	361 (21.8)	(34.1)	(21.6)	284 (17.1)	90 (5.4)	2.50	1.164	7
ICT Infrastructure	352 (21.3)	611 (36.9)	388 (23.4)	249 (15.0)	56 (3.4)	2.42	1.083	8

= Mean; SD = Standard Deviation.

*Figure in parenthesis indicate percentage.

**Rank has been assigned on the basis of derived mean score.

It is noticeable from Table 1 that the majority of respondents, 488 (29.5%), are satisfied with the location of the libraries, followed by 458 (27.7%) respondents who express dissatisfaction with the location and 103 (6.2%) mark high satisfaction towards it. On the other hand, for the arrangement of books, the majority of participants, 521 (31.5%), reveal their dissatisfaction, followed by 461 (27.8%) respondents who are satisfied and 82 (5%) who are highly satisfied with the arrangement of books. Furthermore, the majority of respondents, 529 (31.9%), are dissatisfied with the furniture of the library, followed by 420 (25.4%) who are neutral regarding the furniture and 82 (5%) who are highly satisfied with the furniture in libraries. Towards lighting facility, 433 (26.1%) participants express dissatisfied behaviour, 440 (26.6%) are neutral and 100 (6%) respondents reveal high satisfaction with the availability of lighting system in the library. However, 495 (29.9%) respondents are dissatisfied with the helpfulness of staff, followed by 403 (24.3%) participants who are

neutral in response and 328 (19.8%) are satisfied with the same. For reading facilities the majority, 535 (32.3%) of respondents have shown dissatisfied response, while 400 (24.2%) specify neutral response and 365 (22.0%) are satisfied with such facilities in libraries. Regarding library cleanliness, 564 (34.1%) respondents show dissatisfaction with it, followed by 361 (21.8%) who are highly dissatisfied and 284 (17.1) are satisfied towards cleanliness in libraries. However, majority of participants 611 (36.9%) reveals dissatisfaction with library ICT infrastructure, 388 (23.4%) are neutral. On the other hand, 249 (15.0%) respondents display satisfaction with the ICT infrastructure of libraries. On the basis of evaluated mean score, highest satisfaction attained towards location (= 2.89), followed by arrangement of books (= 2.81), reading facility (= 2.72) and the least satisfaction (=2.50) is found for cleanliness and infrastructure = 2.42). Accordingly, ranks are provided to the enlisted facilities. Labels, rank 1st is given to the location, rank 2nd for

arrangement of books, rank 3rd for furniture and the least rankings i.e., rank 7th, rank 8th are given to cleanliness and infrastructure, respectively.

Satisfied with the Collection of the Library

Satisfaction of users with the library collection varies

among participants, that is measured through a 5-point Likert scale (where 1 = highly dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = highly satisfied) and collected data is displayed in Table 2.

Table 2: Satisfied with the Collection of the Library (N=1656)

Collection	Scale					Mean	St. Dev	Rank
	H. D	D	N	S	H. S			
Dictionaries	(12.1) *	(24.0)	(27.1)	523 (31.6)	86 (5.2) *	2.94	1.115	1**
Books	171 (10.3)	536 (32.4)	438 (26.4)	396 (23.9)	115 (6.9)	2.85	1.110	2
Newspaper	293 (17.7)	402 (24.3)	474 (28.6)	389 (23.5)	98 (5.9)	2.76	1.168	3
Maps	211 (12.7)	424 (25.6)	669 (40.4)	284 (17.7)	68 (4.1)	2.74	1.018	4
Periodical	221 (13.3)	463 (28.0)	605 (36.5)	278 (16.8)	89 (5.4)	2.73	1.060	5
Biographies	226 (13.6)	(27.6)	(42.5)	214 (12.9)	55 (3.3)	2.65	.980	6
Magazines	278 (16.8)	504 (30.4)	486 (29.3)	308 (18.6)	80 (4.8)	2.64	1.108	7
Directories	(15.6)	(29.2)	602 (36.4)	256 (15.5)	55 (3.3)	2.62	1.029	8
Encyclopaedia	249 (15)	574 (34.7)	473 (28.6)	292 (17.6)	68 (4.1)	2.61	1.067	9

= Mean; SD = Standard Deviation.

*Figure in parenthesis indicate percentage.

**Rank has been assigned on the basis of derived mean score.

From the Table 2, it is evident that the majority of respondents, 523 (31.6%) are satisfied with dictionaries, followed by 449 (27.1%) participants who are neutral in their response and 398 (24%) are dissatisfied with its availability. As per mean score it is ranked at first rank 2.94. Further 536 (32.4%) respondents show dissatisfaction with the availability of books, 438 (26.4%) indicate neutral response and 396 respondents (23.5%) are satisfied with the same. While as, towards newspapers 474 (28.6%) participants show neutral response, 402 (24.3%) are dissatisfied and 389 (10.6%) respondents are satisfied with them. Thus, on the basis of estimated

score (= 2.85) books and newspaper (= 2.76) are kept at Rank 2nd and Rank 3rd, respectively. On the other hand, large number of participants 602 (36.4%) indicate neutral response regarding directories, followed by 484 (29.2%) participants who are dissatisfied with them, followed by 256 (15.5%) participants who are satisfied with their availability in libraries. While as, 574 (34.7%) respondents are dissatisfied with the availability of encyclopaedia in libraries, 473 (28.6%) participants are neutral and 292 (17.6%) respondents are satisfied with their presence. Calculated mean score place directories (= 2.62) and encyclopaedia (= 2.61) at lowest ranks respectively.

Satisfied with the Library Services

Response of participants regarding satisfaction level with the library services is recorded through a 5-point Likert

scale (where 1 stands for highly dissatisfied up to 5 that represents highly satisfied) and collected data is displayed in Table 3.

Table 3: Satisfied with the Library Services (N=1656)

Information Services	Scale					Mean	St. Dev	Rank
	H. D	D	N	S	H.S			
Reference	215 (13.0)	503 (30.4)	457 (27.6)	402 (24.3)	79 (4.8) *	2.77	1.098	1**
Circulation	234 (14.1)	517 (31.2)	480 (29.0)	332 (20.0)	93 (5.6)	2.72	1.106	2
Cataloguing	214 (12.9)	534 (32.2)	606 (36.6)	271 (16.4)	31 (1.9)	2.62	.967	3
Internet	226 (13.6)	661 (39.9)	363 (21.9)	335 (20.2)	71 (4.3)	2.62	1.083	3

= Mean; SD = Standard Deviation

*Figure in parenthesis indicate percentage.

**Rank has been assigned on the basis of derived mean score.

From Table 3 it is clear that, majority of the respondents 503 (30.4%) are dissatisfied with the reference service provided in libraries, followed by 457 (27.6%) who are neutral and 402 (24.3%) are satisfied towards it and as per mean score (= 2.77) ranked at first place. On the other side, 517 (31.2%) participants are dissatisfied with Circulation service of libraries, 480 (29%) are neutral and 332 (20%) show satisfied behaviour. Also, with estimated mean score Circulation service (= 2.72) got rank 2nd. Although, large number of participants 606 (36.6%) are neutral about Cataloguing, 32.2% are dissatisfied with Cataloguing and 271 (16.6%) are satisfied with the same (cataloguing). Similarly, 661 (39.9%) respondents are dissatisfied with the internet service in libraries, followed by 363 (21.9%) participants who display neutral conduct

and 226 (13.6%) are highly dissatisfied towards it. Furthermore, due to retrieved mean (= 2.62) Cataloguing and Internet services are kept at 3rd rank.

Satisfied with the Library Facilities

Satisfaction among library users with respect to resources (facilities, services) greatly differs from person to person and from discipline to discipline. This might be, due to differences in finding relevant information and fulfilling the user needs. In this regard, responses of participants measured through a 5-point Likert scale (where 1 = highly dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = highly satisfied) are collected and the same is displayed in Table 4.

Table 4: Satisfaction with the Library Information Sources (N=1656)

Information Sources	Scale					Mean	Sd. Dev	Rank
	1	2	3	4	5			
	H. D	D	N	S	H. S			
Location	210 (12.7)	458 (27.7)	397 (24.0)	488 (29.5)	103 (6.2) *	2.89	1.147	1**
Arrangement of books	207 (12.5)	521 (31.5)	385 (23.2)	461 (27.8)	82 (5.0)	2.81	1.121	2
Furniture	269 (16.2)	529 (31.9)	420 (25.4)	355 (21.4)	83 (5.0)	2.67	1.130	5
Lighting	319 (19.3)	433 (26.1)	440 (26.6)	364 (22.0)	100 (6.0)	2.69	1.183	4
Helpfulness				328 (19.8)	68 (4.1)	2.54	1.154	6
Reading facilities			400 (24.2)	365 (22.0)	105 (6.3)	2.72	1.152	3
Cleanliness	361 (21.8)			284 (17.1)	90 (5.4)	2.50	1.164	7
Infrastructure	352 (21.3)	611 (36.9)	388 (23.4)	249 (15.0)	56 (3.4)	2.42	1.083	8

= Mean; SD = Standard Deviation

*Figure in parenthesis indicate percentage

**Rank has been assigned on the basis of derived mean score

It is noticeable from Table 4 that majority of respondents 488 (29.5%) are satisfied with the location of the libraries, followed by 458 (27.7%) respondents who specify dissatisfaction with the location and 103 (6.2%) mark high satisfaction towards it. On the other hand, for arrangement of books majority of participants, 521 (31.5%), reveal their dissatisfaction, followed by 461 (27.8%) respondents who are satisfied and 82 (5%) are highly satisfied with the arrangement of books. Further, majority of respondents, 529 (31.9%), are dissatisfied with the furniture of library, followed by 420 (25.4%), who are neutral regarding the furniture and 82 (5%) are highly satisfied with the furniture in libraries. Towards lighting facility, 433 (26.1%) participants express dissatisfied behaviour, 440 (26.6%) are 0 and 100 (6%) respondents reveal high satisfaction with the availability of lighting system in the library. However, 495 (29.9) respondents are dissatisfied with the helpfulness of staff, followed by 403 (24.3%) participants who are neutral in response and 328 (19.8) are satisfied with the same. For reading facilities majority, 535 (32.3), of respondents has shown dissatisfied response. While as 400 (24.2%) specify neutral conduct and 365 (22.0) are satisfied with such facility in libraries.

So far, the library cleanliness is concerned, 564 (34.1) respondents show dissatisfaction with it, followed by 361 (21.8%), who are highly dissatisfied and 284 (17.1) are satisfied towards cleanliness in libraries. However, majority of participants, 611 (36.9), reveals dissatisfaction with library infrastructure and 388 (23.4%) are neutral. While as, 249 (15.0) respondents display satisfaction with the infrastructure of libraries. On the basis of evaluated mean score highest satisfaction attained towards location (= 2.89), followed by arrangement of books (= 2.81), reading facility (= 2.72) and least =2.50) found for cleanliness and infrastructure = 2.42). Accordingly, ranks are provided to the enlisted facilities. Labels rank 1st for location, rank 2nd for arrangement of books, rank 3rd for furniture and lowest i.e., rank 7th, rank 8th are given to cleanliness and infrastructure, respectively.

Satisfied with the Overall Development of Libraries

In order to highlight the satisfaction of participants with the overall development of libraries in their respective colleges, closed-ended query is posed, divided into two

parts carrying certain options. Collected data in this regard is illustrated in Table 5.

Table 5: Satisfied with the Overall Development of Libraries (N=1656)

	Response	
	Yes	No
Satisfied with overall development	548 (33.1) *	1108 (66.9)

*Figure in parenthesis indicate percentage.

It is evident from Table 5 that majority of the participants 1108 (66.9%) are dissatisfied with the overall development of libraries.

Problems Faced by Library Users

Data collected regarding the problems that users face in libraries are revealed in Table 6.

Table 6: Problems Faced by Library Users (N=1656)

Problems	Number of Respondents	Rank
Latest books are not available	994 (60.0) *	1**
In sufficient help from staff	729 (44.0)	2
Slow internet	671 (40.51)	3
Inadequate library tools	478 (28.9)	4
Inadequate networking computer	428 (25.8)	5
Lack of co-operation	365 (22.0)	6

*Figure in parenthesis indicate percentage.

**Rank has been assigned on the basis of derived mean score.

From Table 6 it is clearly visible that respondents are facing different problems related to the diverse sources available within the library. Large number of participants, 994 (60.0%), confronting problems regarding non-availability of latest books, followed by good number of respondents {729 (44.0%)}, who expressed dissatisfaction with the level of assistance at the library desk. However, 478 (28.9%) respondents found difficulties in relation to

library tools (catalogues/classification). On the other hand, low response is gained from participants {365 (22%)}, in case of inadequate networking of computers. Although, for lack of co-operation, least response {365 (22%)} is witnessed by the participants. As a result, ranks have been accordingly provided to the above enlisted problems as shown in the Table 3.

Problems Faced in Extracting Information from Web

Problems that library users face within the selected institutions (academic) has been put forth, as demonstrated in Table 7.

Table 7: Problems Face in Extracting Information from Web (N=1656)

Problems	Number of Respondents	Rank
Obsolete information	968** (58.5) *	1***
Retrieval problems	529 (31.9)	2
Poorly designed website	328 (19.8)	3
None	242 (14.6)	4
Dead links	202 (12.2)	5

*Figure in parenthesis indicate percentage.

**Total no. of respondents exceeds the actual no. since multiple options were allowed.

***Rank has been assigned on the basis of derived mean score.

Table 7 shows data regarding problems the users face while retrieving information from the web. The assessment of responses indicates majority of participants, 968 (58.5%), consider obsolete information as the major problem and is on first rank. It is followed by 671 (40.5%) respondents, who specify retrieval problems while getting information from web and takes Rank 2nd. A good number of participants, 529 (31.9%), indicate poorly designed website as one of the hindrances they are facing, hence placed at rank 3rd. On the other side, considerable number of respondents, 202 (12.2%), specify dead links among the problem and accordingly assigned rank 7th (at lowest). Additionally, 242 (14.6%) respondents state that they do

not face any of the mentioned problems in fulfilling their information needs.

Findings of the Study

Satisfied with the Collection of the Library

Findings reveal that the availability of dictionaries receives the highest satisfaction from participants, with 523 (31.6%) expressing satisfaction. However, 536 (32.4%) respondents indicate dissatisfaction with the availability of books and 474 (28.6%) respondents hold a neutral response towards the presence of newspapers in their libraries. Similarly, 602 (36.4%) indicate neutral response regarding directories. On the other hand, 574 (34.7) participants are found dissatisfied with the presence of encyclopaedia.

Satisfied with the Services of the Library

From the findings, it is clear that, majority of respondents (30.4%) are dissatisfied with the reference service in libraries, while 24.3% of them are satisfied with it. On the other side, 517 (31.2%) participants show dissatisfaction with circulation service in libraries and 480 (29%) are neutral with such service. Further, 32.2% participants are dissatisfied with cataloguing of documents in libraries. Similarly, 661 (39.9%) respondents are found dissatisfied with internet service in libraries. Even, 226 (13.6%) participants are highly dissatisfied towards it. In an identical study conducted by Adam (2017), the results illustrate that undergraduate students are highly satisfied with cleanliness of the library environment, brightness of the library building, as well as, the seating arrangement of the library. Further, more than half of the users are satisfied with the knowledge of library staff in providing information services. Less than half of the users reported satisfaction with library collections (both printed and electronic form), reference services, internet service, photocopying service, and with the availability of computers.

Satisfaction among Users with Library Facilities

Satisfaction among library users with respect to resources (facilities, services) varies and it is measured through a

5-point Likert scale. According to the data, 488 (29.5%) respondents are satisfied with the location of the library. Majority of participants 529 (31.9%) and 521 (31.5%) reveal their dissatisfaction with the arrangement of books and furniture in libraries, respectively. Additionally, large number of respondents, specifically 564 (34.1%), express their dissatisfaction with library cleanliness, while 611 (36.9%) participants show dissatisfaction towards infrastructure. However, 249 (15.0%) respondents indicate satisfaction with the infrastructure.

Problems Faced by Library Users

It is found that, 994 (60.0%), respondents confront problems regarding non-availability of latest books, followed by 729 (44.0%) participants, who specify insufficient help through library desk. Although, 365 (22%) participants consider lack of co-operation as the problem they face in their respective library.

Problems in Extracting Information from Web

It is clear from findings that 968 (58.5%) participants are facing obsolete information while extracting information from web, followed by 671 (40.5%) respondents, who consider retrieval problems. However, 242 (14.6%) respondents are not facing any such problems in fulfilling their information needs from web.

Conclusion

Changing information scenario has brought tremendous impact on various aspects such as information storage and retrieval, information-seeking behaviour, user needs, effectiveness and utilisation of information resources etc., which brought heavy responsibility upon the shoulders of libraries as well library personnel to satisfy the users (patrons). The professionals should be aware of the fact how far changes have been adopted by the users and identify the areas that require the most attention to be highlighted and prove beneficial for the users. It is essential to keep pace with the changes occurring in the field as well as among the users. Conducting workshops, seminars, conferences, and refresher courses from time to time is necessary to develop a clear vision among library users about their needs.

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