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## **USER SATISFACTION WITH FACILITIES AND SERVICES IN DEGREE COLLEGE LIBRARIES IN WARANGAL DISTRICT, A USER STUDY**

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### *Abstract*

*This article presents information on various ICT facilities and services provided in Its Aided Degree College Libraries of Warangal district Telangana State, Any library can be successful if its users are satisfied with the facilities provided and if they are in the interests of its users, current status of institutions providing library services such as traditional, and document delivery services and facilities like hardware, software and communication resources. User awareness is essential to make aware about various study resources available in library and help to increase the utilization of library. The analysis of the collected data covers the use of library resources, classification and catalogue, library services and physical facilities.*

**Keywords:** *Facilities, Degree College Libraries, Academic Libraries, , Library Users.*

### **Introduction**

“Higher education is considered to be a significant instrument for the development of any country, particularly for a developing country like India.<sup>1</sup> In India, higher education system provides access to a larger number of people so that a knowledge-based society could be built. Degree colleges require to provide high quality facilities and services from all the departments to retain and attract the students. Library facility should therefore start with analysis of the factors of library facilities which lead to user’s

satisfaction. The purpose of this paper was to know the user’s satisfaction with the facilities available in Degree Colleges in Warangal District

### **Definition of Academic Library**

Academic library is a library that is joined to an academic institution over the secondary level, serving the instructing and research needs of students and staff. These libraries fill two integral needs: to help the school educational plan, and to help the exploration of the school staff and students. The help of educating requires data assets for class readings and

for understudies. Before, the data assets for class readings, planned to enhance addresses as endorsed by the teacher, has been called holds. As per Fabunmi (2002)<sup>2</sup> “Scholarly libraries are operationally characterized as composed assortments of data assets (print and non-print) which structure a necessary piece of tertiary establishment.”

#### **Facilities:**

According to Illustrated Oxford dictionary facility is “an opportunity, the equipment or the resources for doing something.

#### **Degree College Libraries: Status**

The library is acclaimed as the ‘imperative wellspring of information’, the focal point of scholarly life and the central core of the any academic foundation. Unmistakably numerous revelations and advancements are really made in the library as an information center point and likewise tried in a research facility. It possesses a significant spot in modern education system and keeps up the costly instructive assets of the academic foundations. It is take action of the library experts to give reasonable data to any client whenever in order to spare his valuable time. The librarians are for the most part liable for the determination and assortment of material reasonable for libraries<sup>3</sup>. Libraries are focal point of learning and assume a significant job in supporting and satisfying the data necessities of parent foundations. For building up the productive, successful and logical advancement of data assets and administrations, the libraries should be structured and grew methodically.

Academic libraries as collecting information resources should focus on things highly required information needs of the users which are hardly possible for a single library in the present era of information. Librarians scrutinize the needs of students and instructors, as well as the main concern of the college or

university when deciding what to focus on. Academic libraries provide needed information of the users through available facilities and services.

#### **Objectives of Degree College Libraries**

Degree college library plays an important role for ensuring the success of higher degree. The principal activities of degree college libraries comprise the circulation, collection, development, access to electronic information resources, reference service, user education, etc. Libraries of degree colleges are expected to provide effective and trust worthy information using the latest information technology tools. The basic reason of the libraries of Degree College is to be an energetic tool for explaining the expanding possibility of knowledge. The library ventures to get together the consistent needs and demands of the users, from the senior academics engaged in advance research to the fresh entrant and stimulates the students and faculty to develop lifelong good reading habits<sup>4</sup>. It is becomes a source of centre of educational and scholarly pursuit for the students of Degree College. In fact, the degree college libraries have been established with the following

#### **Objectives:**

- I. To find out if users are satisfied with the services offered in the library
- II. To fulfil the basic needs of information to support teaching staff, graduates and study requirements of the users
- III. To facilitate and promote access to the fast growing and expanding collection of resources of information.
- IV. To circulate of this knowledge through teaching and learning purpose.
- V. To expand the bounds of information through technical work by students, teachers and

lifelong learners.

- VI. To help the students and the taught to achieve their degree and guide to higher education such as Post Graduation or employability.

A degree college library is a self-learning community for the greater part of the clients. It is a potential service-oriented college and, responsible for each part of exhibitions in the college. The definitive job of the library is to help instructing learning process in the present situation of training framework to which it is appended. It shouldn't be worked as a straightforward storage facility of books joined to an understanding room, however as a powerful gadget of education.

Academic libraries today change with respect to the degree to which they suit the individuals who are not subsidiary to their parent universities. Some offer reading and acquiring benefits to individuals from public in general on installment a yearly expense; such charges can change incredibly. The benefits so acquired ordinarily don't stretch out to such administrations as computer uses, other than to look through the list, or Internet get to. Then again, access to the libraries of certain universities is totally limited to students, faculty and staff. Indeed, even for this situation, they may make it feasible for others to obtain materials through between library loan programmes<sup>5</sup>.

The library is to be played an important role in the process of Education. Generations together the wisdom distilled their after mind of human beings evolved. Libraries play an important role from the ages in higher education in India. The activity of reading sharpens the minds of human beings and clarifies the concepts of study.

#### **Functions of the Degree College Library**

- I. To approve latest technology, e.g. automation in certain

areas saves the time and minimizes the possible time of the user by providing purposeful service.

- II. To achieve, process, systematize and make obtainable varied types of reading materials for meeting the needs of different levels of user
- III. To orient the students and offer them the resources useful for improvement of technical projects
- IV. To maintain the faculty members well-versed of the most recent amount of resources in their fields of specialization
- V. To arrange an information centre in library and provide reader suggested services as to enable them to utilize the library resources.
- VI. To achieve the proper funding policy authorities should be informed  
The achievements and attainments of literary output of the institute.

Automation process has changed the information dealing with exercises in the libraries of undergraduate colleges from the ongoing past<sup>6</sup>. The information society includes the significant advances that have involved data handling, and recovery to be consolidated in order to develop a coordinated framework which is fit for giving administrations uniquely. Toward this path, the automation of individual degree college libraries is an initial step rather a pre-essential for the improvement of such an exhaustive undergraduate library and data framework. The float in the improvement of data administrations with productive systems administration of these libraries will encourage the most ideal use of data assets.

### Resources in Degree College Libraries

The resources in any degree college library can be extensively assembled into two configurations for example print and electronic resources. The most helpful data assets in degree college libraries are print structure books, printed versions of magazines and diaries, back volumes of periodicals, reference books, gazetteers, past question papers, reports, word references, chart books and maps, indexes, venture reports, news papers, bulletins, and so forth.

For various reasons, under graduate college libraries are getting to and buying in print and electronic diaries and books. Coming of data and correspondence innovation particularly in web, the curators could think for electronic assets to fulfill the necessities of library benefactors. Presently the idea of information arrangement to users is moved from data accessibility to data access and dispersal to the users with nonstop assistance with before client work area. In this way, there is no alternative left to library experts with the exception of going for electronic assets. The electronic assets have an assortment of preferences which incited the library experts to fuse them in library assortments. Coming up next are the a portion of the assets in electronic configuration; E-Magazines, E- Audios, E-Databases, NPTEL Materials, E-News, E-Images, E-Books, E-Lectures, E-Journals, E-Subject Guides, E-Newsletter, E-Conference Proceedings, E-Reports, NLIST Journals and Books, E-Shodhsindhu, DELENT, DOAJ, DOAB, free online journals & books, National Digital Library and E-Directories.

Dr. S. Radhakrishnan, the Chairman of the University Education Commission (1948-49) says that teachers must have the vital devices for showing reason in the state of libraries and research centers for the correct kind of understudies. He likewise gave great articulation i.e., "The library is the core of

the University's work or education institution, and furthermore as respects its examination work and in a roundabout way as respects its instructive work, which gets its life from inquire about work. Specialists and employees need a library just as its labs, while for humanistic research. The preparation in advanced education establishments for example degree college libraries of learning and research is mostly an issue of figuring out how to utilize the instruments, and if the library devices are not there, by what means can the understudies figure out how to utilize them"<sup>7</sup>.

"Library Committee of University Grants Commission in 1957 headed by Dr. S. R. Ranganathan that dealt with in detail the role of the university library in academic development especially in the field of higher education India. The above observations can be summarizing in the words as

- I. The library is the core of education institution.
- II. Methods and design in education change from age to age, yet every age utilizes the library as a methods for understanding its things; consequently the library remains the incredible conservator of learning and research;
- III. Quality education is impossible without a quality library and data focus
- IV. A library is significant organ for appropriate misuse of our scholarly assets
- V. A library is fundamental for upkeep of free access to any one<sup>8</sup>

### Information communication technology:

It is characterized as, "Data and Communication Technology, is the innovation required for data handling according to the most recent needs. Specifically in the utilization of electronic computer and computer software to

change over, store, secure, process, transmit and recover data from anyplace, whenever round the clock<sup>9</sup> It comprises of innovation, for example, radio and the more current computerized advances like computer, satellite, cell phones and the web. Additionally it includes the Electronic assortment, altering, stockpiling, conveyance and introduction of data.

#### **Role of ICT in College Libraries:**

Information explosion and the developing ICT revolution has altered the advanced education set-up particularly college libraries to as far as possible. Usage of most recent innovation and computerization programming projects in library exercises has changed the conventional housekeeping tasks of the academic libraries. Libraries are now automated for example all the housekeeping activities are currently performed by utilizing with Information and Communication Technology. This technology is used in degree college libraries and data communities for the advancement of new information giving recovery administrations and computerization of library benefits in Degree College libraries. ICT is helpful in incredible broaden. It is valuable for improving proficiency of library benefits adequately in academic libraries. It gives the quality data and furthermore spares the space of the library and spare the hour of its college library supporters.

#### **Facilities of degree college libraries:**

Various facilities such as Reading Room, Book Bank Facility, Competitive Exam cell Book Exhibitions, Book Review Club, Earn While Learn, Reprography, Scanning, Softcopy of Syllabus, Question Bank, Open Access System, OPAC, Internet facility Library Website, Digital Information centre,

Online Library Newsletter, Institutional repository are available in degree colleges based on their exposure.

#### **Services of Degree college libraries**

Different services are being offered by the librarians for example, computerized issues return, reference service, referral service, news section service, indexing Service, access to open access resources, current awareness service, selective dissemination of information service, specific spread of data administration, bibliographic assistance, documentation service, user orientation /user education and so on ..

#### **Innovative Services**

In the present scenario library users are competent with the modern technology in the education institutions. They are mostly depending upon ICT based needs. As per the needs of the users in college libraries have to start innovative services such as Facebook, Whatsup, Telegram, library websites, library portals, Blogs etc. for share the latest information. And also Computerized Library Services, OPAC (Online Public Access Catalogue), Library Membership, Library Website and E-Mail, Library User Group, Institutional Membership, Book Exhibition and Lecture Series, Library Orientation Program, Internet and e-resource centre, Book Bank Scheme, Reference and Referral Service, Display of New Arrivals, Book Discount Scheme , Inter-Library Loan, Digitized News - Paper –Clipping Service, Dissertations, Thesis and Reports, E- Journals & E-Books under Inlibnet N-LIST programe and competitive cell various innovative services are providing to library users in degree colleges

**Table 1**  
**User opinion about books lending service in degree college libraries**

Response	Departments									Total
	GDC			ADC			PDC			
	B. Sc	B.Co m	BA	B. Sc	B.Co m	BA	B. Sc	B.Co m	BA	
Very satisfied	45 (3.65)	54 (4.38)	84 (6.81)	46 (3.73)	49 (3.97)	49 (3.97)	49 (3.97)	54 (4.38)	54 (4.38)	<b>484</b> <b>(39.22)</b>
Satisfied	28 (2.27)	29 (2.35)	34 (2.76)	17 (1.38)	34 (2.76)	34 (2.76)	26 (2.11)	29 (2.35)	32 (2.59)	<b>263</b> <b>(21.31)</b>
Neutral	16 (1.30)	23 (1.86)	25 (2.03)	26 (2.11)	25 (2.03)	27 (2.19)	21 (1.70)	18 (1.46)	28 (2.27)	<b>209</b> <b>(16.94)</b>
Dissatisfied	28 (2.27)	21 (1.70)	18 (1.46)	26 (2.11)	13 (1.05)	16 (1.30)	16 (1.30)	11 (0.89)	21 (1.70)	<b>170</b> <b>(13.78)</b>
Very dissatisfied	10 (0.81)	18 (1.46)	16 (1.30)	10 (0.81)	13 (1.05)	15 (1.22)	7 (0.57)	9 (0.73)	10 (0.81)	<b>108</b> <b>(8.75)</b>
<b>Total</b>	<b>127</b> <b>(10.29)</b>	<b>145</b> <b>(11.75)</b>	<b>177</b> <b>(14.34)</b>	<b>125</b> <b>(10.13)</b>	<b>134</b> <b>(10.86)</b>	<b>141</b> <b>(11.43)</b>	<b>119</b> <b>(9.64)</b>	<b>121</b> <b>(9.81)</b>	<b>145</b> <b>(11.75)</b>	<b>1234</b> <b>(100)</b>
Chi-Square: <b>38.683</b> Chi -square table value: <b>46.194</b> df : <b>32</b> Nature of Significant : <b>Not Significant</b>										

**Table 1:** indicates the user satisfaction with the lending services in the college libraries in Warangal. It is mentioned that the satisfaction level with the lending services was encouraging as 484(39.22%) felt very satisfied, 263(21.31%) felt satisfactory, 209(16.94%) were neutral, 170(13.78%) felt dissatisfactory, only 108(8.75%)

students felt very dissatisfactory about books leading services.

On the whole, it is found that the satisfaction level among the users with the books leading services is very satisfactory and the degree college libraries need to find the ways and means of recovering the existing services and offer more services to the students.

**Table 2:**  
**User opinion about reference services in degree college libraries**

Response	Departments									Total
	GDC			ADC			PDC			
	B. Sc	B.Co m	BA	B. Sc	B.Com	BA	B. Sc	B.Co m	BA	
Very satisfied	35 (2.84)	35 (2.84)	68 (5.51)	46 (3.73)	39 (3.16)	39 (3.16)	29 (2.35)	34 (2.76)	34 (2.76)	<b>359</b> <b>(29.09)</b>
Satisfied	29 (2.35)	29 (2.35)	34 (2.76)	17 (1.38)	34 (2.76)	35 (2.84)	28 (2.27)	32 (2.59)	42 (3.40)	<b>280</b> <b>(22.69)</b>
Neutral	26 (2.11)	33 (2.67)	29 (2.35)	26 (2.11)	25 (2.03)	29 (2.35)	24 (1.94)	28 (2.27)	29 (2.35)	<b>249</b> <b>(20.18)</b>
Dissatisfied	25 (2.03)	31 (2.51)	27 (2.19)	26 (2.11)	26 (2.11)	21 (1.70)	29 (2.35)	18 (1.46)	24 (1.94)	<b>227</b> <b>(18.40)</b>
Very dissatisfied	12 (0.97)	17 (1.38)	19 (1.54)	10 (0.81)	10 (0.81)	17 (1.38)	9 (0.73)	9 (0.73)	16 (1.30)	<b>119</b> <b>(9.64)</b>

<b>Total</b>	<b>127</b> <b>(10.29)</b>	<b>145</b> <b>(11.75)</b>	<b>177</b> <b>(14.34)</b>	<b>125</b> <b>(10.13)</b>	<b>134</b> <b>(10.86)</b>	<b>141</b> <b>(11.43)</b>	<b>119</b> <b>(9.64)</b>	<b>121</b> <b>(9.81)</b>	<b>145</b> <b>(11.75)</b>	<b>1234</b> <b>(100)</b>
Chi-Square: <b>34.984</b> Chi -square table value: <b>46.194</b> df : <b>32</b> Nature of Significant : <b>Not Significant</b>										

**Table 2:** shows the analysis of the satisfaction with the use of reference services in the college libraries in Warangal. It is clearly shown that the approval level with the use of reference services was encouraging as 359(29.09%) students indicated that they were ‘very satisfied’. However, 280(22.69%) students expressed that they were ‘satisfied’, whereas 249(20.18%) users were ‘neutral’, whereas 227(18.40%) students ‘dissatisfied’ and only

119(9.64%) students says ‘very dissatisfied’.

In the PDCs, it is clearly shown that the contentment level with the use of reference services was encouraging as 102(8.27%) students indicated that they were ‘satisfied’. However, 97(7.86%) students expressed that they were ‘very satisfied’, whereas 81(6.56%) users were ‘neutral’, whereas in as 71(5.75%) students ‘dissatisfied’ and only 34(2.76%) students says ‘very dissatisfied’

**Table 3**

**User opinion about Reprographic service**

Response	Departments									Total
	GDC			ADC			PDC			
	B. Sc	B.Co m	BA	B. Sc	B.Co m	BA	B. Sc	B.Co m	BA	
Very satisfied	12 (0.97)	19 (1.54)	19 (1.54)	10 (0.81)	10 (0.81)	17 (1.38)	9 (0.73)	9 (0.73)	16 (1.30)	<b>121</b> <b>(9.81)</b>
Satisfied	25 (2.03)	33 (2.67)	27 (2.19)	26 (2.11)	26 (2.11)	21 (1.70)	29 (2.35)	18 (1.46)	24 (1.94)	<b>229</b> <b>(18.56)</b>
Neutral	28 (2.27)	27 (2.19)	34 (2.76)	17 (1.38)	34 (2.76)	35 (2.84)	28 (2.27)	32 (2.59)	42 (3.40)	<b>277</b> <b>(22.45)</b>
Dissatisfied	36 (2.92)	31 (2.51)	68 (5.51)	46 (3.73)	39 (3.16)	39 (3.16)	29 (2.35)	34 (2.76)	34 (2.76)	<b>356</b> <b>(28.85)</b>
Very dissatisfied	26 (2.11)	35 (2.84)	29 (2.35)	26 (2.11)	25 (2.03)	29 (2.35)	24 (1.94)	28 (2.35)	29 (2.35)	<b>251</b> <b>(20.34)</b>
<b>Total</b>	<b>127</b> <b>(10.29)</b>	<b>145</b> <b>(11.75)</b>	<b>177</b> <b>(14.34)</b>	<b>125</b> <b>(10.13)</b>	<b>134</b> <b>(10.86)</b>	<b>141</b> <b>(11.43)</b>	<b>119</b> <b>(9.64)</b>	<b>121</b> <b>(9.81)</b>	<b>145</b> <b>(11.75)</b>	<b>1234</b> <b>(100)</b>
Chi-Square: <b>39.789</b> Chi -square table value: <b>46.194</b> df : <b>32</b> Nature of Significant : <b>Not Significant</b>										

**Table 3:** show the study of data on the satisfaction level of students with reprographic services. It is pointed out that nearly half of the students were dissatisfied with reprographic services as compared to those who were satisfied. Out of total users, 356(28.85%) were ‘dissatisfied’ whereas 251(20.34%) were ‘very dissatisfied’, 229(18.56%) were ‘satisfied’ and 227(22.45%) were

‘neutral’, only 121(9.81%) were ‘very satisfied’ with the reprographic services in the degree college libraries.

Further, to find out whether there was a very important difference, the calculated  $\chi^2$  value is 39.789, which is lower than the  $\chi^2$  table value 46.194 at 32 degrees of freedom as its significance at 0.05 levels. Therefore, it can also be easily concluded that there is no very

important difference among respondents as per their type of colleges User opinion about reprographic service.

### Conclusion

It is found that, **(Table 1)** User opinion about books lending service in degree college libraries It is observed that the satisfaction level with the lending services was encouraging as 484(39.22%) felt very satisfied, 263(21.31%) felt satisfactory, 209(16.94%) were neutral, 170(13.78%) felt dissatisfactory, only 108(8.75%) students felt very dissatisfactory about books lending services

**(Table 2)** It is clear that majority colleges 55% (11) of college library users are facing lack of speed internet facility in their respective colleges. 60% of colleges are facing lack of furniture. **(Table 2)** 40% Out of total users, 356(28.85%) were 'dissatisfied' whereas 251(20.34%) were 'very dissatisfied', 229(18.56%) were 'satisfied' and 227(22.45%) were 'neutral', only 121(9.81%) were 'very satisfied' with the reprographic services in the degree college libraries. college libraries are having electricity fluctuation in their colleges. And also 50% of libraries users are raised they need orientation program for how to access the resources from the library. User opinion about reference services in degree college libraries All Aided Degree College libraries are providing book lending service, referral service and reference services. Colleges are providing extension service. All degree college libraries have internet facility for access the resources" It is observed that out of 13 Government, have internet facility a major percentage i.e.53.84%, Majority of college libraries are not getting the internet facility properly. So the authorities should receive indispensable steps to progress speedy internet facility to their libraries.

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