

USERS SATISFACTION OF ENGINEERING INTUITIONAL LIBRARIES IN CHITTOOR, ANDHRA PRADESH – A SURVEY

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ABSTRACT

The purpose of this study was to investigate the observation and use of engineering college libraries by the user's satisfaction of Chittoor, Andhra Pradesh. Structured questionnaires were used to collect data from a representative sample of 150 library users. The study found that a majority of the students were used library and these staff for friendly communication. Physical Facilitates was the satisfied with users. A number of users visited library are more than once a week. Handling of catalogue cards though the department wise by the users. Hence the hypothesis is tested is accepted.

KEYWORDS: Library Collections, Users, Engineering Libraries

INTRODUCTION

The survey is a remarkable activity and recognized and universally accepted part of modern society. By this, there is possible adventure to control situations of increasing size and complexity, of obtaining perspective and standards of comparison. The surveys are conducted by different persons for different purposes. For example, the businessman needs to know not only what is going on in his own firm but in firms in the same line, the Government needs to know how many people there are, where, and what they do for living, the traffic engineer needs to know how may vehicles use certain routes, and how the numbers are distributed in different routes in a day and the journalist needs to know the facts in the society such as the opinion and favourable attitude of the people on political party in the election time and consumers of a distributed things of a firm for the news to a periodical. At the same time, the methods of planning, carrying out and analyzing surveys have improved. The fact the survey at its best is still often a very imperfect implement is now due mainly to the intractable nature of the material, especially where human beings are concerned, if one

human being is enough to investigate, human beings in their social secret, interacting with one another and subject to influences of all kinds, are very much more difficult.

REVIEW OF LITERATURE

Owolabi (2011)¹. This article is a survey of catalogue use by engineering students in Nigerian universities libraries. Simple random sampling technique was used to select one thousand three hundred and sixty-eight engineering students from three universities in the country. A questionnaire was used as the main instrument for data gathering. Some of the findings revealed that a majority of the student survey participants make use of the catalogue occasionally and prefer to browse through the shelves when searching for information in the libraries. This article recommends that library use instruction should be included in the university curriculum and that librarians should provide practical demonstrations on the use of various catalogues to students during orientation programs.

Yekanath Ningappa (2010)². The paper aims to highlight the present developments in Information and Communication Technologies (CIT) and their impact on the users' community in engineering and other technological libraries with special reference to the R.V. Engineering College Bangalore. The authors also have stated that present digital technologies have made drastic impact on users' needs.

Mulla (2010)³. This study intended to carry out a survey of engineering college libraries that have computerized their operations and services. It provides an implicit view of the professional experiences of the engineering college librarians in computerizing their house keeping operations. Information was collected using a structured questionnaire mailed to 128 engineering college librarians, of which 102 (79.69%) were received duly filled with all the relevant information requested in the questionnaire. It was observed that 13.73% of the libraries were not automated for reasons which varied from library to library such as lack of computer facility, financial problems, lack of trained manpower and inadequate library collection. The study was limited to the automated libraries of engineering college in Karnataka which gives a status view of the software packages used by different libraries and the opinion of the librarians and library staff about the performance of the software they use. No comprehensive survey has been conducted at national or local level to reveal the status of the software and related problems faced by engineering college libraries in India. The current study, although focusing only on libraries in the Karnataka state, results could perhaps be generalized to the country as a whole and should prove useful as an indication of issues and problems with library software.

Kumar, Krishna (2008)⁴. The article surveys the technical institute libraries in Ghaziabad, Utter Pradesh, India. The study, the article indicates, seeks to determine a profile of each library including its collection of materials, tools that users can utilize its collection, the budget of the library, and the user-population characteristics. Topics include a formal listing of the objective of the study, the methodology used in the study, and a review of the literature found in the libraries. Also discussed is the interpretation of the data.

OBJECTIVES

- To know the frequency of the users in visiting the library.
- To know the adequacy of the library collection in their subject.
- To know the users views on the need of Xerox facilities.
- To know the opinion of the users regarding the need of users Orientation Programme.
- To know the satisfaction of users with regard to the physical facilities available in the library.

Hypothesis

- There is no relation between the type of users and frequency of visiting the library.
- There is no relation between the types of users and preference of author's books.
- There is no relation between the usage of Catalogue cards and the Course of study of the students.
- There is no relation between the type of users and pickup the materials required by them in the library.
- There is no relation between the satisfaction of users and availability of physical facilities.

Limitations

- The study covers 02 library users (B.Tech and Asst.Professors) of Engineering Institutions in Chittoor, Andhra Pradesh only.
- The study is limited only for library user of Engineering Institutions in Chittoor District and does not include the Diploma, M.Tech, M.C.A, Professors and Associate Professors users or other members.

METHODOLOGY

The present study was carried out to analysis the A Survey of Engineering Intuitional Library Users in Chittoor⁵, Andhra Pradesh, India. The structured questionnaire was distributed to all the library users. Simple Random method was used to 200 questionnaires were distributed to engineering institution library users, out of which 150 responses were received. This constitutes 75.00% of the total response and same was used for analysis purpose, mentioned in table 1 that 70.67% library users are students and 29.33% faculty members. Library users' wise distribution of data is represented through a bar diagram (Figure1).

Table No. 1 Questionnaires Response Rate for users

S. No.	Library Users	No of questionnaire Distributed	No of Responses Received
1	Faculty	50 (25.00)	44 (29.33)
2	Students	150 (75.00)	106 (70.67)
	Total	200 (100)	150 (100)

(Figures in Parentheses indicate percentage)

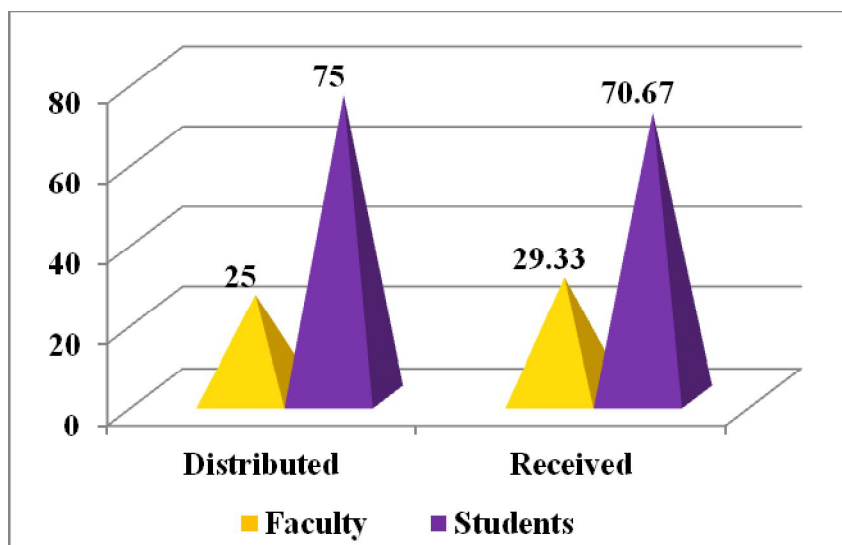


Figure 1: Library Users-wise distribution of respondents

Data Analysis

Library Visiting

A question has been put to the users on their average use of library. The replies are shown in Table No. 2.

Table No 2: Distribution of users according to frequency of visiting the library

S.No.	Visiting the library	No of Users
1	More than once a week	105 (70.00)
2	Once a week	30 (20.00)
3	Once a fortnight	2 (1.00)
4	Less frequently	7 (5.00)
5	Not at all	6 (4.00)

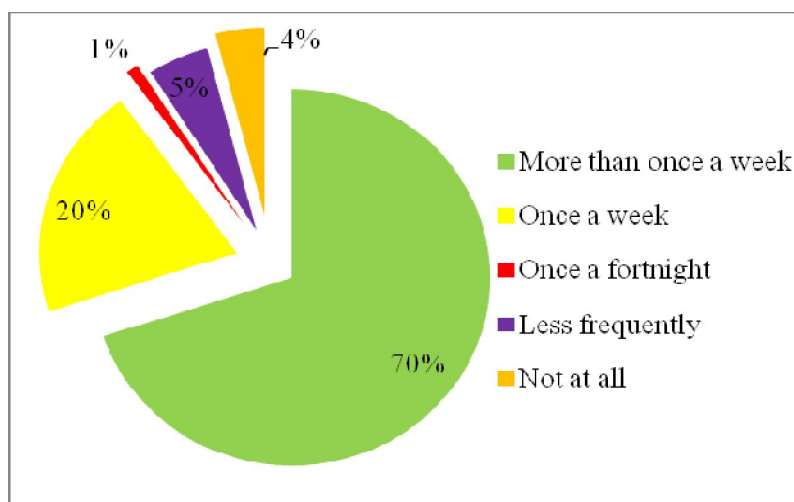


Figure 2: Distribution of User's According to Frequency of Visiting the Library

It is evident from Table No. 2 that most of the users 105 (70%) are using the library more than once a week. 30 (20%) users are using the library once a week, 7 (5%) are using less frequently, 6 (4%) are using Not at all and 2 (1%) using once a fortnight. Therefore, all the users using library at different levels.

BOOK COLLECTION

Adequacy of Library Collection

A query has been put to the users of know the adequacy of library stock for their needs. The replies have been received from the users and are indicated in Table No. 3
Table No. 3 adequacy of the library stock indicted by the users

S.No.	Adequacy	Number of Users
1	Adequate	62 (41.00)
2	Inadequate	88 (59.00)

It is evident from Table No. 3 that most of the users 88 (59%) have expressed their view of the inadequacy of the library books on their subject. It is also evident from that table 62 (41%) of users expressed that collection is adequate.

Use Authors Books

The question has been asked to know the users are following the Indian Author books or Foreign Author books or both books replies given by them are shown in Table No 4.
Table No 4: Replies that which authors books following the users

S.No.	Use of Authors Book	Number of Users
1	Indian Authors	65 (44.00)
2	Foreign Authors	59 (39.00)
3	Both	26 (17.00)

It is evident from Table No. 4 that the majority users are 65 (44%) following the Indian authors and 59 (39%) are following foreign authors and remaining 26 (17%) following the both.

Picking up of the Materials

A question has been put to the users to know how you picking the materials in the library did. The replies are shown in Table No 5.
Table No 5: Preference of Users by Pick of Documents

S.No.	Pickup of Documents	Number of Users
1	By using catalogue	25 (17.00)
2	By taking the help of the library staff	55 (36.00)
3	By going straight to the racks	70 (47.00)

It is evident from the Table No. 5 that most of the users 70 (47%) are going to straight to the racks. The remaining 36 (37%) users have using the help of the library staff and 17% users are having used the catalogue.

Use of Periodicals

To know the number of users using the periodicals for their study questions has been put to them. The replies received from the users are shown in Table No 6.

Table No 6: Distribution of Users According to the use of Periodicals

S.No.	Usage of Periodicals	Number of Users
1	Yes	42 (28.00)
2	No	106 (72.00)

It is evident from Table No. 6 that most of the users 106 (72%) are not using the periodicals for their study. The remaining users 42 (28%) are using the periodicals.

Help from Library Staff in Location of Books or Periodicals

A question has been put to know whether the users are taking help from the library staff in locating the books or information. The replies received from the users are shown in Table No 7.

Table No7: Distribution of Users according to help taken from Library Staff in locating the Books or Information.

S.No.	User Satisfaction	Number of Users
1	Yes	107 (71.00)
2	No	43 (29.00)

It is evident from Table No7 that most of the users 107(71%) have replied positively and remaining 43(29%) users have replied negatively.

Satisfaction regarding number of books issued.

A query has been put to know the satisfaction of the users with regard to the number of books issued at a time. The responses received from the users are shown in Table No 8.

Table No 8 satisfaction of the users with regard to the number of books issued at a time

S.No.	Satisfaction of the users	Number of users
1	Yes	72 (48.00)
2	No	78 (52.00)

It is evident from the Table No 8 that most of the users 78 (52%) have indicated that they have not satisfied with the number of books issued at a time. The remaining 72 (48%) of the users replied positively.

Inter Library Loan

A question has been put to the users to indicate their opinion regarding the provision of the inter library loan facilities to them. The respondents have given their opinions as shown in Table No 9.

Table No 9: distribution of users according to their opinion regarding the provision of Inter Library Loan Facilities.

S.No.	Library loan facilities	Number of Users
1	Yes	112 (75.00)
2	No	38 (25.00)

It is evident from Table No. 9 that most of the users 112 (75%) have indicated their opinion to provide Inter library loan facilities to them and the remaining 38 (25%) of the users have replied negatively.

User Orientation Programme

In order to know the opinions of the users on providing user orientation programme, a question has been asked. The replies given by the users are shown in Table No 10.

Table No 10: Users' Opinion on providing the user Orientation Programme

S.No.	Users' Opinion	Number of users
1	Yes	96 (64.00)
2	No	54 (36.00)

It is evident from Table 10 that most of the users 96 (64%) have indicated their opinion to provide Inter Library Loan facilities to them and the remaining 54 (36%) of the users have replied negatively.

Library Computerization

The question has been asked to the users about the satisfaction of computerization in your library. The replies have been given by them are shown in Table No 11.

Table 11: Distributions of Users regarding their Satisfaction in Computerization of Library.

S.No.	Computerization	Number of users
1	Yes	84 (56.00)
2	No	66 (44.00)

It is evident from Table No 11 that the users 66 (44%) are replied that there is necessity for fully computerization of library.

Photo Copying Service (Xerox)

The question has been put to the users to know the satisfaction about the photo copying services provided by the library. The replies have been received from the users and are shown in Table 12.

Table No 12: Suggestions of the Users regarding making of Xerox copies

S.No.	Photo Copying Service	Number of users
1	Yes	84 (56.00)
2	No	66 (44.00)

It is evident from Table No. 12 that the users 66 (44%) are replied that they are not satisfied with photo copying machine in the library and remaining 84 (56%) users replied positively.

Reference Collection

A question has been put to the users whether the library possess sufficient number of reference books for their study. The responses indicated by the users are shown in Table No 13.

Table No 13: User's opinion regarding the Adequacy of Reference Collection

S.No.	Adequacy	Number of users
1	Yes	117 (78.00)
2	No	33 (22.00)

It is evident from Table No. 13 that most of the users 117 (78%) indicated that the reference collection in the library is sufficient for their study. The remaining 33 (22%) users replied negatively.

Satisfaction with Present Working Hours

To know the satisfaction of the users with regard to the working hours of the library, a query has been put to the users. The replies are being shown in Table No 14.

Table No 14: Satisfaction of the users with the present working hours of the library

S.No.	Working hours	Number of users
1	Yes	66 (44.00)
2	No	84 (56.00)

It is evident that Table No 14 that most of users 84 (56%) are not satisfied for the present library working hours. The remaining users 66 (44%) are replying positively.

Library Equipments

A Comprehensive question has been put to users to know their opinion regarding the different equipments viz., Micro Film Reader, L.C.D. projector, tape recorder, television and O.H.P. (Over Head Projector). The opinions expressed by them are shown in Table No 15.

Table No 15: Distribution of users according to their Replies on Different Equipments

S.No.	Equipments	Yes	No
1	Micro Film Reader	0	150
2	L.C.D. projector	0	150
3	Tape Recorder	150	0
4	T.V.	150	0
5	O.H.P. Over Head Projector	150	0

It is evident from Table No15 that 150 (100%) of users are not satisfied with the Micro Film Reader and L.C.D. Projector provided by the library, and remaining all equipments i.e., Tape Recorder, T.V. O.H.P. Overhead projector provided by the library are satisfied by the users.

Comfortable Reading Room

A question has been asked to know the users the reading room is comfortable or not. The replies are received from them and are shown in Table No 16.

Table No 16: Replies from the users Comfortable of Reading Room

S.No.	Reading Room	Number of users
1	Yes	118 (79.00)
2	No	32 (21.00)

It is evident that Table No 16 that most of the users 118 (79%) have replied the reading room is very comfortable. The remaining users 32 (21%) are replied negatively.

Physical Facilities

A question has been put to the users to know their satisfaction on the physical facilities available in the library such as Ventilation, drinking water, furniture (tables and chairs etc), fans and lighting. The replies given by the users regarding their level of satisfaction on different aspects of physical facilities are shown in the Table 17.

Table 17: User's opinion regarding the Physical Facilities

S.No	Physical Facilities	Good	Satisfaction	Poor
1	Ventilation	122 (81.33)	13 (8.67)	15 (10.00)
2	Drinking Water	76 (50.67)	30 (20.00)	44 (29.33)
3	Furniture such as Tables and Chairs	111 (74.00)	12 (8.00)	27 (18.00)
4	Fan's	128 (85.33)	4 (2.67)	18 (18.00)
5	Toilets	132 (88.00)	2 (1.33)	16 (10.67)

It is evident from Table No 17 that the majority of the users 81.00% are 'good' with the present ventilation of the library. It is also evident that 29.33% of the users have replied that they are Drinking water is 'Poor'.

Testing of Hypothesis

Hypothesis 1: There is no relation between the type of users and frequency of visiting the library

Table No 18: Table Shows Frequency of Users Visiting the Library

S.No.	Frequency of users visited the library	Type of users		Total
		Students	Faculty	
1	More than once a week	75 (70.75)	30 (68.18)	105 (70.00)
2	Once a week	21 (19.81)	9 (20.45)	30 (20.00)
3	Once a fortnight	2 (1.88)	0	2 (1.33)
4	Less frequently	4 (3.77)	3 (6.81)	7 (4.66)
5	Not at all	4 (3.77)	2 (4.54)	6 (4.00)
Total		106 (100)	44 (100)	150 (100)
Tabulated value of $\chi^2_{0.05} = 9.49$				
Calculated value of $\chi^2 = 1.645$				

The calculated value of χ^2 is less than the tabulated value. Hence the hypothesis is accepted. From the above we can understand that there is no relation between the type of users and frequency of visiting the library.

Hypothesis 2: There is no relation between the type of users and preference of author's book.

Table No19: Users Preference on Authors Book

S.No	Type of Users	Use of Books			Total
		Indian Authors	Foreign Authors	Both	
1	Students	59 (90.76)	34 (57.62)	13 (46.42)	106 (70.66)
2	Faculty	6 (9.23)	25 (42.37)	15 (53.57)	44 (29.33)
Total		65 (100)	59 (100)	28 (100)	150 (100)
Tabulated value of χ^2 0.05 = 5.99					
Calculated value of χ^2 = 22.093					

The calculated value of χ^2 is more than the tabulated value. Hence the hypothesis is rejected. From the above we can understand that there is relation between the types of users and preference of author's book.

Hypothesis 3: There is no relation between the usages of catalogue cards and the course of study by the students.

Table No 20: Usage of catalogue cards by department wise by students

S.No	Course	Used	Not used	Total
1	Computer Science Engineering	11 (21.15)	15 (27.77)	26 (24.52)
2	Information Technology Engineering	14 (26.92)	6 (11.11)	20 (18.86)
3	Electrical and Electronics Engineering	9 (17.30)	11 (20.37)	20 (18.86)
4	Electronic and Communication Engineering	9 (17.30)	16 (29.62)	25 (23.58)
5	Electronic and Instrumentation Engineering	9 (17.30)	6 (11.11)	15 (14.15)
Total		52 (100)	54 (100)	106 (100)
Tabulated value of χ^2 0.05 = 9.49				
Calculated value of χ^2 = 7.656				

The calculated value of χ^2 is less than the tabulated value. Hence the hypothesis is accepted. From the above we can understand that there is no relation between the usage of catalogue cards and the course of study by the students.

Hypothesis 4: There is no relation between the type of users and pickup the materials required by them in the library.

Table No 21: users pickup the materials required by them

S.No	Type of Users	Pickup the materials required by the users			Total
		By using catalogue	By taking the help of the library staff	By going straight to the racks	
1	Students	12 (48.00)	42 (76.36)	52 (74.28)	106 (70.66)
2	Faculty	13 (52.00)	13 (23.63)	18 (25.71)	44 (29.33)
Total		25	55	70	150
Tabulated value of $\chi^2_{0.05} = 5.99$					
Calculated value of $\chi^2 = 7.513$					

The calculated value of χ^2 is more than the tabulated value. Hence the hypothesis is rejected. From the above we can understand that there is relation between the type of uses and pickup the material required by them in the library.

Hypothesis 5: There is no relation between the satisfactions of users and availability of physical Facilities.

Table No 22: Tables shows that Satisfaction of users on the availability of Physical facilities.

S.No.	Physical Facilities	Good	Satisfaction	Poor	Total
1	Ventilation	122 (81.33)	13 (8.67)	15 (10.00)	150 (100)
2	Drinking Water	76 (50.67)	30 (20.00)	44 (29.33)	150 (100)
3	Furniture such as Tables and Chairs	111 (74.00)	12 (8.00)	27 (18.00)	150 (100)
4	Fan's	128 (85.33)	4 (2.67)	18 (18.00)	150 (100)
5	Toilets	132 (88.00)	2 (1.33)	16 (10.67)	150 (100)
Tabulated value of $\chi^2_{0.05} = 15.5$					
Calculated value of $\chi^2 = 85.3$					

The calculated value of χ^2 is more than the tabulated value. Hence the hypothesis is rejected. From the above we can understand that there is a relation between satisfaction of users and availability of physical facilities.

FINDINGS OF THE STUDY

- Most of the users 70% are using the library more than once a week.
- Most of the users 59% indicated that the book collection in their subjects is inadequate and the remaining users replied positively.
- Majority of the users are 44% following the Indian authors and 39% are following foreign authors and remaining 17% following the both.
- Most of the users 52% have not satisfied with the number of books issued to them at a time. The remaining 48% users are replied positively.

- Most of the users 75% have indicated their opinion to provide Inter library loan facilities to them and the remaining users 25% have replied negatively.
- Most of the users 64% replied favorably that the user orientation programme is useful for their study. The others replied negatively.
- 56% of the users are satisfied with the Xerox service provided by the library.
- Most of the users 78% indicated that the reference collection in the library is sufficient for their study. The remaining users 22% are replied negatively.
- Most of the users 56% are not satisfied with the present library working hours. The remaining users 44% are replied positively.
- Complete 100% users are not satisfied with Tape recorder, T.V. and O.H.P. over head projector and the remaining two equipments Micro Film Reader and L.C.D. Projector are not satisfied i.e., the library not having the two equipments.
- Most of the users 79% have replied the reading room is very comfortable. The remaining users 21% are replied negatively.

CONCLUSION

Majority of the users indicated that the user orientation programme is useful and also they have shown interest in attending the user orientation programme in case the library provides. Therefore, the library should conduct the programme by enabling the users to exploit the resources of the library fully well. In this programme, the users should be told about the various facilities like inter library loan service, referral service, using of reference tools etc. They should also be told about using of catalogue, the duties of reference staff members with regard to answering of reference queries etc. They should also be informed about different types of publication, their arrangements, the classification, the way of locating their books etc. The library users must be invited periodically by the librarian to get their valuable suggestions on all aspects of the library for improving library services.

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