

# Displaying the Gender Differences in Students Satisfaction with Library Resources in Higher Educational Institutions

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**Abstract:** The focus of the study is to examine the level of satisfaction among students with the library resources (sources of information, facilities and services available) in their respective institutions (academic). For this purpose, comparative analysis (in terms of gender) has been done to find out the difference in the satisfaction level among students. Questionnaire used as an instrument for data collection, from 559 respondents (students). Findings of the study indicate, there is a reasonable level of satisfaction towards the resources (sources, facilities and services) offered to the students, in the academic libraries (that have been surveyed). In addition, results of this study are important for stakeholders (authorities) at higher educational level (the university/college levels). As, it draws attention towards user satisfaction and points out, efforts should be taken by academic institutions to enhance the guidance, quality as well quantity of library resources offered to the students.

**Keywords:** Gender, Library, Satisfaction, Services, Sources.

## I. INTRODUCTION

In order, to expand students potential and cultivate their ability to adapt and improve their *self-expression, independent thinking, active inquiry, problem solving* education acts as the basic essential learning process. The “curriculum goals should be life-centered” to develop individuals potential, cultivate scientific knowledge, skills, and help students adapt to the demands of modern life [1]. In this regard, attitude towards educational strategies (instructional) act as the most important factor in students creativity learning. Where teachers, social and cultural factors and experience in learning, revealed significant correlations [2]. Further, libraries invest a huge amount of money every year on the collection development and maintenance of their resources to meet the information need of users. As satisfaction of library users is the major aim of every library system. But to maximize the use of library

resources, every library should build up its working strategy and collection keeping in view the need of users and should design a library with changing information environment. The advent of e-resources and increasing use of such materials have reduced the library scenario from physical to virtual. Due to the advent of electronic gadgets, most of the users prefer e-resources to the conventional type. Therefore, to solve the present circumstances that we are facing today, the library should adopt itself (more e-resources) to satisfy the users. Its (libraries) collection must be more or less sufficient for the users, to access their academic requirements. At the same time research and development are increasing, however such collection of reading materials still needs to be expanded. On the other hand, it is evident that previous studies have reflected the importance of measuring the degree of student satisfaction with what is provided to them by libraries and that academic guidance directly affects the improvement of the students abilities in educational achievement through the choice of specialization that is commensurate with their capabilities. Consequently, it affects the outcomes of educational institutions, shows how safe it is to move profoundly towards the goals for which the institutions were established, helps to develop continuous improvement and development plans. Also, determines the level of student awareness with the resources provided to them by the academic institutions [3].

## II. LITERATURE REVIEW

To determine the strategies teachers, offer to provide students with experience solving problems in the classroom, a study was conducted. The study revealed that the teachers employed a number of strategies as part of the problem-solving process. However, it was observed that the rate of application of strategies was rather low, even though specific strategies were nominally employed by the teachers. Also, discloses strategies most frequently employed by the teachers during the problem-solving process (adopting a different point of view). While

the strategy of making a drawing was also frequently applied. Moreover, the teachers employed the strategies of intelligent guessing and testing, working backwards, finding a pattern, solving a simpler analogous problem and considering extreme cases, but with lesser frequency. On the other hand, the strategy of organizing data was not used by any of the teachers [4]. To explore the relationship between students problem-solving skills and scientific attitudes in terms of gender, class level and education level of the parents, this study is undertaken. Adopting, *correlational research model*, which is among the general survey models. The sample of the study consisted of 560 students, selected from the *Afyonkarahisar Province, Turkey* by using convenience sampling method. In the study, Problem Solving Inventory for Children (PSIC) and Scientific Attitude Scale (SAC) were applied to collect the data. In the analysis of the data, Pearson correlation analysis, one-way variance analysis and two-way variance analysis were performed. As a result of the analyses, a negative and low-level relationship was found between students problem-solving skills and scientific attitudes. Also, there was a negative and low-level relationship in terms of female students; it was found that this relationship was not significant for male students. It was concluded that problem solving skills and gender did not have a significant and common effect on student's scientific attitudes. In addition, it was determined that students problem-solving skills were not a significant predictor of their scientific attitude [5]. Further, [6] studied the level of satisfaction with the information resources offered by the library and concludes with a number of the important suggestions for the advanced user services and obtain ultimate satisfaction of the users. [7] examine the user's satisfaction with library facilities and the attitude of staff in the library (national). The study found out that the staff in the library should be friendly to users in delivering their library services. In addition, the satisfaction level of users with different information services offered by the library and the kind of information sources were analysed. The study discloses that though the users are satisfied with services and information products there is ample scope for further improvement [8]. On the other side, no significant relationship was found in the frequency of visits to the library between the research scholars (RS) and faculty members (FM) across the libraries. A significant difference was found between RS and FM about availability of required resources, information sources used by them except non-book materials, whereas a significant relationship was found in the opinion of RS and FM satisfaction from the library collection [9]. To investigate the difference between students satisfaction and intention to the continuation of ODL based on gender perspective a study were conducted by [10]. Besides this, study also aims to assess the challenges faced by students in ODL. A survey was conducted and SPSS 26.0 was used to analyse the data. The result found that there is no significant difference in satisfaction and intention to continue usage of ODL among male and female students. This study also revealed that slow internet coverage was the biggest challenge among students in ODL. The finding

of this study is expected to contribute to the academicians, policymakers and to take into account the problems faced by students when implementing the new method of teaching and learning. [11] observes satisfaction level of users regarding GC University Library's resources and services. Majority of the users are satisfied with the resource of the library. However, large number of users showed dissatisfaction with the services of computer equipment, research guides, chat service with librarians, online searching catalogue and e-books service.

### III. OBJECTIVES

- To measure the student's satisfaction with the resources (facilities, collection, services) provided by the libraries (under the scope of study).
- To know the differences between the levels of student satisfaction due to gender.
- To find out the opinion (satisfaction rate) with the overall development of libraries.
- To know the problems (general) faced by library users.
- To determine the problems faced in extracting information from web.

### IV. METHODOLOGY

For the present study, Questionnaire(s) are found as the most relevant tool for collecting data, as it helps to fetch responses from the participants rapidly. Although, interview procedure is also adopted (wherever feasible) to obtain information pertaining to the raised queries. In order, to evaluate their satisfaction with the library resources. For which, students from seven departments (*viz: History, Political science, Social work, Sociology, Physics, Environment science, Biochemistry*) at University of Kashmir. The questionnaires were divided into five major sections (which incorporates queries related to-services, collection, facilities provided by the libraries, overall development of the libraries, problems faced) and nearly 692 questionnaires were distributed among the respondents (students) within the randomly selected departments. Out of which 559 respondents properly filled the questionnaire(s) and returned back. Thus, an overall response rate is 80.78%. The collected data were tabulated and analysed (Gender-wise analysis has been undertaken) by making use of SPSS to display differences in satisfaction level among the participants (under the scope of study).

### V. DATA ANALYSIS

#### A. Satisfaction with the Library Facilities

For determining satisfaction level with the library facilities among male and female participants of the study in the selected departments, collected data is presented in Table I.

TABLE I: SATISFIED WITH THE LIBRARY FACILITIES

Facilities	Gender		Average Mean ( $\bar{X}$ ) $\pm$ SD	Significance Value (p)
	Male	Female		
	$\bar{X}\pm$ SD	$\bar{X}\pm$ SD		
Location	2.83 $\pm$ 1.133	2.95 $\pm$ 1.158	2.89 $\pm$ 1.145	> 0.05
Arrangement of books	2.78 $\pm$ 1.112	2.84 $\pm$ 1.130	2.81 $\pm$ 1.121	> 0.05
Furniture	2.61 $\pm$ 1.118	2.73 $\pm$ 1.139	2.67 $\pm$ 1.128	> 0.05
Lighting	2.64 $\pm$ 1.178	2.75 $\pm$ 1.187	2.69 $\pm$ 1.182	> 0.05
Helpfulness of library staff	2.45 $\pm$ 1.139	2.64 $\pm$ 1.159	2.54 $\pm$ 1.149	< 0.05
Reading room	2.67 $\pm$ 1.151	2.77 $\pm$ 1.151	2.72 $\pm$ 1.151	> 0.05
Cleanliness	2.42 $\pm$ 1.133	2.59 $\pm$ 1.190	2.50 $\pm$ 1.161	< 0.05
ICT infrastructure	2.36 $\pm$ 1.062	2.48 $\pm$ 1.102	2.42 $\pm$ 1.082	> 0.05

$\bar{X}$  = Mean; SD = Standard Deviation

Table I reveals that the *Male* respondents shows highest satisfaction level towards *location of libraries* ( $\bar{X}$  = 2.83), followed by *arrangement of books* ( $\bar{X}$  = 2.78) and *reading facility* ( $\bar{X}$  = 2.67). Whereas, for *cleanliness* ( $\bar{X}$  = 2.42) and *ICT infrastructure* ( $\bar{X}$  = 2.36) least *satisfaction* is noted among them.

Comparable response is received from female participants indicating more satisfaction ( $\bar{X}$  = 2.95) towards location of library, followed by *arrangement of books* ( $\bar{X}$  = 2.84) and *reading facility* ( $\bar{X}$  = 2.77). For *cleanliness* ( $\bar{X}$  = 2.59) and *ICT infrastructure* ( $\bar{X}$  = 1.16) meagre response is attained from female participants.

In addition to this, based on average mean *library location* ( $\bar{A}\bar{X}$  = .2.89) emerge as the most *satisfied* facility among both the

groups (Male/Female), followed by *computer facility* ( $\bar{A}\bar{X}$  = .2.81). While as *cleanliness* ( $\bar{A}\bar{X}$  = .2.50) and *ICT infrastructure* ( $\bar{A}\bar{X}$  = .2.42) appear as the least satisfied facilities.

Although, no significant relation found between gender-wise association and satisfaction level of library facilities ( $p > 0.05$ ). Except for helpfulness of library staff and cleanliness where ( $p < 0.05$ ).

### B. Satisfied with the Collection of the Library

Satisfaction level regarding library collection among male and female participants is observed and data collected in this regard is shown in Table II.

TABLE II: SATISFIED WITH THE COLLECTION OF THE LIBRARY

Collection	Gender		Average Mean ( $\bar{X}$ ) $\pm$ SD	Significance Value (p)
	Male	Female		
Books	2.81 $\pm$ 1.094	2.89 $\pm$ 1.125	2.85 $\pm$ 1.109	> 0.05
Periodicals	2.66 $\pm$ 1.035	2.80 $\pm$ 1.080	2.73 $\pm$ 1.057	> 0.05
Newspapers	2.71 $\pm$ 1.167	2.80 $\pm$ 1.167	2.75 $\pm$ 1.167	> 0.05
Magazines	2.57 $\pm$ 1.103	2.71 $\pm$ 1.109	2.64 $\pm$ 1.106	> 0.05
Encyclopedia	2.58 $\pm$ 1.022	2.64 $\pm$ 1.110	2.61 $\pm$ 1.066	> 0.05
Dictionaries	2.88 $\pm$ 1.102	2.99 $\pm$ 1.127	2.93 $\pm$ 1.114	> 0.05
Directories	2.56 $\pm$ 1.019	2.68 $\pm$ 1.036	2.62 $\pm$ 1.027	> 0.05
Biographies	2.61 $\pm$ .953	2.69 $\pm$ 1.004	2.65 $\pm$ .978	> 0.05
Maps and Atlases	2.72 $\pm$ 1.013	2.77 $\pm$ 1.023	2.74 $\pm$ 1.018	> 0.05

$\bar{X}$  = Mean; SD = Standard Deviation

Table II reveals that Male participants possess highest ( $\bar{X} = 2.88$ ) satisfaction towards *dictionaries*, followed by *books* ( $\bar{X} = .2.81$ ) and *maps* ( $\bar{X} = 2.72$ ). Whereas, least satisfaction ( $\bar{X} = .2.56$ ) is observed for *directories* and *magazines* ( $\bar{X} = 2.57$ ) as the source of information.

Similarly, among Female participants highest satisfaction ( $\bar{X} = 2.99$ ) found towards *dictionaries* as the source of information, followed by *books* ( $\bar{X} = .2.89$ ), *newspapers* and as *periodicals* per the response ( $\bar{X} = 2.80$ ). While as, low response obtained for *encyclopedia* ( $\bar{X} = 2.64$ ) and *directories* ( $\bar{X} = 2.68$ ) in this connection.

In addition to this, based on average score *dictionaries* ( $A\bar{X} = 2.93$ ), followed by *books* ( $A\bar{X} = 2.85$ ) and *newspaper* ( $A\bar{X} = 2.75$ ) are identified as highly chosen sources of information for

satisfying user requirements. On the other hand, *encyclopedia* ( $A\bar{X} = .1.61$ ) and *directories* ( $A\bar{X} = .1.62$ ) are recognised as the least satisfied forms of collection in libraries for providing information.

Although the Mann Whitney value is not found significantly associated with gender-wise association in connection to the accessing different forms of information ( $p > 0.05$ ).

C. Satisfied with the Library Services

To access the level of satisfaction with regard to available library services among male/female participants, data is collected and presented in Table III.

TABLE III: SATISFIED WITH THE LIBRARY SERVICES

Services	Gender		Average Mean ( $A\bar{X}$ ) $\pm$ SD	Significance Value (p)
	Male	Female		
Circulation	2.93 $\pm$ 1.119	2.66 $\pm$ 1.096	2.79 $\pm$ 1.107	> 0.05
Cataloguing	2.57 $\pm$ .950	2.63 $\pm$ .971	2.6 $\pm$ .960	> 0.05
Reference service	2.73 $\pm$ 1.083	2.79 $\pm$ 1.103	2.76 $\pm$ 1.093	> 0.05
Internet	2.52 $\pm$ 1.099	2.64 $\pm$ 1.077	2.58 $\pm$ 1.088	< 0.05

$\bar{X}$  = Mean; SD = Standard Deviation

Table III highlights that Male participants ( $\bar{X} = 2.93$ ) are highly satisfied with *Circulation service* in libraries. Followed by *Reference service* ( $\bar{X} = 2.73$ ) and *Cataloguing service* ( $\bar{X} = 2.57$ ). In this connection low response attained towards *Internet service* ( $\bar{X} = 2.52$ ). Majority of Female respondents ( $\bar{X} = 2.79$ ) display *high satisfaction level* with Reference service, followed by *Circulation service* ( $\bar{X} = 2.66$ ) and *Internet facility* ( $\bar{X} = 2.64$ ). Although, least response attained towards *Cataloguing service* ( $\bar{X} = 2.63$ ).

Average mean calculations indicate *circulation service* ( $A\bar{X} = 2.79$ ) as the most satisfied service, followed by Reference service ( $A\bar{X} = 2.76$ ) and Internet services ( $A\bar{X} = 2.58$ ).

Moreover, it is observed that Internet service have remarkable association with the gender-wise distribution as  $p < 0.05$ . But circulation service, reference service as well as cataloguing service does not possess the same bond (based on the calculated value  $p > 0.05$ ).

D. Satisfied with the Overall Development of Libraries

Data collected among the male/female respondents about with the overall development of libraries is shown in Table IV.

TABLE IV: SATISFIED WITH THE OVERALL DEVELOPMENT OF LIBRARIES

Satisfied with overall development	Gender	
	Male (N = 836)	Female (N = 820)
	288 (34.4) *	260 (31.7)
$\chi^2 = .884, df = 1, P > 0.01$		

\*Figure in parenthesis indicate percentage.

It is observed from Table IV that comparable response among participants (male = 34.4%; female = 31.7%) attained about overall development of libraries. Further  $p$ -value ( $p > 0.01$ ) indicates there is no significant relation among gender-wise distribution in selected departments under study towards satisfaction with the development of libraries.

E. Problems Faced by Library Users

To compare the type problems *Male* and *Female* users face in the libraries, data is collected and presented in Table V.

TABLE V: PROBLEMS FACED BY LIBRARY USERS

Problems	Gender		Overall Response
	Male (N = 836)	Female (N = 820)	
Insufficient help	385 (46)	344 (41.9) *	729 (44.0)
Inadequate lib tools	250 (29.9)	228 (27.8)	478 (28.9)
Inadequate networking	214 (25.6)	214 (26.1)	428 (25.8)
Latest books	522 (62.4)	472 (57.6)	994 (60.0)
Lack of cooperation	199 (23.8)	171 (20.8)	365 (22.0)
Slow internet	343 (41)	328 (40)	671 (61.7)
$\chi^2 = 3.260, df = 6, P > 0.01$			

\*Figure in parenthesis indicate percentage.

From Table V it is clear that 62.4% *Male* participants and 57.6% *Female* counterparts voicing *lack of latest books* among the commonly faced by them. It is followed by *insufficient help*, as significantly rated in *Males* 46%) as well in *Females* 41.9%). Moreover, for *slow internet* *Male* and *Female* partakers show identical responses through estimated percentages {i.e., (41%) and 40%) respectively}.

On the other hand, lowest response is recorded for *lack of co-operation* i.e., (23.8%) in *Males* and (20.8%) in *Females*, followed by *inadequate networking* (noted in more than 25%).

Furthermore, statistically, it is observed that the choice of users

with respect to different sources of information does not have any notable association with their gender-wise distribution as  $p > 0.01$ .

#### F. Problems Faced in Extracting Information from Web: Gender-Wise

While extracting information from online platforms, certain problems were faced by the male as well as female users in educational institutions (libraries). Table VI displays collected data about the concerned matter.

TABLE VI: PROBLEMS FACED IN EXTRACTING INFORMATION FROM WEB

Problems	Gender		Overall Response
	Male (N = 836)	Female (N = 820)	
Obsolete information	524 (62.7)	444 (54.1) *	968 (58.5)
Poorly designed website	170 (20.3)	158 (19.3)	328 (19.8)
Retrieval problems	268 (32)	261 (31.8)	529 (31.9)
Dead links	102 (12.2)	100 (12.2)	202 (12.2)
None	134 (16)	108 (13.2)	242 (14.6)
$\chi^2 = 11.517, df = 6, P > 0.01$			

\* Figure in parenthesis indicate percentage.

Table VI reveals that majority of male (62.7%) as well as female participants (54.1%) consider *obsolete information* as the major problem they face while retrieving information from web, followed by *retrieval problems* that shows quite similar response (32%) among both the user groups (males/females). While as, 20% of *Male* participants and 19% of *Females* highlight *poorly designed website* as the problem. On the other hand, lowest response recorded for *dead links* (12.2% in males as well in females). However, 16% male and 13.2% female respondents disclose none of the problem. Even mutual response points out *obsolete information* followed by *retrieval problems* are the common problems respondents dealing with. Although, *dead links* attained low response for acting as the hindrance.

Furthermore, statistically, it is observed that the choice of users with respect to different sources of information does not have any remarkable association with their gender-wise distribution as  $p > 0.01$ .

## VI. FINDINGS OF THE STUDY

- *Satisfaction Among Male and Female Participants with Library Facilities:* Findings reveal library location ( $\bar{A}X = .2.89$ ), arise as the most satisfied facility among both the groups (male/female), followed by computers facility ( $\bar{A}X = .2.81$ ). While as cleanliness ( $\bar{A}X = .2.50$ ) and ICT infrastructure ( $\bar{A}X = .2.42$ ) appear as the least satisfied facilities among the male/female respondents within selected departmental libraries.
  - *Satisfaction Among Male and Female Participants with the Collection:* Moreover, male as well as female respondents show satisfaction ( $\bar{A}X = .2.93$ ) with dictionaries, followed by books ( $\bar{A}X = .2.85$ ) and newspaper ( $\bar{A}X = .2.75$ ). On the other hand, encyclopedia ( $\bar{A}X = 1.61$ ) and directories ( $\bar{A}X = .1.62$ ) are identified as the least satisfied forms of information sources in the surveyed libraries.
  - *Satisfaction Among Male and Female Participants with Library Services:* Findings display male participants ( $\bar{X} = 2.93$ ) are satisfied with circulation service in libraries. In this regard, low response found towards internet service ( $\bar{X} = 2.52$ ). On the other hand, female participants ( $\bar{X} = 2.79$ ) are highly satisfied with reference service and least response ( $\bar{X} = 2.63$ ) retrieved towards cataloguing service. Findings show that small fraction of respondents (33.1%) from different departments are satisfied with the development of libraries.
  - *Gender-Wise Results Regarding the Overall Development of Libraries:* Results of the study indicate among the satisfied respondents (66.1%) male participants (34.4%) are having higher satisfaction level with the progress of libraries as compared to the female counterparts (31.7%).
- *Problems Faced by Male and Female Participants:* 62.4% male participants and 57.6% female counterparts illustrate lack of latest books as the main problem they face in libraries, followed by 46% of male participants and 41.9% females specify insufficient help from library staff among the problems they confront.
  - *Problems Encountered while Obtaining Information from Web:* Results demonstrates that majority of male (62.7%) and female participants (54.1%) are considering obsolete information as the major problem while attaining information from web, followed by retrieval problems. While as, identical response in male (20%) and in female respondents (19%) is obtained towards poorly designed website for acting as the problem.

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