



USER SATISFACTION ON I.T. ORIENTED LIBRARY SERVICES: A STUDY ON SELECTED COLLEGE LIBRARIES OF UPPER ASSAM

Anurag Borpatra Gohain

Asst. Professor,

Centre For Library and Information Science Studies,
Dibrugarh University, Assam.

Akramul Haque

Library Trainee,

Indian Institute of Technology, Guwahati, Assam.

Abstract

Information Technology has revolutionized the way we live, think or doing things. I.T. has changed the customary library scenario far from advanced than we thought of. Libraries are now equipped with various I.T. based services. The present study has sought to measure the users' satisfaction on I.T. oriented services provided by some selected college libraries of upper Assam.

Keywords: I.T. based services, Users satisfaction, College library, Upper Assam.

1.1 INTRODUCTION

Information has emerged as the prime in the 21st century. ICT has exerted a profound influence on traditional academic libraries. They have no option but adapt themselves to new developments, especially due to cuts in budget allocation. Hence, networking of information centres is inevitable. The prime objectives of the library is pooling information resources and information related infrastructure and sharing them. In this process, many libraries have re-examined their traditional methods and services to overcome inadequacies through automation and Computerization.¹ The academic libraries need to provide various services and facilities to the users to motivate them to use the library. The library users' satisfaction plays a vital role in the development and provisions of library.²

1.2. Objective of the study

The objectives of conducting the study are as follows -

- i. To find out the basic satisfaction level of library users regarding the applications of Information Technology in the libraries.

¹ Hussain, A., Khan, M.A., & Zaidi, N.F. (2013). The ICT based library and Information services: A case study of B-Schools in Delhi and NCR Region. Retrieved from <http://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=244/>

² Sriram, B., Rajev, M.K.G. (2014). Impact of Academic Library Services on user satisfaction: case study of Sur University College, Sultanate of Oman. *DESIDOC journal of Library and Information technology*, 34, 140-146. Retrieved from <http://publications.drdo.gov.in/>

- ii. To find out users opinion on the improvement of I.T. infrastructure of surveyed libraries.

1.3 SCOPE & LIMITATION OF THE STUDY

It may be mentioned that the inference drawn are based primarily on the perceptions of the respondents and we have made the interpretations after analysing all the collected data. For the purpose of drawing inference in the study, only twelve College Libraries of Golaghat, Jorhat and Sivsagar Districts have been selected randomly for the study.

1.4 METHODOLOGY

Structured questionnaire and observation methods were used for the present study to collect the necessary data, keeping in view the objectives of the study. A majority of the questions were structured with multiple choices to tick appropriate answers.

ANALYSIS AND INTERPRETATION

To ascertain the satisfaction level of users on the application of Information Technology (IT) of under-graduate colleges in under the study, a survey was conducted through Questionnaire. A sample of users from each College Libraries selected randomly for the survey. From each college library total 8 numbers of library users are selected for the study, hence total number of users considered for this study was 96. The collected data was analysed and tabulated as per the responses sought in filled in questionnaires. MS-Excel spread sheet program has been used to verifying of data.

2.1 FREQUENCY OF VISITS TO THE LIBRARY

The users were asked on the frequency of their visits to the library, analysis is depicted in the below Figure No.1. We came to know that, in case frequently visiting to the library, Sibsagar Girls' College has the maximum number (50%) of users visit the library most frequently, followed by Sibsagar College Library (37.5%. D.C.B. College Library highest numbers of user 75%, which is highest number of users that visited 'Frequently' followed by C.K.B. Commerce College Library, H.P.B. girls' College Library J.K. Mahavidyalaya and Sibsagar Commerce College (62.%)

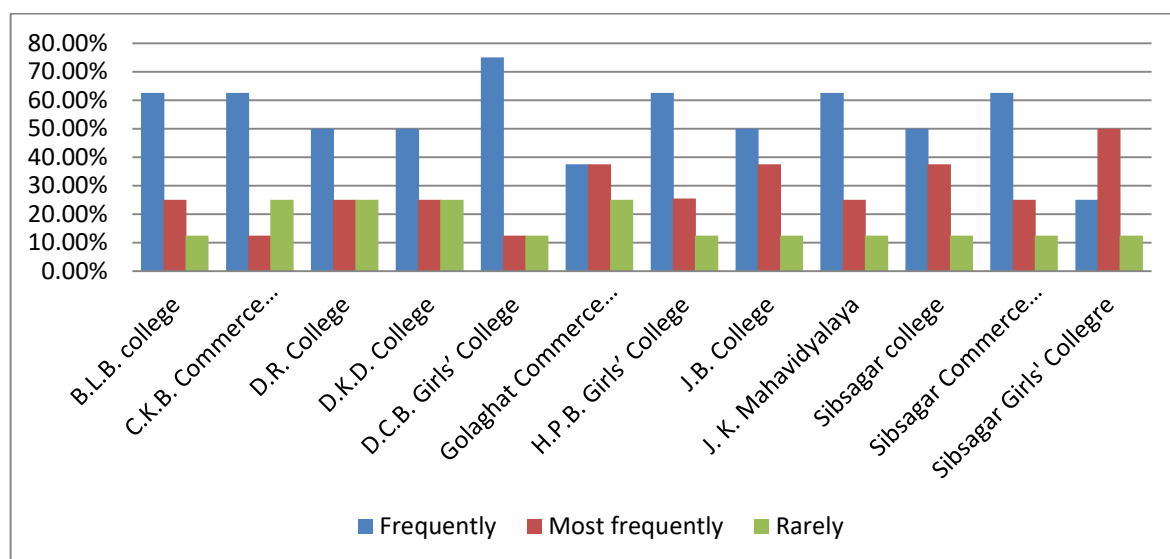


Fig.1: Frequency of visiting the Library

2.2 ACCESS TO ELECTRONIC RESOURCES IN ALL THE SURVEYED COLLEGE LIBRARIES

The resources that are held by the college libraries in electronic form include books, journals, databases, etc. in the form of CD/DVDs etc. The electronic resources could also be the electronic versions of the print subscriptions of the college libraries. The respondents were asked whether they access the electronic resources available in their college libraries. The Table No.1 indicates accessibility of electronic resources by the users.

Table No. 1: - Accessibility of electronic resources in the college Libraries

Sl.No.	Response	No. of Users	Percentage
1	YES	13	13.54%
2	NO	83	86.46%

It is found that just 13.54% users are accessing electronic resources in their college Libraries as against 86.46% users are not. The low accessibility of electronic resources by the users could be due to various reasons such as lack of awareness, lack of resources, lack of sufficient IT infrastructure etc. and also restrictions by the college libraries.

2.3. ACCESSIBILITY OF ONLINE RESOURCES THROUGH N-LIST PROGRAM IN ALL THE SURVEYED COLLEGE LIBRARIES

All the college libraries have been subscribing to 'N-LIST' as offered by INFLIBNET. Through N-LIST program the college libraries have been providing access to electronic journals and electronic books to their users.

The users were asked about the awareness and accessibility of networked resources. The Table No.3 shows the results of the analysis on the usage of networked electronic resources.

Table No.2: - Accessibility of online resources in the college Libraries

S.No.	Response	No. of Users	Percentage
1	YES	39	40.63%
2	NO	57	59.38%

It is found that only 40.63% users access online resources as against 59.38% users were not. It is evident that the college libraries were yet to make use of the networked and consortium based resources.

2.4 AVAILING AUTOMATED LIBRARY SERVICES IN ALL THE SURVEYED COLLEGE LIBRARIES

The users were asked whether they were availing automated library services such as issue/return, bibliographical services, new arrivals, reference services, etc. as a result of automation of library activities.

Table No. 3: - Availing automated library services

Sl.No.	Response	No. of Users	Percentage
1	YES	49	51.04%
2	NO	47	48.96%

The Table No.4. shows that only 51.04% users are availing the automated service, where as 48.96% users indicate that they do not use these services. It is found that only half of the users were availing the automated library and information services provided by their college libraries.

2.5 SATISFACTION WITH THE PHOTOCOPYING SERVICE IN ALL THE SURVEYED COLLEGE LIBRARIES

Photocopying or Reprography is one of the most important Information Technology based services provided by the college libraries. A question has been asked to the users to know their satisfaction with regard to Photocopying service. The replies given by them are shown in the Table No.5

Table No. 5: - Satisfaction with the Photocopying Service

Sl.No.	Response	No. of Users	Percentage
1	YES	65	67.71%
2	NO	31	32.29%

It was found that majority of the users 67.71% are satisfied with the photocopying service provided by the college Libraries. While the rest 32.29% of users are not satisfied with the level of photocopying service provided by the College Libraries.

2.6 SATISFACTION WITH USING THE INTERNET IN ALL THE SURVEYED COLLEGE LIBRARIES

The Table No.6 shows the results of the analysis of the users on their satisfaction level of use of the Internet in their respective college libraries.

Table No.6:- Satisfaction with regard to use of the Internet

Sl.No	Areas	USER		
		Highly Satisfied	Satisfied	Not satisfied
1	Staff in Charge	7 (7.29%)	53 (55.20%)	36 (37.50%)
2	Time allotted	9 (9.38%)	43 (44.79%)	44 (45.83%)
3	Computer Availability	14 (14.58%)	49 (51.04%)	33 (34.38%)
4	Multimedia Facility	11 (11.45%)	57 (69.37%)	28 (29.17%)
5	Speed	6 (6.25%)	23 (23.96%)	67 (69.80%)

6	Download/Printing	8 (8.33%)	24 (25%)	70 (72.92%)
---	-------------------	-----------	----------	-------------

It was found that only 7.29% and 9.38% users highly satisfied with the Staff in charge and Time allotted for Internet facility.

Unfortunately, it is noticed that 69.80% of users are not satisfied with the access speed of the Internet as against only 25% of users are satisfied with the speed.

A majority of the users 72.92% are not satisfied with regard to downloading/printing facility of the Internet. Regarding the computer availability for the use of Internet only 51.04% of users are satisfied, while just 14.58% users were highly satisfied.

2.7 SATISFACTION WITH THE OVERALL USE OF INFORMATION TECHNOLOGY IN ALL THE SURVEYED COLLEGE LIBRARIES

It was observed that the satisfaction level with the use of IT was not encouraging as majority of users i.e. 45.56% indicate that they are not satisfied. However, just 14.44% users expressed that they are highly satisfied, whereas 40% users were satisfied

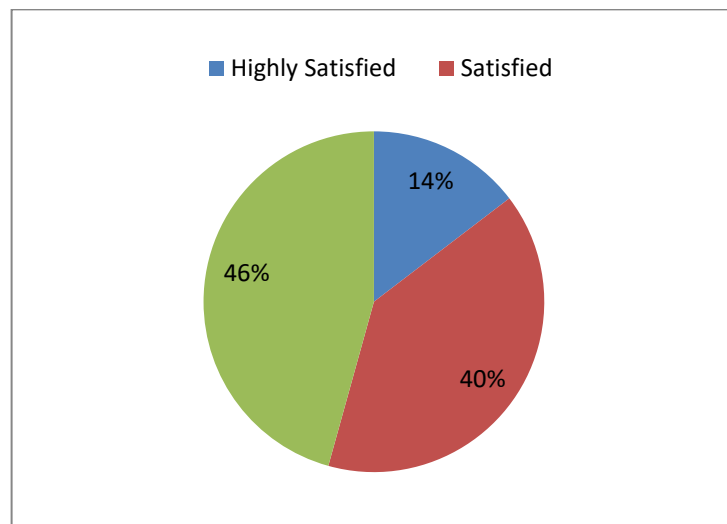


Fig.2:- Satisfaction with the use of IT in College Library

From the above figure it is clear that majority of the users are not satisfied with the available IT infrastructure in all the surveyed College Libraries.

2.8 USERS OPINION ON IMPROVING THE INFORMATION TECHNOLOGY INFRASTRUCTURE

As an Information provider it is important that the library should regularly update their IT infrastructure. Without improved technology, it would not be possible to excel the use of the e-resources available in the library and to provide these services to the users, accordingly. Keeping this mind, the

users were requested to indicate the ways and means of improving the IT infrastructure in the college libraries.

Table No.7 shows the analysis of the users responds to the questions. The same also depicted in the Figure.3. Here respondents are allowed to choose more than one option.

Table No.7:- Improving the information technology Infrastructure

Sl.No.	Areas	Numbers of Users	Percentage
1	By adding more computers	61	67.77%
2	By adding more multimedia components	51	56.66%
3	Leased line for Internet	37	41.11%
4	Wi-Fi facility	55	61.66%

The above table highlights that a majority of the users, 67.77% indicates that the existing IT infrastructure could be improved ‘by adding more computers’, followed by 61.66% users who thought that ‘Wi-Fi’ facility would be better. While 56.66% of users felt that ‘by adding more multi-media components’ should be better for improving IT infrastructure. The out dated systems and devices make access to the services of the World Wide Web slow sometimes. This was shown by 41.11% users as they thought that it would be superior off with ‘leased line for the Internet’ in the college libraries.

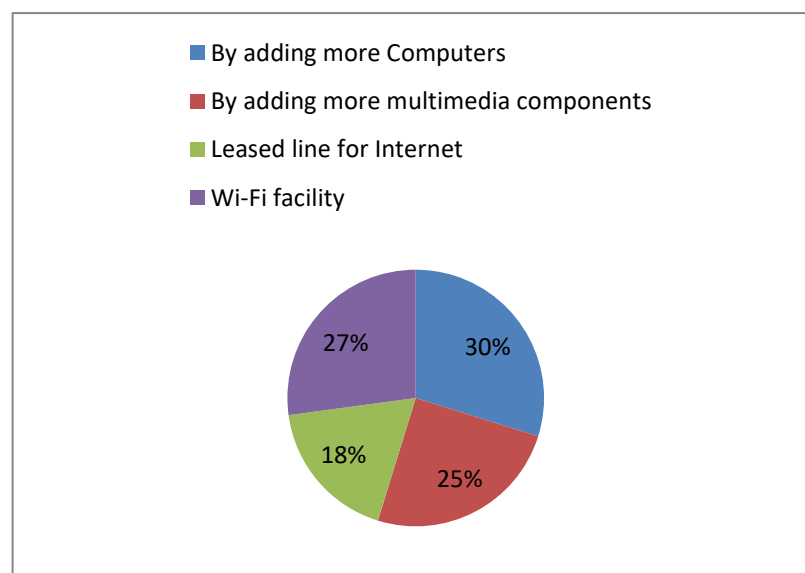


Fig.3:- Improving the information technology Infrastructure

It is also seen from the figure 4.13 that 30% users suggest that by adding more computers that College Libraries would enhance their IT infrastructure followed by 27% users suggest for Wi-Fi facility.

FINDINGS & CONCLUSION

3.1 FINDINGS OF THE STUDY

The major findings of the conducted study are given below-

- i) It is found that 91.67% of college libraries provided automated Circulation, Cataloguing and OPAC service. While 50% of college library provides automated Acquisition facility. Only 16.67% of college library facilitated with automated Abstracting service.
- ii) It is found that all the college library staff got the specialized library software training programme.
- iii) 11 (91.67%) College libraries had the Internet facility. The majority of the libraries, 53.33% connected through Wi-Fi, while 41.67% of libraries had the access to the internet through the Broadband. The speed ranges from 128kbps to 2mbps.
- iv) 91.67% library professionals are using the Internet facilities for the Information retrieval and Email. While 66.67% using internet for database service.
- v) Ten (83.33%) College libraries are member of Library consortia, namely N-LIST. Only two libraries do not registered to any consortia.
- vi) It is found that just 13.54% users accessing electronic resources in their college Libraries as against 86.46% users were not.
- vii) Only 51.04% users were availing the automated service, where as 48.96% users indicate that they did not use these services.
- viii) It was found that majority of the users 67.71% were satisfied with the photocopying service provided by the college Libraries.
- ix) It was found that only 7.29% and 9.38% users highly satisfied with the Staffs in charge and Time allotted for Internet facility. Unfortunately, it is noticed that 69.80% of users were not satisfied with the access speed of the Internet.
- x) It was observed that the satisfaction level with the use of overall IT based services was not encouraging as majority of users i.e. 45.83% were indicated that they were not satisfied.
- xi) Regarding the users opinion on improving IT infrastructure, 67.77% indicates that the existing IT infrastructure could be improved 'by adding more computers', followed by 61.66% users who thought that 'Wi-Fi' facility would be better. While 56.66% of users felt that 'by adding more multi-media components' should be better for improving IT infrastructure.

3.2 CONCLUSION

This study was conducted to investigate the status of IT applications and its impact on the users satisfaction in college libraries under the study.

It is observed from the study that the Information Technology (IT) infrastructure in the college libraries of upper Assam still in the developing stage. Regarding the existing IT based services, the satisfaction level of user is moderate. But, there is scope for improving the current situation, if the libraries possesses advanced IT infrastructure, along with procurement of more electronic resources.
