

User Experience of Library Services of Asansol Engineering College, Asansol, West Bengal: A Case Study

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Abstract:

This study examines the usage pattern of library resources and services by the users and also their satisfaction level with current resources and services. The study also tries to find out the problems relating to services, opening hours and e-library services. For collecting data, 120 well structured questionnaires were distributed among the students. It is found that maximum of respondents are satisfied with infrastructure, book collection and library services relating to circulation service and reference service. Maximum numbers of students visit the library for issuing text books. Certain numbers of respondents express their dissatisfaction over digital library services. On the basis of the findings some suggestions have been put forth to ensure user satisfaction providing better library services.

Key Words: User Study, E-journal, E-books, E-resource, Digital Library

I. INTRODUCTION

Academic library is the heart of the institution and it holds a very important position in the academic system. Being an integral part of the system, library is committed to provide excellent resources and services to the users community. Main objective of an academic library is to make required information available and accessible to the users at the right time. The effectiveness and efficiency of library services are determined by library users. Only users can say whether the library is playing its role properly or not. So user study on various aspects of library services may be an important guide in determining the future direction of library development

User study is a type of research study which involves collection of information by the researcher from a sample of individuals using questionnaires or interviews. It is the most widely used means to know the characteristics and behaviour of the users of the system and services. Library user study is directly linked with the performance of the library and services provided. User study is one of the crucial weapon through which information requirements of the users can be analysed to find out the most suitable method of service which can help to develop an appropriate library system.

II. LITERATURE REVIEW

Ravikumar, N. et al (2015) conducted a study to evaluate user experience of library services and found that 78% of users used books as an information resource, 67% of users used reference books , 38 % used periodicals and a majority of visitors used daily news papers. In case of computer based services, 67 % used e-mail service, 86 % browsed internet, 27 % searched e-journals, only 4 % searched CD ROM databases. It was also found that students are interested in reading magazines, competitive examination related books.

Saini, P.K. et al (2014) observed that only 19% students depend on the library for use of internet facility and the others use this facility at home, cyber cafe or from mobile/laptops. Most of the students (95%) visit library for issuing books.

Bhagwandin, J. (2014) found that students prefer online system and need training to get maximum benefit of the system.

Dickenson, Don (2006) discussed how academic library help faculty and students and found that 67% students got help from library staff to find books , journals and web resources. Most students use library web site to access catalogue (79%) and to access online database or journal article (67%)

Salauddin, Nazia (2010) conducted a study to find out the nature and needs of the users of an engineering college library and observed that in the time of information and communication advancement where internet is easily available for every respondent, they still visit library regularly though frequency differs among individual students. Respondents from Mechanical and Computer Science Engineering disciplines are most frequent library visitors. Majority of the users visited the library before the examination.

Bahatia, Jaspal Kaur (2011) in her study found that internet is attracted the users as an easy source for accessing information and only a sizable number of students seek information from e-resources frequently.

Gunasekera, Chamani (2010) surveyed usage of an academic library. The survey revealed that majority of respondents (60 %) visited the library daily while 23 % of respondent visited during the time of need. The main purpose of visit was to borrow books. 96 % of users used borrowing facility, 93 % used reference collection and 93 % took the facility of photocopying. Most of the respondents mentioned that reference sources were most important for their learning while internet and text books were ranked as 2nd and 3rd important information sources.

Allen, Mery Beth (1993) found the necessity of instructional services and orientation programs to ensure best use of it's resources.

Das, Kailas Chandra and Acharya Jeoshnamayee (2014) in their study found that majority of respondents needed information relating different programs of studies offered by Universities and research institutions. The study revealed that majority of users took help of library staff to find resources. Different purposes for seeking information were preparing class lectures (21.11 %), updating knowledge (20.59 %), observation and experiment (20.38 %). Majority used e-resources eg. e -books, e-journals, online databases, internet. INFLIBNET (26.99 %) and DELNET (22.16 %) were two preferred consortia used by the respondent.

Reddy, Komala Indrasena (2016) found that majority of respondents (46.95 %) were making use of library for borrowing books and 22.92 % were using e-resources. It was also revealed that 86.37 % of respondents were aware about the available e -resources. Among the respondents 37.39% used e-resources at library, 29.27 % from their department and rest from others. 98.26 % of total respondents were satisfied excellently with the available e-resources.

Laltlanmawii, R & Verma, Manoj Kumar (2016) observed that majority of users (76 %) were satisfied with the e-resources the library provided. 60 % of respondents preferred print resources where as 40 % preferred e-resources.

Khan, Javed (2016) observed that 83.33 % of UG students were visiting library to borrow books and 85.71% of PG and 83.33 % of faculty members read news papers and magazines and borrow books. It was that periodicals, magazines are the sources used mostly.

Yusuf, Felicia & Iwu, Juliana (2010) in their study “ Use of Academic Library: A Case Study of Covenant University, Nigeria ” found that 87% of the student visited library to read for examination purpose while most faculties visited library to read journals print or online. It was also revealed that students used OPAC more than the faculties.

Kabiraj, Newton & Roy, Sanku Bilas (2013) in their study “ User Study of College Libraries Under North Bengal University, West Bengal ” found that 40 % of the total; respondents visited library for borrowing /returning books. 57 % of total respondents took help to locate their reading materials followed by 20 % and 17 % of the respondents got their desired information resources through OPAC or through the help of faculties.

III. OBJECTIVE OF THE STUDY

- a. To know the purpose of library visit
- b. To determine the frequency of library visit of the students
- c. To know the level of use of different information resources
- d. To know the status of library collection
- e. To asses the users' need
- f. To know the level of satisfaction of the users

IV. METHODOLOGY

For this study survey method was used. All total 120 questionnaires were distributed among the students, 114 filled in questionnaires were collected from the students. Response rate was 95%. Data was analysed using simple percentage technique.

V. DATA ANALYSIS AND INTERPRETATION

Physical facilities:

Table I shows that 59.7% of the respondents indicated that facilities like lighting and ventilation are good followed by 38.6% indicated as very good and 2 % considered the facilities as poor. In case of furniture and seating arrangements 61.4% of the respondents indicated as good followed by 24.6% as very good and 3.5% as poor. In case of reading area 61.4% considered it as good followed by 26.3% as very good and 12.3 % as poor.

Table - 1

Description	Frequency			
	Very good (%)	Good (%)	Poor (%)	Very Poor (%)
Lighting / Ventilation	44 (38.6 %)	68 (59.7 %)	2 (.02%)	
Furniture / Seating Arrangements	28 (24.6%)	70 (61.4 %)	12 (10.5%)	4 (3.5%)
Reading Area	30 (26.3 %)	70 (61.4 %)	14 (12.3%)	

Purpose of library visit:

Among the total respondents 45.7% visit library frequently and 50.9% visit sometimes for studying in the library. 44% visit to get online information frequently. 5.3% of library users never visit library to get online information. 45.6% of respondents visit library to borrow or return books sometimes followed by 40.4 % visit frequently, 10.5% rare and 3.5% never borrow books from the library.

Table - 2

Description	Frequency			
	Frequently (%)	Sometimes (%)	Rare (%)	Never (%)
To Study	52 (45.7%)	58 (50.9%)	4 (3.5%)	

To get online information	44 (38.6%)	46 (40.4%)	18 (15.8%)	6 (5.3%)
To borrow / return books	46 (40.4%)	52 (45.6%)	12 (10.5%)	4 (3.5%)
To read ref. books	20 (17.5%)	70 (61.4%)	18 (15.8%)	8 (7%)
To read journals	18 (15.7%)	28 (24.6%)	46 (40.4%)	26 (22.8%)
To read news papers	18 (15.7%)	46 (40.4%)	24 (21%)	26 (22.8%)

Source of Information used:

Table 3 shows that most of the students (84.2 %) prefer books as source of information . 33.3 % of the respondents use journals and magazines sometimes, 17.5% frequently, 35% rare and 14 % of students never use journals and magazines. 35% of students use e-journals sometimes followed by 33.3% rare and 19.2% frequently. 12.3% never use e-journals. In case of e-books 38.6% of respondents use frequently followed by 36.8% sometimes, 15.8% rare and 8.8 % never use e-books.

Table - 3

Source	Frequency			
	Frequently (%)	Sometimes (%)	Rare (%)	Never (%)
Books	96 (84.2%)	18 (15.8%)		
Journals & Magazines	20 (17.5 %)	38 (33.3 %)	40 (35 %)	16 (14 %)
E-Journals	22 (19.2%)	40 (35 %)	38 (33.3%)	14 (12.3 %)
E-Books	44 (38.6 %)	42 (36.8 %)	18 (15.8%)	10 (8.8%)

Awareness of e-journals/internet facilities:

Table 4 shows that 84.2% of the respondents are aware about availability of internet facility in the library where as 77.2% are aware about e-journals.

Table - 4

Facilities	Yes (%)	No (%)	Not Sure (%)
Internet facility	96 (84.2 %)	10 (8.8 %)	8 (7 %)
Availability of e-journals	88 (77.2%)	12 (10.5 %)	14 (12.3 %)

Places where students access the internet:

Table 5 shows that 36.8% of the library users access internet from library frequently followed by 33% sometimes, 21% rare and 8.8 % never. 14 % of the respondents use computer lab for internet access frequently and 26.3% use sometimes. 35% use computer lab rare and 24.6% never to access internet service. 19.3% use internet lab frequently to access internet whereas 31.6% use sometimes. 38.6% of respondents never use internet lab to access internet. Most of the respondents use library to access internet.

Table - 5

Description	Frequency			
	Frequently (%)	Sometimes (%)	Rare (%)	Never (%)
Library	42 (36.8%)	38 (33%)	24 (21 %)	10 (8.8%)
Computer Lab.	16 (14 %)	30 (26.3%)	40 (35%)	28 (24.6%)
Internet Lab.	22 (19.3%)	36 (31.6%)	12 (10.5%)	44 (38.6%)

Internet is primarily used for:

Students use internet for many purposes – database search, reading e-journals, reading e-books etc. From table 6 it is clear that majority of students (72%) use internet for e-mail. 66.7% of total respondents use internet for reading e-books, 63.2% for database search and 31.6% for reading e-journals.

Table - 6

Purpose	No. of respondents	Percentage
Database Search	72	63.2 %
Reading e-journals	36	31.6 %
Reading e-books	76	66.7 %
e-mail	82	72 %
Chat	70	61.4 %

Need for information:

Students information to satisfy various needs such as preparing for examinations, project work and others .Table 7 shows that majority of students (89.4%) need information for preparation of their semester examinations , 45.6 % of total respondents need information for project work.

Table - 7

Purpose	No. of respondents	Percentage
Preparing for examination	102	89.4 %
Working for project work	52	45.6 %
Others	28	24.6 %

Source of reference:

During study it was found that students collect reference from various sources. 64.9% collect reference from subject teacher, 45.6% from senior students. 66.7% from internet and 10.5% from online catalogue.

Table - 8

Reference source	No. of respondents	Percentage
Subject teacher	74	64.9 %
Senior students	52	45.6 %
Internet	76	66.7 %
Abstracting/Indexing journals	4	0.04 %
Online catalogue	12	10.5 %

Search strategy:

To get appropriate information relating required documents, students apply various strategies simultaneously. 40.6% of the respondents take the help of librarian followed by 29.8 % take the help of library staff, 28% other students and 19.3% search themselves.

Table - 9

Description	No. of respondents	Percentage
Help of Librarian	46	40.6 %
Help of library staff	34	29.8 %
Help of other students	32	28 %
Search yourself	22	19.3 %

Library collection:

Table 10 shows that majority of respondents (63.2%) are satisfied with the library collection. 24.5 % indicated the collection as excellent while 12.3 % considered it as poor.

Table - 10

Description	No. of respondents	Percentage
Excellent	28	24.5 %
Good	72	63.2 %
Poor	14	12.3 %

Level of satisfaction with the digital library service:

Table 11 shows that 21% of the total respondents indicated that the digital library service as excellent whereas 54.4% considered it as good, 19.3% as poor and 5.3% did not know about the facility.

Table - 11

User Response	No. of Respondents	Percentage
Excellent	24	21 %
Good	62	54.4 %
Poor	22	19.3 %
Don't Know	6	5.3 %

Level of satisfaction with the overall library services:

Table 12 shows that majority of students (70.2 %) are satisfied with the library services. 17.5% of total respondents considered it as excellent and only 12.3% considered it as poor.

Table - 12

User Response	No. of Respondents	Percentage
Excellent	20	17.5 %
Good	80	70.2 %
Poor	14	12.3 %

VI. FINDINGS

- Most of the users are satisfied with the physical facilities provided though almost all of the respondents suggest for photocopying facilities.
- A good percentage (61.4%) of respondents visit to the library for reading reference books .
- 84.2% of total respondents frequently use books as source of reference whereas 21.4% frequently use journals as source of reference.
- Students prefer e-books and e-journals rather than print journals
- Almost all the respondents are aware of the internet facilities available in the library. 36.8% of the total respondents access the facility frequently and 33% access sometimes from the library.
- Most of the students need information for examination purpose.
- 66.7% of the total respondents collect reference from internet followed by 64.9% from subject teacher and 45.6% from senior students.
- For searching their required documents 40.6% take the help of librarian followed by 29.8% take the help of library staff and 19.3% search themselves.
- Maximum number of respondents are satisfied with the library collection.
- 54.4% indicated the digital library service as good and 21% as excellent.
- 70.2% of the total respondents indicated the overall library service as good followed by 17.5% as excellent.

VII. SUGGESTIONS

- Sufficient measures should be taken to make the Students aware of every facility/service available in the library. Library staff should take special initiative to ensure maximum use of library resources.
- Awareness and training program regarding information sources and services may be conducted at regular interval.
- Faculty members should take sufficient measures to ensure optimum use of library resources. There should be a parity between references given and library collection.
- Students should be encouraged to consult journals and other library resources to complete their assignments/project works. Only then valuable e-resources subscribed by the college may be utilised.
- E-mail service may be adopted to intimate the users about new arrivals or others.
- Scanning, Printing and Photocopying facility should be introduced.
- College web site should be used to provide online library services.

VIII. CONCLUSION

Library is the heart of any academic institution. It plays a vital role in study and teaching. As an integral part of the academic system, duty of the library is to collect, process and disseminate information to satisfy the needs of the clientele. For this it is essential to know users' need, readings habit etc. User study help the library to know it's user better. From the above study it is found that in this age when dependence on internet is growing day by day, most of the students prefer books as source of information and depend on library books for their preparation for semester examinations or others. As they also prefer online information, library should collect authentic and useful online information sources for the benefit of the users.

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