EVALUATING USER SATISFACTION WITH DIGITAL LIBRARY SERVICES AMONG COLLEGE STUDENTS: A STUDY OF CENTRAL INSTITUTE OF BUSINESS MANAGEMENT RESEARCH AND DEVELOPMENT, NAGPUR

Dr. Sangita R. Chore
Librarian
Bar. Sheshrao Wankhede College of Arts and Commerce, Khaperkheda

Dr. Rajendra H. Chore
Librarian
Central Institute of Business Management Research and Development, Nagpur

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Abstract :

Digital library services have become an important part of academic library provision. They enable students to access electronic books, electronic journals, online databases, institutional repositories, library websites, and web-based catalogue services. The present study examines students' awareness, use, and satisfaction with digital library services at Central Institute of Business Management Research and development, Nagpur. A structured questionnaire was used to collect data from 60 students. The data were analysed using frequency and percentage. The findings show that most students were aware of digital library services and used them mainly for study, assignments, and project work. A majority of the respondents expressed satisfaction with the services. However, slow internet connectivity, lack of awareness of available electronic resources, and inadequate user training were identified as major problems. The study recommends regular orientation programmes, improved internet facilities, greater promotion of electronic resources, and continuous user support from the library.

Keywords : Digital library services; user satisfaction; e-resources; college libraries; students; academic libraries.

Introduction :

The rapid growth of information and communication technologies has changed the nature of college library services. In addition to printed books and journals, academic libraries now provide access to e-books, e-journals, online databases, library websites, Web OPAC, institutional repositories, and other digital information resources. These services help students obtain information beyond the physical boundaries and working hours of the library.

Digital library services are particularly useful for students because they support learning, assignment writing, project work, examination preparation, and access to current

information. The effectiveness of such services depends not only on their availability but also on students' awareness, ease of access, usefulness, technical support, and satisfaction. Previous studies on digital and electronic library services commonly use structured questionnaires and descriptive statistics such as frequency and percentage to assess user awareness, usage, and satisfaction.

Therefore, the present study attempts to assess user satisfaction with digital library services among students of Central Institute of Business Management Research and development, Nagpur**.**

Objectives of the Study :

1. To study students' awareness of digital library services.
2. To examine the use of digital library services by students.
3. To identify the types of digital resources used by students.
4. To measure students' satisfaction with digital library services.
5. To identify the problems faced by students while using digital library services.
6. To suggest measures for improving digital library services in the college library.

1. Scope of the Study :

The study is limited to the students of Central Institute of Business Management Research and development, Nagpur . It focuses on awareness, use, satisfaction, and problems related to digital library services such as e-books, e-journals, DELNET, Shodhganga, Web OPAC, library websites, and other online resources made available through the college library. A total of 60 students were randomly selected for the study.

2. Data Analysis and Interpretation :

A total of 60 questionnaires were distributed among students, and all 60 completed questionnaires were considered for analysis.

Table 1: Distribution of Respondents by Class

Class	Number of Students	Percentage
First Year	22	36.67
Second Year	20	33.33
Third Year	18	30.00

Class	Number of Students	Percentage
Total	**60**	**100.00**

Table 1 shows distribution of respondents by class that 36.67% of respondents were from the first year, followed by 33.33% from the second year and 30% from the third year.

Table 2: Awareness of Digital Library Services

Awareness Level	Number of Students	Percentage
Aware	48	80.00
Not aware	12	20.00
Total	**60**	**100.00**

Table 2 indicates that 80% of the respondents were aware of digital library services, while 20% were not aware. This shows that awareness is reasonably high, but the library should make additional efforts to reach all students.

Table 3: Frequency of Use of Digital Library Services

Frequency of Use	Number of Students	Percentage
Daily	12	20.00
Weekly	22	36.67
Monthly	14	23.33
Occasionally	8	13.33
Never	4	6.67
Total	**60**	**100.00**

Table 3 reveals that 36.67% of students used digital library services weekly. Twenty percent used them daily, while 23.33% used them monthly. Only 6.67% had never used digital library services.

Table 4: Digital Resources Used by Students

Digital Resource	Number of Students	Percentage
E-Books	42	70.00
E-Journals	30	50.00
Library Website	28	46.67
Web OPAC	24	40.00
Shodhganga	18	30.00
DELNET	16	26.67

Table 4 shows that e-books were the most frequently used resource, with 70% of respondents using them. E-journals were used by 50% of students, followed by the library website (28 (46.67%), Web OPAC (40%), Shodhganga (18%) and DELNET (26.67%).

Table 5: Purpose of Using Digital Library Services

Purpose	Number of Students	Percentage
Study and Learning	46	76.67
Assignment Writing	38	63.33
Project Work	30	50.00
Examination Preparation	28	46.67
General Information	24	40.00

The data show that study and learning were the main reasons for using digital library services. Assignment writing (63.33%) and project work (50%) were also important purposes. The study also shows that 28 (46.67%) students use digital library services for Examination Preparation and 40% were for General Information.

Table 6: Overall Satisfaction with Digital Library Services

Satisfaction Level	Number of Students	Percentage
Highly satisfied	10	16.67

Satisfaction Level	Number of Students	Percentage
Satisfied	30	50.00
Neutral	12	20.00
Dissatisfied	6	10.00
Highly dissatisfied	2	3.33
Total	**60**	**100.00**

Table 6 indicates that 66.67% of students were either highly satisfied or satisfied with digital library services. Twenty percent were neutral, while 13.33% expressed dissatisfaction. Similar user-satisfaction studies show that availability, ease of use, reliable access, and technical support are important factors in users' assessment of digital library services.

Table 7: Problems Faced by Students

Problem	Number of Students	Percentage
Slow internet connectivity	32	53.33
Lack of awareness about e-resources	26	43.33
Lack of training	22	36.67
Difficulty in searching information	20	33.33
Login or password problems	14	23.33
No major problem	10	16.67

Table 7 reveals that slow internet connectivity was the major problem reported by 53.33% of respondents. Lack of awareness, insufficient training, and difficulty in searching for information were other important barriers. Studies of e-resource use have similarly reported awareness, access, usability, and connectivity as common factors influencing user satisfaction.

Major Findings :

1. A large majority of students, 80%, were aware of digital library services.
2. Most respondents used digital library services weekly or daily.

3. E-books were the most commonly used digital resource.
4. Study and learning were the major purposes for using digital library services.
5. Two-thirds of the respondents were satisfied with the available digital library services.
6. Slow internet connectivity was the most significant problem faced by students.
7. Lack of awareness and inadequate training affected the effective use of available e-resources.
8. Students required more guidance in searching, accessing, and using digital resources.

Conclusion :

Digital library services show a useful role in supporting students' academic needs. The present study found that most students were conscious of and satisfied with the digital library services available at Central Institute of Business Management Research and development, Nagpur. E-books, e-journals, and library web services were suitable for study, assignments, project work, and examination preparation. At the same time, problems related to internet connectivity, lack of awareness, insufficient training, and difficulties in information searching need attention.

The study concludes that the availability of digital resources alone is not sufficient. College libraries must promote their digital services, provide practical training, ensure reliable technical infrastructure, and offer continuous user support. Such measures can increase the effective use of digital resources and improve overall student satisfaction.

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