

Full Length Research Paper

User satisfaction with library services of Textile Engineering Institutes of Haryana: An assessment

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This study focuses on users' satisfaction with library facilities and services in Textile Institution of Haryana. The purpose of this study is to assess the library resources, facilities and services concerning the fulfillment of users. The library is the centre of physical objects and abstractive services and today information age the user's wants quality of information in short time. Adequate understanding of customer expectations and the dimensions of service quality is essential for information professionals. Questionnaire was the instrument used for data collection to the sample population selected for the study. 100 questionnaires were distributed among the users of each institute library. The rate of the response was 90%. In this research, the authors explain briefly the concepts of service quality continue to grow and to highlight some of the results of the comparative study of the both institute library quality of services presented to the users. It is concluded that libraries of both the institutes are in the effort of doing well for their users

Key words: Information services, library users, user satisfaction, user studies, service delivery, Textile engineering institute, Haryana, India.

INTRODUCTION

Libraries and information center construction is the knowledge platforms for research in any academic organization. Assessment activities have become a routine part of library management. Librarians periodically examine customer satisfaction with the library's collection, services, and information preferences to ensure that the information needs of users are satiated at all time (Liu and Allmang, 2008). The primary purpose of assessment in academia is to support high-quality learning. To collect the information of student erudition is the key to provide a superior library service and areas for improvement. Evaluating and improving information services to meet user demands is essential to successfully support the educational goals and the daily teaching and learning activities of the institution (Shi and Levy, 2005). Understanding the information needs and make it

available to the appropriate user is very important. Timely delivery of service to user (such as responding to requests for information or help desk enquiries), meets their needs, is easy to understand and use, and that is delivered by courteous and knowledgeable staff (Fabunmi, 2004). Library staff must take each request seriously, to avoid denigration abilities, to create a sense of ease and to conserve confidentiality. The translation of libraries is to prop up the teaching-learning behavior and research needs of teachers and students. "Universal and equitable access to information" as one of the core library values (Jiang, 2007). Olanlokun and Salisu (1985) described the library as "the nerve-center of educational institutions, especially in universities" also saying that libraries play vital roles in the educational development of man at any level, and more particularly so in any

academic pursuit. Time is invaluable in any research, and hence it is pertinent for one to know how to find out what one wants in the library quickly and easily.

Background

Haryana is among the smallest states of the republic India. There are only two Textile Engineering Institute are existed in Haryana that is Technological Institute of Textile and Sciences (TITS) and Panipat Institute of Engineering and Technology (PIET) was formerly known as Panipat Institute of Textile and Engineering.

Padma Vibhushan Dr. G. D. Birla established the Technological Institute of Textile and Sciences (TITS) Bhiwani in the year 1943 under the auspices of the Birla Education Trust. It was the first textile institute of the Haryana state. With a modest beginning the institute has grown into a premier technical institute of the country drawing to its portal students from all over India and abroad. The total strength of students (U.G. and P.G.) in the institute are the 1676 and 127 are the staff members. The Institute has an esteemed library with a good collection of textile books. Library has the 51766 books, 102 periodicals, 500 project reports, 6000 back volumes as well as e-journals of various publications and 800 CD's. TITS library is automated with Libsys software. 15 computers are connected with Internet and users can access subscribed e-journals as well as CD' databases (www.titsbhiwani.org).

Panipat Institute of Engineering and Technology (PIET) is run by Vidhyapeeth Education Trust founded in 2005. It is the 2nd engineering college in Haryana and 17th in India to have textile engineering as a trade. It was established in 2006 and is situated in NCR region at Samalkha, Panipat. PIET has a well and furnished Central library with 180 users seating capacity. The total collection of PIET library is 36399 of print and non print materials (34000 books, 1580 CD's, 15 video lecture, 534 project reports and 270 back volumes and e-journals) as well as good ICT infrastructure. All the courses in the institution are approved by the Kurukshetra University and All India Council for Technical Education (AICTE) (<http://www.piet.co.in>).

Review of related studies

Considerable studies have been conducted on the evaluation and use of libraries by students, research scholars, and faculty members. Mahajan (2009) in her study on Information-Seeking Behavior in Panjab University libraries observed that users who are more or less satisfied with library collections and services, but want training in the use of online information. Sharma (2008) conducted a study on universities of North Western India and found that respondents of all the universities are

frequent library visitors. Respondents between age group of 25-30 visit the library more often than other groups. Agriculturists are the most frequent library visitors, followed by those from humanities and social sciences. Chai (2007) did a survey and found that students visit library for information needs in general, circulation procedures, and for study. Majority of the respondents (64.4%) use the library to find specific information in their fields of interest, followed by 48.3% for current awareness and to keep up to date (Kaur and Rani, 2007). Barooah and Sarmah (2007) evaluated the information services in technical library and found that 23% students are not satisfied fully as they are allowed to borrow only two books at a time. Verma and Tamrakar (2007) found that 96.50% respondents seek information to keep themselves up to date, 87.80% for generating new, 85.20% seek to solve practical problems relating to research and 80% seek the information to write their report and paper. A similar study conducted by Kaur and Verma (2006) and explored purpose of using library vary from person to person, majority of users 72.7% visit library for issue/return of books, 51.5% users visit library for consulting periodical/journals, and 40.9% for photocopying work etc. Fang (2005) opined that document use rate of the libraries in China is below 40%; readers frequently complain that they cannot find the books or documents they want. Hyden (2005) expressed that 84% respondents feel satisfaction with the book collection. In relation to actually borrowing library materials, just under 70% of students and 74% of staff surveyed borrow at least once a month. 64 and 36% respondents are not satisfied with journals and newspapers respectively, 48% respondents never face the problem in using library catalogue (Bouazza and Mufaraji, 2005). Similarly Fong (2005) in his study found that 80% of respondents rated the quality of the book collection above adequate where as 66% of respondents rated adequate for the current ness of the book collection in their subject area. 96.76% research scholars have received books from library as per their research requirements (Ramesha and Kumbar, 2004).

Statement of the problem

Textile Institutes library, like other academic libraries in Haryana, have facilitated a collection of books, e-resources and services. This study will assess the use of such resources by users of the both institution library. Outcomes of the study can be seen in the plan to improve the resources of the Institute's library and services.

Purpose of the survey

The purposes of the survey are to:

- To know the frequency of library use

Table 1. Frequency of library visit.

Frequency	TITS	PIET
Daily	33 (41.25%)	59 (59%)
2-4 Times a week	34 (42.5%)	35 (35%)
Weekly	13 (16.25%)	5 (5%)
Fortnightly	--	--
Monthly	--	--
Rarely	--	1 (1%)
Never	--	--
Total	80	100

Table 2. Assistance in information searching.

Assistance	TITS	PIET
A Teachers	51 (63.75%)	20 (20%)
A Library student worker	--	18 (18%)
A Librarian	16 (20%)	48 (48%)
Any other	13 (16.25%)	14 (14%)
Total	80	100

- To learn about the assistance in information searching of users,
- To explore the rate of the communication services,
- To know the excellent and the poor library services,
- Assess users' satisfaction from the libraries physical facilities,
- To know the frequency and purpose of e-resource use,
- Assess the availability of information material,
- To know the most like feature of the libraries.

METHODOLOGY

The present study is restricted only a users' survey of textile engineering institute, TITS and PIET, libraries of Haryana state of India. Questionnaire was the instrument used for data collection to the sample population selected for the study. Random sampling was used to select those surveyed. 100 questionnaires were distributed among the users who were present in both institute libraries. Out of 200 questionnaires, 180 questionnaires were returned that is 80 from TITS and 100 from PIET. The rate of the response was 90%. Data were captured and tabulated using percentages method as presented and described as follows.

RESULT AND DISCUSSION

Library information centre is known to the satisfaction of the reader required information. The frequency of visits to the library varies from user to user requirement and category. Users were categorized according to frequency of library use of both institutes. From the analysis, Table 1 shows the frequency of library visits at TITS and PIET Libraries. 59 (59%) respondents of PIET and 33 (41.25%) respondents of TITS visit library daily. Whereas 34

(42.5%) and 35 (35%) respondents of TITS and PIET respectively visit the Library 2 to 4 times in a week. Only 13 (16.25%) and 5 (5%) respondents of TITS and PIET prefer to visit library on weekly bases.

In the competitive environment Information is an essential tool and each user accepts the support for timely, accurately and exclusive information according to their aspect of job. It may be observed from Table 2 that 51 (63.75%) respondents of TITS and 20 (20%) respondents of PIET get help from the teachers in information searching whereas 16 (20%) and 48 (48%) respondents of TITS and PIET take the help of the librarian in information searching.

The present survey has also attempted to explore the rate of the communication services of the both libraries and the opinions are analyzed and shown in Table 3 that 53 (66.25%) users of TITS and 64 (64%) users of PIET give low response to electronic resources. 57 (57%) and 30 (37.5%) respondents of PIET and TITS rate high to information resource that is books and journals etc. 39 (48.75%) and 63 (63%) respondents of TITS and PIET respectively rate high to clearly described of library services. 35 (43.75%) and 81 (81%) respondents are good with the high rating with the method of problem solution of Library. 60 (75%) and 55 (55%) respondents of TITS and PIET give high rate to the method of introducing of new services. 62 (77.5%) respondents of TITS and 62 (62%) respondents of PIET rate high to the Information guides provided by the respective libraries.

It is important to know the satisfaction level about the library services to improve the library service quality and promote better use of libraries. The responses rate in this regard has been analyzed in Table 4. Table 4 highlights those 45 (56.25%) respondents of TITS and 42(42%) respondents of PIET rate good to inter library loan service. 30(37.5%) respondents of TITS and 41(41%) respondents of PIET rate good to photocopy service. The reference service was rated good by 40(50%) respondents of TITS and 61(61%) respondents of PIET. Only few respondents of both Institutes rate excellent to the inter library loan, Photocopying and Reference services.

To maintain the standard quality of the collection it is necessary to know whether available collections are capable to satisfy the information need of users in their academic and research work. With the collection assessment a library maintains the purchase policy. Table 5 reveals the rating to library collection of both libraries. In TITS 32(40%) respondents' rate book collection very good and in PIET 17(17%) respondents are of same view. 25(31.25%) respondents of TITS think that journal collection is good whereas in PIET library 56(56%) respondents are of the same view. Newspaper collection of TITS and PIET is good as per 29(36.25%) and 41(41%) respondents respectively. 60(60%) respondents of PIET and 19(23.75%) respondents of TITS says that CD's collection is poor.

In Table 6, the users rated the quality of book bank

Table 3. Demanding services.

Demanding service	TITS		PIET	
	Low	High	Low	High
Electronic resources	53 (66.25%)	27 (33.75%)	64 (64%)	36 (36%)
Information resource (Books, Print Journal)	50 (62.5%)	30 (37.5%)	43 (43%)	57 (57%)
The Library clearly described the services on offer?	41 (51.25%)	39 (48.75%)	32 (32%)	63 (63%)
Library staff acknowledges and handle problem in a professional manner	45 (56.25%)	35 (43.75%)	19 (19%)	81 (81%)
The Library keeps me informed about new services and collection?	20 (25%)	60 (75%)	45 (45%)	55 (55%)
Information guides (printed and electronics) provided by the Library are clear and useful.	38 (47.5%)	62 (77.5%)	38 (38%)	62 (62%)

Table 4. Library services.

Performance	Institute	Library services		
		Inter Library Loan	Photocopying	Reference
Poor	TITS	15 (18.75%)	-----	-----
	PIET	29 (29%)	23 (23%)	12 (12%)
Good	TITS	45 (56.25%)	30 (37.5%)	40 (50%)
	PIET	42 (42%)	41 (41%)	61 (61%)
Very Good	TITS	20 (25%)	35 (43.75%)	27 (33.75%)
	PIET	14 (14%)	23 (23%)	20 (20%)
Excellent	TITS	-----	15 (18.75%)	13 (16.25%)
	PIET	15 (15%)	13 (13%)	17 (17%)

Table 5. Rating to library collection.

Collection	Performance							
	Poor		Good		Very Good		Excellent	
	TITS	PIET	TITS	PIET	TITS	PIET	TITS	PIET
Books	21 (26.25%)	34 (34%)	19 (23.75 %)	40 (40%)	32 (40%)	17 (17%)	8 (10%)	9 (9%)
Journal	30 (37.5%)	17 (17%)	25 (31.5%)	56 (56%)	16 (20%)	18 (18%)	9 (11.25%)	8 (8%)
Patents and standards	27(33.75%)	-----	32 (40%)	-----	14 (17.5%)	-----	7 (8.7%)	-----
Newspaper	13 (16.25%)	--	29 (36.25%)	41 (41%)	25 (31.25%)	39 (39%)	13 (16.25%)	20 (20%)
Microfilm/Microfiche	-----	-----	-----	-----	-----	-----	-----	-----
CD's/Cassettes/Video	19 (23.75%)	60 (60%)	15 (18.75%)	29 (29%)	25 (31.25%)	7 (7%)	21 (26.25%)	4 (4%)

collection that 53(53%) respondents of PIET observe that book bank collection is good whereas 20(20%) rate it very good. 43(43%) respondent of PIET rate working hours of book bank good where as 27(27%) rate it very good. 48(48%) respondents says that arrangement of book bank is good. Table shows that TITS Library does not offer Book bank services to its students.

Table 7 described the satisfaction level of users with the physical facilities. Available physical facilities affect the library sources that are used by users. Goods

infrastructural facilities mean good library services. Table 7 reveals the user's opinion regarding physical facilities that the respondents of TITS are very satisfied with the noise level, directional sign and lighting facility of the library that is 50(62.5%), 46(57.5%) and 30(37.5%) whereas the PIET respondent are very satisfied with the furniture, availability of computer and behavior of staff that is 42(42%), 35(35%) and 50 (50%) respectively. 40 (50%) respondents of TITS library are very satisfied with the temperature inside the library because maximum

Table 6. Book bank collection.

Book bank	Performance							
	Poor		Good		Very Good		Excellent	
	TITS	PIET	TITS	PIET	TITS	PIET	TITS	PIET
Collection	-----	17 (17%)	-----	53 (53%)	-----	20 (20%)	-----	10 (10%)
Working hours	-----	10 (10%)	-----	47 (47%)	-----	27 (27%)	-----	16 (16%)
Arrangement	-----	16 (16%)	-----	48 (48%)	-----	20 (20%)	-----	16 (16%)

Table 7. Physical facilities.

Facility	Performance							
	Very satisfied		Some satisfied		Some dissatisfied		Very dissatisfied	
	TITS	PIET	TITS	PIET	TITS	PIET	TITS	PIET
Space	23 (28.75%)	33 (33%)	6 (7.5%)	47 (47%)	5 (6.25%)	8 (8%)	1 (1.25%)	8 (8%)
Furniture	25 (31.25%)	42 (42%)	7 (8.75%)	43 (43%)	8 (10%)	9 (9%)	2 (2.5%)	3 (3%)
Restroom	5 (6.25%)	15 (15%)	4 (5%)	17 (17%)	9 (11.25%)	16(16%)	8 (10%)	29 (29%)
Temperature	40 (50%)	18 (18%)	3 (3.75%)	41 (41%)	3 (3.75%)	20(20%)	9 (11.25%)	9 (9%)
Noise Level	50 (62.5%)	32 (32%)	7 (8.75%)	34 (34%)	8 (10%)	13 (13%)	4 (5%)	16 (16%)
Directional signage	46 (57.5%)	23 (23%)	8 (10%)	38 (38%)	8 (10%)	15 (15%)	4 (5%)	5 (5%)
Availability of computer	23 (28.75%)	35 (35%)	3 (3.75%)	29 (29%)	10 (12.51%)	15 (15%)	9 (11.25%)	16 (16%)
Computer Printer	25 (31.25%)	24 (24%)	5 (6.25%)	27 (27%)	3 (3.75%)	12 (12%)	11 (13.75%)	28 (28%)
Lighting	30 (37.25%)	35 (35%)	7 (8.75%)	30 (30%)	6 (7.5%)	12 (12%)	5 (6.25%)	16 (16%)
Drinking water & Toilet	25 (31.25%)	65(65%)	6 (7.5%)	15 (15%)	6 (7.5%)	9 (9%)	6 (7.5%)	2 (2%)
Behavior of staff	28 (35%)	50 (50%)	5 (6.25%)	28 (28%)	11 (13.75%)	9 (9%)	3 (3.75%)	6 (6%)

Table 8. Purpose of internet use.

Purpose	TITS	PIET
Education	45 (56.25%)	71 (71%)
Entertainment	10 (12.5%)	17 (17%)
News	13 (16.25%)	2 (2%)
Communication/E-mail	10 (8%)	8 (8%)
Sports	2 (2.5%)	2 (2%)
Total	80	100

Table 9. Frequency of internet use.

Frequency	TITS	PIET
Daily	45 (56.25%)	19 (19%)
Once a week	2 (2.5%)	16 (16%)
2-3 time in week	12 (15%)	25 (25%)
Once a fortnight	2 (2.5%)	1 (1%)
Once a Month	8 (10%)	6 (6%)
Rarely	11 (13.75%)	33 (33%)
Total	80	100

area of the library is air conditioned, where as only 18 (18%) respondents are of same view in PIET library. Majority of the respondents of PIET (80%) are satisfied with facility of drinking water and toilet.

The Internet is like a huge ocean, and a user access to the Internet depends on the mood or necessity. Table 8 reveals the purpose of the Internet use. 45(56.25%) respondents of TITS and 71% respondents of PIET make the use of Internet only for educational purpose.

Table 9 indicates the frequency of Internet use in TITS and PIET Library. In the TITS quite large numbers that is 45(56.25%) respondents use Internet daily, 12(15%) respondents use the Internet 2 to 3 times in a week, 8(10%) once a month and 11(13.75%) rarely. On the other hand in PIET 19% users use Internet daily, 16%

users use it once in a week, 25% respondents use the Internet 2 to 3 times in a week and majority of respondents that is 33% use Internet rarely.

Availability of desire information materials means that the library has acquired them and organised into various collection by which provide timely and accurately to users. The Library serves as browser of information for people to access information on demand. The present study tries to find out users opinion regarding Availability of desire information materials and Table 10 shows availability of desired information in both libraries. In TITS and PIET 40(50%) and 28(28%) respondents able to get desired information always whereas 30(37.5%) users of TITS and 30(30%) of PIET get desire information

Table 10. Availability of desired information material in the Library.

Frequency	TITS	PIET
Always	40 (50%)	28 (28%)
Sometime	30 (37.5%)	30 (30%)
Rarely	7 (8.75%)	36 (36%)
Never	3 (3.75%)	6 (6%)
Total	80	100

Table 11. Use of electronic primary resources.

Electronic resource	TITS	PIET
E-journals	30 (37.5%)	45 (45%)
E-Data archives	--	7 (7%)
E-Manuscripts	22 (27.5%)	1 (1%)
E-Maps	10 (12.5%)	13 (13%)
E- Magazines	6 (7.5%)	37 (37%)
E-Books	9 (11.25%)	36 (36%)
E-Thesis	1 (1.25%)	3 (3%)
E-Research Report	2 (2.5%)	12 (12%)
E-Newspaper	30 (37.5%)	65 (65%)
E-mail	50 (62.5%)	64 (64%)

sometimes. 12.5% respondents of TITS and 42% of PIET say that they rarely or never found the desired information.

Regarding the frequency of use of electronic resources it is found that mostly 50(62.5%) and 64(64%) respondents of TITS and PIET respectively use e-mail (Table 11). 30(37.5%) and 65(65%) respondents of TITS and PIET access e-newspaper. 30(37.5%) and 45(45%) respondents of TITS and PIET respectively prefer to use e-journal, e-magazine is also popular among more than 40% respondent of both the libraries. Use of e-books is made by 36 (36%) respondent of PIET.

The present study also aimed at knowing about features most like the library by the users. According to Table 12, 30 (30%) users of PIET library hinted their votes for staff's behavior which they most liked followed by 21% for its good services. In TITS 20 (25%) respondents like the library for its good collection and 19 (23.75%) prefer due to its good environment.

Conclusion and suggestion

The main purpose of the library is to provide wealthy knowledge desktop to their users for completing their information necessity. The library seeks a better understanding of their users and tries to offer better library services to them. Based on the findings, it is clear that both the textile Institute libraries some conclusions may be derived. The study reveals that daily library visiting

Table 12. Most like the library.

Reason	TITS	PIET
Staff Behavior	10 (12.5%)	30 (30%)
Good Service	15 (18.75%)	21 (21%)
Good Collection	20 (25%)	17 (17%)
Environment	19 (23.75%)	16 (16%)
No Option	16 (20%)	16 (16%)
Total	80	100

response of the users seems more in PIET than TITS library users and get the help of librarian in information searching. Maximum students use internet for educational purpose, e-mail, e-journal and e-newspaper in both the institute libraries but users of TITS library make more use of Internet than PIET. The users of PIET library are more satisfied with the demanding services provided to them in compare to the users of TITS library. Library services (inter library loan, photocopy and reference) are rated well by the majority of the respondents in both the libraries whereas PIET library users rated good of the physical facilities and collection in comparison of TITS library users. PIET library users seem plus point of PIET library is its book bank service for the students. Respondents of PIET are fond of the library due to cooperative behavior of staff and good services where as TITS users like the library for its good collection and environment. The results also suggest that libraries should organise the orientation programme to attract users as well as conduct a regular survey on user changing information need to update the collection and services. In internet age it is strongly suggested that a library site should create as a management tool for exploiting digital products and services. TITS is a well reputed and renowned textile institution of India, whereas PIET is new and lead in the B. Tech. Textile branch in Haryana state. But libraries of both the institutes are in the effort of doing well for their users.

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