

USER SATISFACTION WITH LIBRARY RESOURCES, FACILITIES, AND SERVICES: A STUDY OF COLLEGE OF PHARMACY, DARWHA, DIST- YAWATMAL

Mr. Praful S. Belsare

Librarian, College Of Pharmacy Darwaha,
Dist-Yawatmal

Mr. Rajesh S Gedam

Librarian Jijamata Arts College, Darwaha
Email Id - jjjalib@gmail.com

Abstract :

The objective of present study is to an investigation the users satisfaction in library resources, facilities and services of the students of pharmacy college Darwaha, Dist- Yawtmal. 250 questionnaires were distributed among the students and to collect relevant data and 180 received back to finding of this study shows that 80(44.45%) of the respondent daily visiting to the library. 130(72.22%) Respondent are satisfied from the collection of the general books in the pharmacy library. 150(83.33%) Maximum respondent are highly satisfied about collection of textbooks in the pharmacy library 95(52.78%) respondent consider circulation service as excellent. This study suggested that college library should carry out user studies at regular intervals, and user guidance is essential to help library respondent to get their information need and to create user aware about library resources and services.

Introduction :

All the academic libraries and educational institution and librarian have been main aim is to satisfying user information requirements. Every yearly fresh student comes to the college /university with different hopes and requirements. The academic library is the heart of the college or any educational institution. The libraries of academic institution provide different categories of user such as research scholar, teaching staff, and administrator with varied information demand. Libraries are constantly increasing their resources and developing new activities to meet the various information requirement of the user. So library must be alert job change time to time. A pharmacy college provides technical education and its plays and important role is accepted in growth and development of the country. So pharmacy college library is to satisfy the needs of its user the library is having a wide range of collection on various disciplines. It is mainly divided into text book, periodical, reference books, multiple volumes books, encyclopedia and dictionaries, and rare books. The book are arrange according to 21st DDC in each section.

Total volumes:- 5051 Total titles:-500

Dr S.R.Ranganathan fifth law state that a library is growing organisms. Thus academic libraries are spending a lot of financial resources in acquisition of information resources. And to improve access and utilization of library facilities and services with aim of satisfying their user needs. Thus the study aims to assess the user satisfaction with the library resources, services in college of pharmacy, Darwaha.



REVIEW of LITERATURE :

Prakash Abraham and Neetha Devan Sabu (2022) conducted research to examine the User Satisfaction on Library Resources and Services: A Case Study of Pontifical Institute of Theology and Philosophy Always (PIA) Library at Mangalapuzha Campus the respondents were the resident seminarians of St. Joseph Pontifical Seminary, Always and they belonged to the faculty of theology and philosophy. The reference section of the library was the most relied on the area and the encyclopedia collection was the most relied on resources. The results of this study would help both the PIA administration and St. Joseph Pontifical Seminary authority to take serious steps to strengthen and improve the resources and services.

Muthuraja. S., Surendra. C. S., Shivaraj B. Halyal conducted research to examine the use of user's satisfaction in library facilities, resources and services of the students of C. S. Bembalagi Arts, SHA. M. R. Palaresha Science and G. L. Rathi Commerce College Library, Ramdurg. 200 questionnaires were distributed among students to collect relevant data and 170 received back. The findings of the study shows that 70 (41.18%) of respondents have the habit to visit to the library daily, majority 95 (55.88%) of respondents are highly satisfied with the collection of general books, majority 90 (52.94%) are satisfied with collection of text books 95 (53.3%) respondents considered circulation services as excellent. The study suggested that college library should carry out user studies at regular intervals and user guidance is necessary to help library users to meet their information needs and make users aware of the available library resources and services.

Dr. Pradip H. Barad conducted research to examine the in this paper author discuss the role of university library in higher education. Given the brief information of Himachal Pradesh (HP) University Library Shimla and for calculating impact of information technology on library given the journey of library automation and user survey about library activity and use of ICT in library and user satisfactions. A survey was conducted the HP University Library. A total number of 180 users from the postgraduate, research scholar were selected and their response was obtained with the help of questionnaire and conducting meeting with librarian's and staff of the library and users. The results also showed that libraries go for the E-Journals subscription and online and offline databases it may help to users a lot. It also showed that users were satisfied with the services of the library but demanding quality improvement in library services. Also, some suggestions were made to provide quality services and increase user's satisfactions

Dr. Kunwar Singh, Ramesh Kuri conducted research to examine the user's satisfaction with library resources and services in IIT libraries in India. A survey research method was adopted to address the research questions. 800 questionnaires were distributed among final year graduate students, postgraduate students, research scholars and faculty members of 7 IIT libraries to collect relevant data regarding their satisfaction. 758 filled-in questionnaires were received and analyzed. On the basis of finding, some suggestions have included in this study to increase user's satisfaction from libraries.

Kura Mallikarjun, V. Vishwamohan conducted research to examine the use of user's satisfaction in library resources and services in Osmania University library, Hyderabad. 450 questionnaires were distributed among faculty members, research scholars, and PG students of

different department in the university to collect relevant data and 352 received back. Overall average (7.75%) of the respondents satisfied with facilities provided by library, (29.06%) said good, (33.20%) said average, (19.52%) poor, and (10.47%) of them not satisfied with facilities. Majority of the (53.13%) respondents expressed overall functioning of the library is good. The study suggested that library should carry out user studies at regular intervals and user guidance and training programmes is necessary to help library users to meet their information needs and make users aware of the available library resources and services.

Sadashiva Naik A, Dr. B.S. Biradar conducted research to examine the Review of the literature is very essential for any research. A literature review involves identifying relevant literature or sources of relevant information physically accessing the most relevant literature, reading and analyzing the previous works. Here the author has undertaken a research study entitled 'Use of Library Resources and Services in selected Pharmacy Colleges in Karnataka. As a part of the literature survey, the present study has been conducted. This study aims to identify, collect, and review the literature related to the present study. There are 33 core articles have been reviewed, and those are classified under five major headings viz., Use of Library and Information Resources, Use of Library and Information Services, User's awareness and use of electronic information resources, Satisfaction of Users about information resources and services, Information Seeking behaviour. All articles are thoroughly examined and main observations are summarized.

Objective of the study :

- To know the present status of library resources, information services, and facilities in pharmacy college library.
- To analyse the level of satisfaction of user towards the library resources and services.
- To find out the user problem from the library.
- To analyzed the frequency of visit to pharmacy college library.

Methodology :

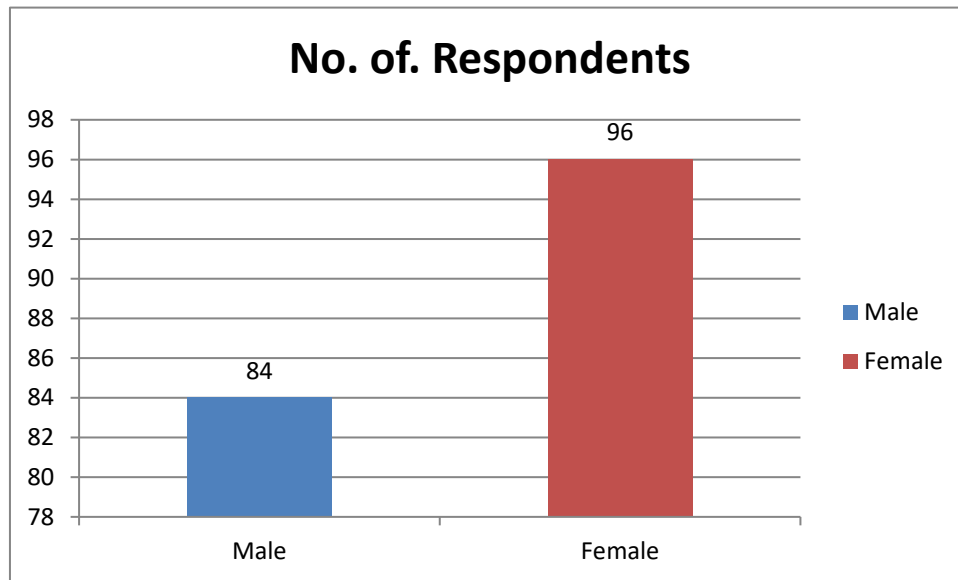
To accomplish the above objective of the study a survey method was conducted using a well-structured questionnaire. In a total 250 questionnaire were distributed to diploma and degree students of pharmacy college, Darwha. Out of 180 filled questionnaires, were received back. The collected data were classified ,analyzed and tabulated by using the statistical method. The present study limited to only diploma students and degree students in various departments of pharmacy college, Darwha.

Data analysis and Interpretation :

Table-1 Gender wise distribution of respondents

Sr no	Gender	No. of. Respondents	Percentage
1	Male	84	46.67%
2	Female	96	53.33%
3	Total	180	100%

Table-1 Graph

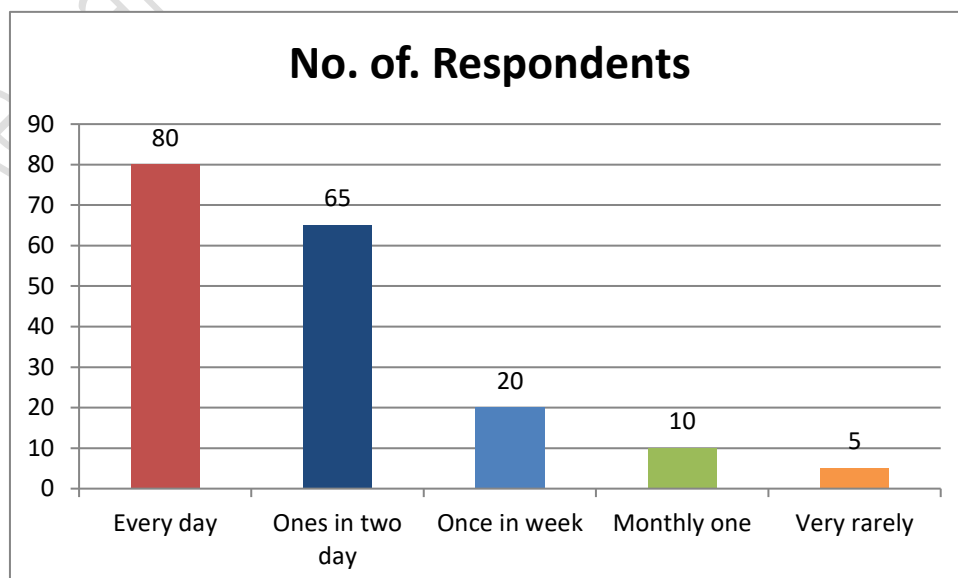


The above table shows that out of 180 respondents, 84(46.67%) of the were male respondents and 96(53.33%) of the were female respondents.

Table-2 Frequency of visit to the library

Sr. no	Frequency	No. of. Respondents	Percentage
1	Every day	80	44.45%
2	Ones in two day	65	36.11%
3	Once in week	20	11.11%
4	Monthly one	10	5.55%
5	Very rarely	05	2.78%
6	Total	180	100%

Table-2 Graph

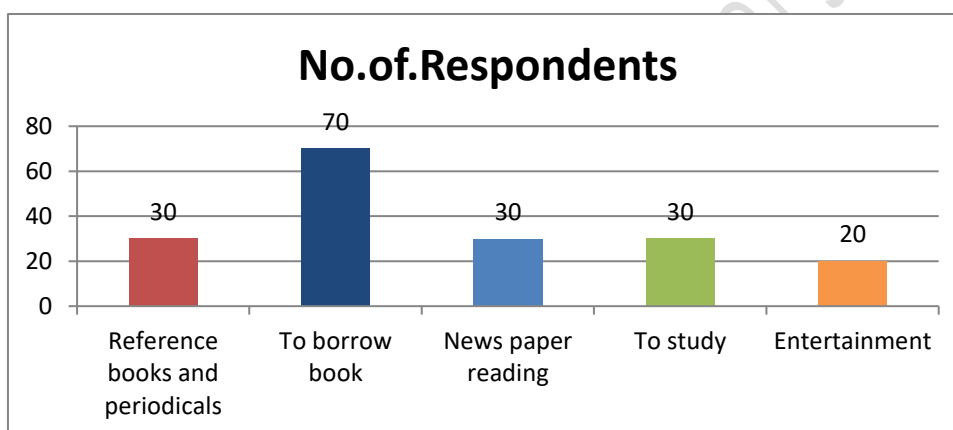


The above table shows that 80(44.45) of respondents have daily visit to the library, 65(36.11) respondents visit to the library ones in two day, 20(11.11) respondents once in week, 10(5.55%) users monthly one visit to the library, 05(2.78%) very rarely respondents visit to the library.

Table-3 Purpose of visit to the library

Sr. no	Purpose	No.of.Respondents	Percentage
1	Reference books and periodicals	30	16.67%
2	To borrow book	70	38.88%
3	Newspaper reading	30	16.67%
4	To study	30	16.67%
5	Entertainment	20	11.11%
6	Total	180	100%

Table-3 Graph



The above table shows that, 30 (16.67%) respondent visit to the library for the purpose of to read the reference book and periodical, 70(38.88%) respondent to borrowing books from the library, 30(16.67%) students to read the newspaper, 30(16.67%) for the study purpose, 20(11.11) respondents visit to the library for entertainment.

Table-4 Students satisfaction level with different types of library resources

Sr. no	Library resources	Satisfied	Not satisfied	Total
1	Generals books	130(72.22%)	50(27.78%)	180 (100%)
2	Text books	150(83.33%)	30(16.67%)	180 (100%)
3	Reference books	140 (77.78%)	40 (22.22%)	180 (100%)
4	Dictionary	90 (50%)	90 (50%)	180 (100%)
5	Question bank	90 (50%)	90 (50%)	180 (100%)
6	periodicals	120(66.67)	60(33.33)	180 (100%)

The above table shows that maximum respondents 130(72.22%) satisfied with the collection of generals books in the library, and 50(27.78%) respondents are not satisfied with collection

of general books, 150(83.33%) respondent are satisfied with the collection of textbooks and 30(16.67%) are not satisfied with the collection of textbooks, 140 (77.78%) respondents are satisfied with the reference books and 40 (22.22%) respondents are not satisfied with the reference books, 50% respondents are satisfied with dictionary and 50% are not satisfied, as it is 50% respondents satisfied with question bank and 50% not satisfied, and lastly, maximum 120(66.67%) respondents are satisfied with the collection of periodicals and 60(33.33%) respondents are not satisfied.

Table-5 student satisfaction level with different types of library services

SN	Library services	Excellent	Good	Average	Poor	Total
1	Reference /information service	80(44.44%)	35 (19.44%)	55(30.56%)	10(5.56%)	180 (100%)
2	Circulation services	95(52.78%)	40(22.22%)	35(19.44%)	10(5.56%)	180 (100%)
3	Newspaper service	75(41.66%)	51(28.33%)	35(19.44%)	35(19.44%)	180 (100%)

The above table shows that 35(19.44%) of respondent stated reference /information services as good 55(30.56%) respondents are average only 10(5.56%) respondent are poor from these service while 40(22.22%) respondent good from circulation services and 10(5.56%) respondent are poor from this service ,then 51(28.33%) respondent are good from newspaper services and 35(19.44%) respondent are average ,only 35(19.44%) respondent are poor from these service.

Table-5 Student satisfaction level with different types of library facilities

sr. no	Facilities	Satisfied	Moderately satisfied	Not satisfied	Total
1	Reading room	80 (44.44%)	60 (33.33%)	40 (22.23%)	180 (100%)
2	Drinking water	125 (69.44%)	45 (25%)	10 (5.56%)	180 (100%)
3	Equipment's	145 (80.55%)	30 (16.67%)	5 (2.78%)	180 (100%)
4	Lighting and ventilation	120 (66.67%)	35 (19.44%)	25 (13.89%)	180 (100%)

The above table shows that 80 (44.44%) respondent are satisfied about library reading room,40 (22.23%) respondent are not satisfied from this facilities. whereas 125 (69.44%) respondent are satisfied with drinking water available in the college library, 145 (80.55%) respondent are satisfied from equipment's and 5 (2.78%) are not satisfied , 120 (66.67%) respondent are satisfied with lighting and ventilation facility.

Finding:

- 1) Generally 30% respondent belongs to the diploma of pharmacy and 70% respondents belong to the degree of pharmacy.
- 2) Out of 180 respondent's 84(46.67%) respondents were male, and 96(53.33%) respondents were female respondents.

- 3) The main purpose of respondents to visiting the library is borrowing books from the library and for reading the journals in the library.
- 4) Most of the respondents to collect the information from the books or reference book.
- 5) Most of the respondents 130 (72.22%) are satisfied with the collection of general books and 50(27.78%) respondents are not satisfied with the collection of general books.
- 6) Most of the respondents are satisfied with the library facilities such as, drinking water, reading room facilities in the college library premises.
- 7) It was found that 95(52.78%) respondent stated the circulation service as excellent and 10(5.56%) opined poor.

Conclusion:

Generally, if we study, it is seen that most of the students are getting their information from course books. This showed that the book material available in the library is useful and sufficient. From this, the main purpose of the student class, their need for information, the facilities provided, the requirements, the library materials, the interest of the students towards the library was available. This also led to the information of what innovations should be given. So this study is very important from library perspective. All librarians should do such a study.

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