

# User's Satisfaction on Library Services in Anna University Engineering Colleges at Coimbatore City, Tamil Nadu: A Study

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**Abstract** – This paper makes an attempt to study the user's satisfaction in library services in the Engineering Colleges at Coimbatore. The survey was conducted in 32 Engineering College Libraries. The data were collected in the form of questionnaire stating the opinion on access to full text database in library, access to digital repository, issue of books to the users, opinion on gate register, facilities and services offered by the library and library staff supporting for discovering the information. The study revealed all users' need based services, reliability, responsiveness, timeliness, honesty and a caring approach. They want assistance for information access resource materials both print and online formats. On review of the literature, it was found that no comprehensive study on the user's satisfaction on library service in the affiliated Engineering colleges of Anna University in Coimbatore has been done. In order to bridge the gap between the services offered by the Libraries of these Engineering Colleges and the needs and expectations of the various users, present study has been proposed and conducted.

**Keywords:** Collection Development of Libraries, Evaluative, Engineering Colleges

## I. INTRODUCTION

Libraries are being influenced with the emergence of users. The libraries of Anna University affiliated Engineering Colleges in Coimbatore are in the beginning stage of user's applications. Only a few libraries have complete automation with ICT applications and others are half way through. There are many factors contributing for its successful and comprehensive applications. The attitude of librarians and library staff also contribute to the successful function of library and in offering their best services to the users. In view of the above, issues concerning the

functioning of Engineering college libraries, there is every need to undertake the study on user's satisfaction in the affiliated Anna University Engineering College libraries of Coimbatore.

Academic libraries have always been the door to learning for a great majority of the populations that they serve. They are knowledge centers and contribute to lifelong learning. For India, there are bumps in the road that leads to the goal of having an institution to serve the masses, which is even more imperative in the present information society, in a nation where 40 percentage of the population is living below the poverty line. A massive investment in Academic libraries has to be made to turn them into true information resource centers.

The status of Indian libraries is to be improved in terms of modernization as well as wider spectrum of collection. The following table reveals the fact about Indian libraries in India.

TABLE I VITAL STATISTICS ABOUT INDIAN LIBRARIES

Year	Particulars	Volume
1989	Expenditures	\$ 49,914,334
1989	Librarians	10,440
2009	Librarians	13,415
1988	Users	550,179
2008	Volumes	41,732,176

The current status of the public library system in India is hard to ascertain and describe, because a consolidated picture is not available. There are twenty-eight states and seven union territories in India. All have their own public library systems, structure, and pattern of financial assistance. Twelve of the states have enacted library legislation and rest is providing public library service without legislation.

TABLE II VITAL STATISTICS ABOUT INDIAN LIBRARIES

S.No.	State	Name	Year
1	Tamil Nadu	Tamil Nadu (formerly Madras) Public Libraries Act.	1948
2	Andhra Pradesh	Andhra Pradesh Public Library Act	1960
3	Karnataka	Karnataka Public Library Act	1965
4	Maharashtra	Maharashtra Public Library Act	1967
5	West Bengal	West Bengal Public Library Act	1979
6	Manipur	Manipur Public Library Act	1988
7	Kerala	Kerala Public Library Act	1989
8	Haryana	Haryana Public Library Act	1989
9	Mizoram	Mizoram Public Library Act	1993
10	Goa	Goa Public Library Act	1993
11	Gujarat	Gujarat Public Library Act	2002
12	Orissa	Orissa Public Library Act	2002

The objectives of the libraries in the college and universities in the modern days have changed in such a manner that the activities of the library shall be related to the daily needs and activities of an academic community, to the maximum possible extent. In this regard, the college libraries play a crucial role in making the students the good citizens of the country. The libraries in the modern days help the people to have the updated information in their hands, to improve their knowledge in their respective fields and to widen their views on a particular subject or discipline.

The growth and change of contemporary civilized society is matched by the growing size and complexity of library resources and services. The services rendered by the libraries in the universities and colleges are very much helpful to the academicians, students, scholars and the faculties. The Kothari commission has considered the library as ‘Intellectual Workshop’ for the researchers. All the wealth of knowledge of past and present gathered in the college and the university libraries have to be effectively and profitably used by the faculty and students.

**II. OBJECTIVES OF THE STUDY**

1. To find out whether the resources available in the library are satisfied;
2. To find out whether the users’ satisfaction with the library environment is helpful for reading;
3. To find out the satisfaction of opening hours, the systems and timings of the library;
4. To find out the users assessment about the library staff and their behavior towards them;

5. To find out the satisfaction level of ICT facilities and services provided by the library;
6. To find out the availability of E-resources, Digital library, repositories and library consortium;
7. To reveal the service rendered by the Engineering college Libraries and to find out the level of satisfaction derived by the users on the various facilities available;
8. To study the respondent’s opinion on usage of library resources and to assess the frequency of library visit by the users.

**III. STATEMENT OF THE PROBLEM**

After carrying out the discussion with their Research Supervisors and considering the above-said matters the researchers decided the subject for their thesis as user’s satisfaction on library services in engineering colleges at Coimbatore City: A study.

**IV. SCOPE AND LIMITATION**

The title of the study has been phrased as “A Study on User’s Satisfaction of affiliated Engineering Colleges at Anna University Coimbatore city”. It aims at investigating the level of user’s satisfaction with regard to the facilities offered by the libraries of the affiliated Engineering colleges of Anna University in Coimbatore. It focuses on user’s satisfaction on library resources, ICT infrastructure, and Digital Library and Library services. The study covered 32 Engineering college libraries in the Coimbatore city. The following are the details of the 32 engineering college libraries.

***Colleges Selected in the South Zone***

1. Akshaya College of Engineering and Technology
2. Hindustan College of Engineering and Technology
3. Hindustan Institute of Technology
4. Karpagam College of Engineering
5. Sri Eswar College of Engineering
6. S.V.S College of Engineering
7. J C T College of Engineering
8. Kalaivani Institute of Technology

### ***Colleges Selected in the North Zone***

1. Bannari Amman Institute of Technology
2. Kumaraguru College of Engineering
3. S.N.S. College of Engineering
4. S.N.S. Institute of Technology
5. P P G. College of Technology
6. KGISL Institute of Technology
7. Dr N.G.P Institute of Technology
8. Sri Guru Institute of Technology

### ***Colleges Selected in the East Zone***

1. Tamil Nadu College of Engineering
2. Maharaja Institute of Technology
3. Tejaa Shakthi Institute of Technology for Women
4. R.V.S.College of Engineering and Technology
5. K.P.R. Institute of Technology
6. Sri Sakthi Institute of Technology
7. Park Institute of Engineering and Technology
8. Kathir Engineering College

### ***Colleges Selected in the West Zone***

1. Indus College of Engineering
2. Coimbatore Institute of Engineering and Technology
3. Raganathan Engineering College
4. Sri Ramakrishna Institute of Technology
5. Easa College of Engineering and Technology
6. United Institute of Technology
7. K.T.V.R Knowledge park of Technology
8. Nehru Institute of Engineering and Technology

The libraries under Anna University zones engineering colleges are well recognized for their specialization of full-fledged study material for the learner.

## **V. NEED FOR THE RESEAERCH**

The outcome of all research work will certainly be important and useful to the society. This research will also be useful to many fellow research librarians of different universities and persons interested in library science and to improve the storage of university library.

A library is an important part of an educational institute and the engineering college library is the heart of the college, and in the same way, the collection of books in the library is the heart of the library. To fulfill the aim of the engineering college libraries one should have a great book storage capacity. The availability of the books, the process and storage provided by the library to the user and the books collection available in the library are important features of the library to fulfill the requirements of the users. The control over storage of the books in the engineering college library is absolutely necessary.

The professionals connected with the library must contribute to the engineering college libraries and this research will be useful to understand the collection development in the engineering college libraries and to have complete information regarding effective factors.

## **VI. METHODOLOGY OF THE RESEARCH**

The researchers have used the questionnaire method for the collection of data that it is difficult to collect the data regarding the perceptions beliefs, feelings, motivators, attitudes, views, past behaviors of an individual and etc. This is why the researchers have used the questionnaire for the collection of the research data. It is important to observe carefully the minute details of the libraries for an exhaustive survey of these engineering college libraries of Coimbatore, Tamil Nadu. The questionnaire methods are used keeping in mind the above point of view. The questionnaire method is frequently used in survey-type research by the researchers.

### ***A. Data Collection***

Out of the available techniques, the researchers have adopted the questionnaire technique for the data collection. The questionnaire prepared by the researchers was administered in two ways, for example one way through post another way in person. The researchers sent the questionnaires to the librarian's of the engineering college libraries of the Coimbatore city through post and whenever required; the researchers visited the place in person and got the questionnaire.

The analysis of the information available from the questionnaire prepared for the research was carried out using different methods, and the results were given in tabular format; in addition the tabulated information was also shown in the form of graphs and charts with percentage whenever required.

#### VII. FINDINGS OF THE RESEARCH

1. Out of eight hundred sample respondents, majority of the respondents (55.25%) are satisfied with the functioning of the library.
2. It is found that 70% of respondents are convenient with the library timings and 20% of respondents felt very convenient and 10% expressed their inconvenience.
3. 25% of the respondents have used the library for one hour when they get time, 22.50% of them spent 10-20 minutes, 21.25% of them spent 20-30 minutes, 13.75% of them spent 30-40 minutes, 11.25% of them spent more than one hour and 6.25% of them spent up to 10 minutes.
4. 40% of the respondents visit the library weekly, 35% of the respondents visit the library daily, 13.75% of the respondents visit the library once in a month and 11.25% of the respondents visit once in every fortnight.
5. 78.75% of them have stated that the lending period for home reading is sufficient.
6. With regard to the use of regular resources, it is found that 11% books, 15% journals, 15.6% theses/dissertation, 3.6% project reports, 6.2% back volumes, and 15% question bank, 10% audio visuals, 5.5% E-Book, 11.7% E-Journals have been regularly utilized and 6.2% of respondents have made use of other resources.

#### VIII. SUGGESTIONS

Based on the findings, the following suggestions are put forward to improve the library services in order to increase users' level of satisfaction:

- The college libraries should adopt appropriate techniques to provide the best information services.
- The College libraries should enable the users to keep up with the innovations by providing them various information services.

- Current awareness bulletins, newsletters, new edition lists, forthcoming events and conferences and lists of translated material should be compiled regularly and should be kept ready for the availability of the users.
- Selective dissemination of information should be established according to user's interest profiles.
- There should be a proper feedback mechanism to monitor the effectiveness of the service. Regular surveys of the user should be conducted to know the continuity/discontinuity of the existing services and book collections and initiation of new services.

#### IX. CONCLUSION

All libraries are facing new challenges such as a changing client's base, multiple information formats, multiple information and communication technologies and changes in methods of teaching and learning. Most library surveys, however, find that few users are aware of existing library services. One of the problems lies in the fact that little emphasis has been placed upon the understanding of users and their needs, and services. The study revealed that the sincere expectations of a user are basic services, reliability, responsiveness, timeliness, honesty and a caring approach. They want for information access, and to read materials in both print and online formats. Always the gates of knowledge and wisdom are open for new enhance. For the field of the library, let this piece of research be a beacon of light.

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