

LIBRARY SATISFACTION SURVEY OF THE MUKESH PATEL SCHOOL OF TECHNOLOGY MANAGEMENT & ENGINEERING, MUMBAI, MAHARASHTRA: A USER STUDY

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Abstract: - *The concept 'Library user', is turning to the shape as 'library customers'. To find out those customers' needs and expectations, library needs to take measurement of satisfaction level. To check that measurement library has to conduct a user survey with their expectation of requirement and based on service given by library. This paper presents the analysis of a user survey conducted in MPSTME library. Primary data on library users' satisfaction experience was collected through a structured questionnaire. The population of the study consists of students of MPSTME Library.*

Keywords: User Survey, Library Service, MPSTME Library.

Introduction:

When a student visit`s a library, it is the services which the library gives with their resource collection that makes him relish and share with other. The positive feeling generated after getting that service makes him come back again to avail the same.

Understanding needs and requirements of students can result in providing quality service. Library

services are intangible and the satisfaction of the students is the only way to measure this. At the same time library resources can be measure with their utilization. Knowing what the students expect from the library is the first and the most important step in delivering the quality service. Good quality resources are also necessary for delivering the quality services. User survey of the working library are normally conducted every

year. The underline purpose and goal is to collect relevant and appropriate data from all users that will in turn enable the library to improve its contribution to college academic life going forward and to fulfil its departmental role in the most effective way. This study reveals the satisfaction level of the users of Mukesh Patel School of Technology Management & Engineering.

Objective:

- To garner users perspective on the extent to which they consider the working library to meet their needs.
- To find out the problems faced by users.
- To study the satisfaction level of users in terms of collection, arrangements of resources, etc.
- To find out the awareness of users in different pattern like collection development, digital library service, and other services of library.
- The extent to which in general the library fulfils its purpose in contributing to college life & learning.

Mukesh Patel School of Technology Management & Engineering:

Mukesh Patel School of Technology Management & Engineering was started in 2006, offering MBA Tech, MCA, M Tech, B Tech, B Tech (Integrated), PGDM& PhD programme under the umbrella of Shri Vile parle Kelvani Mandal which was set up in 1934. The trust run 28 educational

institution in different fields like Technology, Management, and Law along with numerous schools and under graduate colleges. The MPSTME library is at the heart of the institute. The library is known for its varied services and comprehensive collection of textbooks, Journals, Magazines and Audio visual materials. The library as its own website. The library offer reference, Current Awareness Service (CAS), Inter Library Loan (ILL) along with some traditional services.

Literature Review:

Many studies have been attempted to find out user needs, requirements and satisfaction level with different parameters. Roberts has studied on university of West Indies .The study reveals whether there was a need for promotional activities to be targeted at this group. The findings provide evidence to support the theory that when faculty members are informed about the services, they are more likely to make optimum use of them. Shaheen studied on five major agricultural libraries in Malaysia. The result reveals that, the adequacy of collections, services and facilities were closely linked to the perceptions of library effectiveness. Bamigboye has stated in his article 'Evaluation of library services delivery in Olabisi Onabanjo University, Ago- Iwoye, Nigeria' Library staff, especially professionals, should always be willing to assist users in selecting and locating materials . There should be support services to help independent learners in selecting materials. Users should be trained to use the

library more effectively and advice should be given on reading and study skills. Gunsekera conducted a study in University of Peradeniya, Srilanka, the study shows that, most of the faculty members were satisfied with collection of the library and arrangement of resources. Lata have conducted a survey in T. S. Central State Library, Chandigarh. They have found the results that the majority of users visit the library daily with the study purpose, to borrow books, to read newspapers, to prepare for competitive examination and to access Internet and users are not aware about services what library is providing further he suggestseffective user orientation. Many studies have been attempted to find out user needs, requirements and satisfaction level with different parameters. Roberts has studied on university of West Indies. The study reveals whether there was a need for promotional activities to be targeted at this group. The findings provide evidence to support the theory that when faculty members are informed about the services, they are more likely to make optimum use of them There should be support services to help independent learners in selecting materials. Users should be trained to use the library more effectively and advice should be given on reading and study skills. They have found the results that the majority of users visit the library daily with the study purpose, to borrow books, to read newspapers, to prepare for competitive examination and to access Internet and users are not aware about services what library is providing further he suggests effective user orientation.

Librarians have been faced with an increasing need to educate users in effective and efficient techniques for retrieval and evaluation (Rapple, 1997; Vasanthi, 2002). There is an expectation from library users that library staff “be informed about modern technology” (Vasanthi, 2002,]

Methodology:

This study required primary data. Primary data on library users' satisfaction experience was collected through a structured questionnaire. Randomly 500 students were selected for the survey. Post Graduate, Under Graduate and Research students participated in the survey. In all 448 of respondents completed the survey.

Data Analysis & Interpretation:

1. Library access pattern:

Library is a service institution. Library services are one of the most widely used and accepted in the modern world. Academic community particularly in a university utilizes acquisition, organization and dissemination of knowledge resources and providing for library services for research and teaching purposes. Academic work is supported by library. Therefore, library is rightly regarded as the heart of an academic institution. A library is an institution where a reader can consult and acquire desired information under single roof. The mission of the library is to facilitate the creation of new knowledge through value added services.

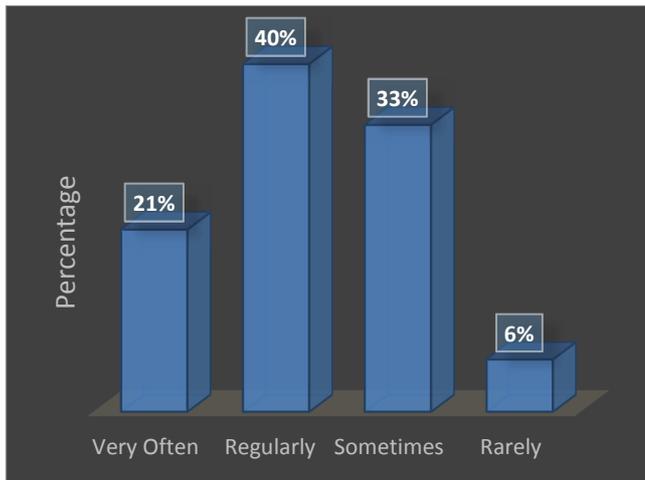


Figure 1: Library access pattern

The study shows that majority of the students 179 (40%) use the library daily, about 148 (33%) visit the library sometimes, and 94 (about 21%) access the library very often. Non users numbered 28 (6%). Overall the findings suggest the library is used by large numbers of students (only 6% were non users).

2. Time spend in the library:

Library is an essential component of the Institute, which collectively support the teaching, research and extension programs of the Institute. The well-furnished and air-conditioned library is located on the ground floor of the institute and spread over 2,636 square feet, .The library is divided into two sections: The Reading Hall with Stacking Area and The Administrative Area. The library provides comfortable and friendly environment that enables learning and advancement of knowledge and promotes discovery. Library is fully automated with Libsys software. Users

can login free, high-speed Wi-Fi network to access the e-resources. Library database (OPAC), which is currently on the intranet, gives detailed information about library books. Students can find out the real-time availability of library materials from their own computer terminals. The Library has an open access system facilitating the free use of materials on the shelves.

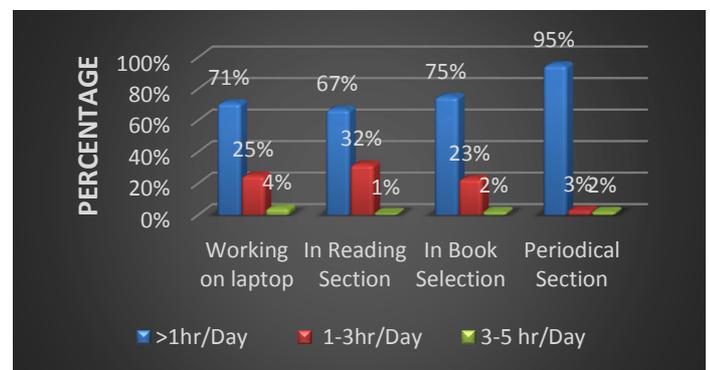


Figure 2: Time spend in the library

The study shows that a total of 318(71%) of users spends less than one hour on laptop,(112) 25% spend 1-3 hours per day on laptop and 18(4%) users spends 3-5 hours per day on laptop.300 (67%) users spends less than 1 hours in reading section, 143 (32%) users spends 1-3 hours per day in reading section &4 (1%) users spends 3-5 hours in reading section. 336 (75%) users spends less than 1 hours in books selection, 103 (23%) users spends 1-3 hours in books selection and 9 (2%) users spends 3-5 hours per day in books selection.426 (95%) of users spends less than 1 hours in periodical section, 13 (3%) users spends 1-3 hours per day in periodical section and 9 (2%) spends 3-5 hours. Overall there appears to be

maximum use (95%) of periodical section of the Library.

3. Library hours:

To fulfil the academic requirements of students and faculty member`s Library is open from 8.00 AM to 8.00 PM except on Sunday and holiday.

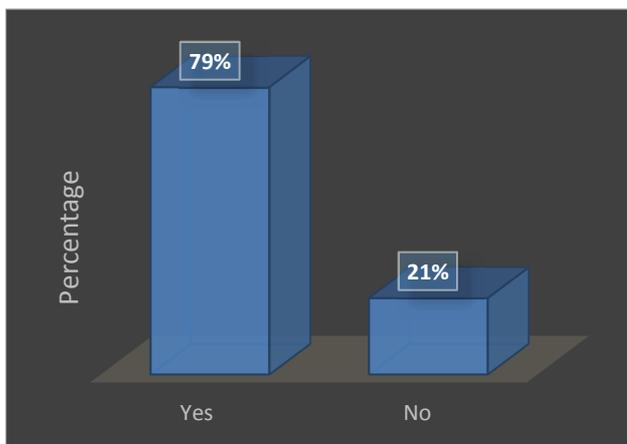


Figure 3: Library hours

The study shows that 354 (79%) users are happy with the Current Library working hours (8 A.M to 8 P.M), 94 (21%) users wants the Library to be opened till 11 PM.

4. Satisfaction level with library resource collections

Collection development is challenging task .Library has a rich collection of books, periodicals, E-books, E-Journals, Online Databases, Audio-Visual materials etc.

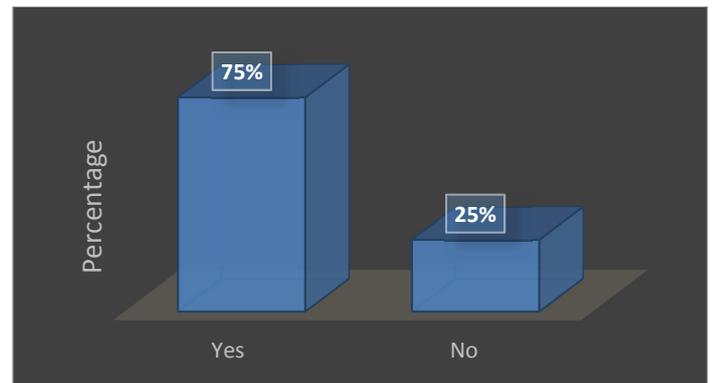


Figure 4: Satisfaction level with library resource collections

In order to check the satisfaction level the users were asked whether they are satisfied with the book collection in the library. 336 (75%) of the users responded positively and 112 (25%) of the users wants the Library to increase its collection by adding books on latest edition, novels etc.

E resource collection:

Library has subscribed various e-resources like, Electronic journals, Engineering Databases, E-books Databases, Research Databases, and many more

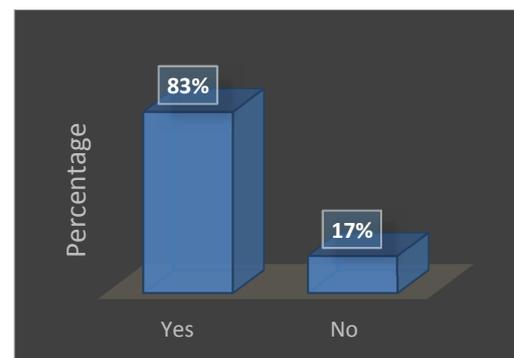


Figure 5: E-Resource Collection

The survey findings reveals that 372(83%) of the respondents finds the Library’s E-resource collection satisfactory and 76 (17%) of users want’s the Library to increase its e- resource collection.

5. Periodicals:

The collection of resources shows the library’s effectiveness on users. Library has a huge collection of periodicals like Electronics for you, Linux, mechanical engineering, hydraulic & pneumatics, chemical engineering world, IEE control system, IIMB management Review etc.

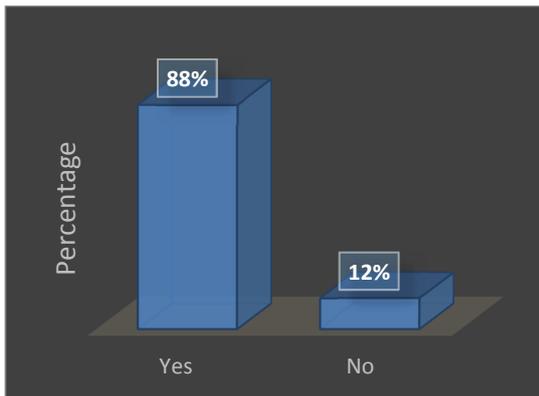


Figure 6: Periodical

The question ask the respondents about the satisfaction with the periodical collection of library. 394 (88%) of users are satisfied with the periodical collection and 54(12 %) are dissatisfied with the collection.The analysis reveals that maximum users are satisfied with library’s periodical collection the main reason is for that is library is subscribing maximum number of periodicals.

6. Awareness of digital library services:

Library provides enough infrastructure to take the benefit of digital library services. Library provides Current Awareness service, Reference service, Inter Library Service, TOC (Table of Content) service etc. to its patrons.

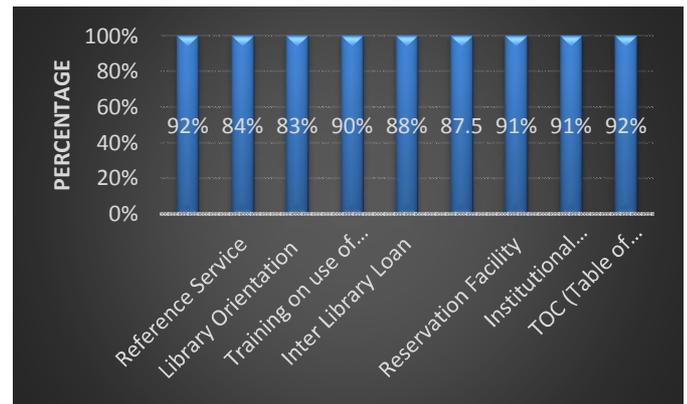


Figure 7: Awareness of digital library services

Figure 7 will explain the awareness at digital library services. Majority of the respondents 412 (92%) are aware about current awareness service, table of content (TOC) in the library. At the same time 408 (91%) users are using reservation facility, knows about the institutional membership with British council library and IIT library and 394 (88%) users are aware about inter library loan facility.

7. library staff’s assistance:

Respondents were asked to assess their levels of satisfaction/dissatisfaction with the quality of service offered by the Library staff. 430(96%) of the users are satisfied with library staff’s assistance. This findings will motivate library staff to give more quality services to their users.

8. Suggestions:

Suggestions given by users to strengthen the library services:

- Seating capacity should be increased
- Library working hours should be extended.
- Loan period should be extended to 15 days.

- Books on latest edition:

Conclusion:

The findings of the survey revealed that most of the MPSTME library users are visiting daily to avail book borrowing service, reference service etc. The users are aware about digital library services that the library is providing. Users are satisfied with the physical condition of the library and resource management. Respondents are very positive about most aspects of the work environment of the library. Respondents expressed very high levels of satisfaction with the quality of service offered by the library staff. A number of useful ideas emanate from the list of suggestions for Library improvement.

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