USERS SATISFACTION WITH ICT IN SELECTED COLLEGE LIBRARIES

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Abstract :-
Objectives of the study:
    To study the various kinds of resources, tools and needs, where ICT is involved in satisfying the information needs of the users.
Method:
    The study has been made by surveying the different user groups from the institution. Who were associated with Arts, Commerce and Science streams of education and Social Science faculty.
Result :
    To develop effective user centered library and information services each college library must conduct users study, develop marketing strategy, must have regular evaluation of libraries internal mechanism, must have user awareness programs, etc.
Conclusions:
    No matter how much the system meets perfection, the resultant success can hardly touch the 99% level bench mark, because users and staff have different problems, which need to be resolved at different levels.

KEYWORDS : Users satisfaction , Method , Social Science faculty.

INTRODUCTION

ICT media had widened the limits and bounds of Library. ICT has revolutionized the field of library and information services. Now it would not be confined to Library premises only, but gamut of knowledge is open to whole world of knowledge through Internet media. ICT (Information Communication Technology) Environment mainly deals with libraries and their user satisfaction which is going to broaden day by day. Because today most of the users seem to be conscious in deeper researches about varied subjects through positive and efficient use of ICT libraries, extract relevant data, compilation and then verification to come to some conclusion. ICT facilities are committed to "Right information to the right user at right time" and user satisfaction is the ultimate goal. Up to date information is the asset of a nation, upon which various strategies are framed. Social media is resourceful and helping everybody to acquire feedback. Librarian is resource person who can work like jack of all masters of none, who is supposed to help every library user to search the proper information about the specific subject through ocean of information at finger tip of librarian. He is supposed to cater the information efficiently, with minimum lapse of time in a speedy way to assess its success.

The success depends on few factors. Wateridge (1998) had identified such factors as under - meet user requirements, achieve purpose, meet timescale, meet Budget, happy users, meets quality

LITERATURE REVIEW

Suresh Jange, Lalitha K. Sami and Mallikarjun Angdi (2006) attempt has been made to promote and

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optimize the use of the Internet as an information Source among engineering faculty and research scholars of National Institutes of Technology (NITs) in India. A total of 750 questionnaires and interview schedules were distributed to the faculty and research scholars of NITs in India, 665 questionnaires were duly obtained with a response rate of 78.24%. An attempt has been made to develop an instrument of acceptance of Internet technology known as Technology Acceptance Model (TAM) among faculty and Research scholars of National Institutes of Technology (NITs) in India using the original constructs i.e. Perceived Usefulness as 'the degree to which a person believes that using a particular system would enhance his or her job performance', and Perceived Ease of Use as 'the degree to which a person believes that using a particular system would be free of effort'. Thus, the Perceived Usefulness of Internet Technology, Perceived Ease of use, Experience of using Internet, attitude towards using Internet, Behavioral Intention to use Internet, Perceived Complexity and actual System use, using the Internet has been determined and thereby reflecting the Learning Style, Perceptions and Emotions of the focus groups.

Kiran Kaur(2010), the purpose of this paper is to describe the results of a study to examine the perception of academic staff on the quality of academic library services. It also attempts to assess the impact of library services on their work and their perceived level of satisfaction towards university library services. The study as carried out using a survey methodology. The survey instrument was a questionnaire adopted from a quality impact survey based on SERVQUAL dimensions. Findings -- Results reveal that academic staff perceives the quality of library services to be just above average. Library staff is considered quite helpful and able to instill confidence in library users. Academic staff also believes that the library has a positive impact on their teaching, learning and research. The overall satisfaction with the library services received a satisfactory rating. Research limitations/implications -- The study is limited to the University of Malaya Library and its branch libraries, thus generalization to other academic libraries is premature at this stage. Practical implications-- This paper will be helpful to libraries to improve library services, especially in assisting academic staff in teaching and research. Though the quality of library service is perceived as just above average, academics will continue to use the library resources and be dependent on librarians for their information needs. Originality/value -- Measuring service quality is a marketing trend that is gradually proving its worth in library and information science. This study contributes to the growing body of knowledge on service quality measures in academic libraries.

OBJECTIVES OF THE STUDY:

The main objectives as following:

1.To study the information needs of the users.
2.To study the various kinds of needs where ICT is involved for satisfying the information needs.
3.To study various kinds of resources that are available for satisfying the information needs.
4.To know about various kinds of tools (services) available for satisfying the needs of users.
5.To study the difficulties faced by the students while handling ICT in libraries.

SCOPE OF THE STUDY:

The study was based on the following aspects: Status, computing, libraries, and services provided, level of Satisfaction. The study confined to the users including students of Undergraduate, Post Graduate and staff of selected ICT oriented colleges affiliated University. The study was mainly focused on the use and awareness of Information Communication Technology.

METHODOLOGY:

The study has been made by surveying the different user groups from the colleges of   University who were associated with Arts, Commerce and Science streams of education and Social Science faculty. When researcher draws his sample, he wants to have a good representation of all the kinds of people in the population. At the beginning research scholar collected the names and addresses of all colleges with their status in automation of libraries and development towards Information Communication Technology in University. This formed the population for the present study.

Table No.1. District wise allocation of selected colleges in University.

Sr.No.	Name of District	No. of Affiliated Colleges (Selected ICT oriented colleges in Univesity)
01	Akola	05
02	Amravati	08
03	Buldhana	04
04	Yeotmal	08
05	Washim	03
	Total no. of Colleges	**28**

Table No.1 shows that, District wise selection of ICT oriented Colleges affiliated to the University in colleges from five districts, Amravati, Akola, Yeotmal, Washim and Buldhana to have fully computerized Integrated Libraries.

Table No.2. Surveyed libraries in University and selected population for Survey (N = 850)

Sr. No.	ICT Oriented colleges in University		Number of Users		Staff		Total Population
	Districts	No of ICT oriented Libraries surveyed	Mail	Female	Mail	Female	University Library & 28 College libraries
1	University Amravati	University departments	39	66	18	21	144
2	Amravati	08 Colleges	53	76	21	17	167
3	Akola	05 Colleges	46	35	12	14	107
4	Buldhana	04 Colleges	52	39	19	12	122
5	Washim	03 Colleges	38	20	14	07	79
6	Yavatmal	08 Colleges	113	78	21	19	231
		Total	339 **(39.88)**	317 **(37.29)**	105 **(12.35)**	90 **(10.58)**	**850**

Table No.2 shows that, the researcher distributed 1400 questionnaires, out of which 1120 questionnaires were received from the respondents of 28 colleges in University. The researcher selected 40 respondents from each college from the total of 28 colleges. For the sampling of subjects, the researcher used stratified random sampling and collects 15 students from Under-graduate, 15 students from Post-graduate, 10 staff members from each college. Some questionnaires were found incompletely filled, some were blank and some were wrongly responded. So after discarding all these questionnaires the total sample at the last consists of 850 respondents, which were sufficient enough for the present study.

Table No.3. Faculty wise distribution (N = 850)

Sr. No.	1	2	3	4	5	6	7	8
Faculty	Arts	Commerce	Enginee-ring	Education	Social sci.	Science	Other	Total
Frequency in %	19.41%	13.64%	29.05%	10%	2.23%	20.47%	5.17%	**850**

Table No.3 shows that, maximum numbers of colleges are multi faculty college's viz. science, Arts and commerce. While engineering, social science and education colleges are single faculty colleges. Researcher tried to get feedback from all types of respondents.

Table No.4. Course wise distribution (N = 850)

Sr. No.	1	2	3	4	5	6
Computer Course	MS-CIT	CCIT	DIT	Other	No Course	Total
Frequency in %	67.07%	5.83%	2.70%	37.52%	10.70%	1053

Table No.4 shows that, 67.07% respondents completed MS-CIT course, While 5.83% respondents completed CCIT course. DIT course was completed by 2.70% respondents. Other courses i.e. completed by 37.52% respondents. And 10.70% respondents had not completed any computer courses.

MS-CIT is the Maharashtra State certificate course in information technology. This course was recognized by Maharashtra government so maximum colleges run this course from their institutions in minimum fees. From the above table it's also found that, more than 10 % students are unaware about computers and computer courses. While some were completed more than once.

Table No.5. How satisfied are you with the following print resources available in the Library (N = 850)

Sr. No	Resources	Satisfied	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Dis-satisfied
1	Text Books	50.82%	29.47%	14.70%	2.70%	2.83%
2	Reference book collection	53.76%	25.64%	14.47%	2.11%	4%
3	Periodicals (journals, magazines and newspapers):	42.58%	28.47%	19.52%	4.47%	4.94%
4	Posters and maps	29.17 %	12.82%	21.64%	13.76%	22.58 %

Table 5 shows that, print resource wise satisfaction levels of library users in colleges as regards text books, reference books, periodicals, posters & maps. Every library tries to cater their services through text books, reference book, etc. While as periodicals, journals & newspapers are primarily referred by research fellows. Posters & maps are the resources which are rarely used as compared to other literary materials.

Table 6. How satisfied are you with the following resources available electronically? (N = 850)

Sr. No.	Electronic Resources	Satisfied	Very Satisfied	Fairly satisfied	Fairly Dissatisfied	Dissatisfied
1	Library catalogue, Databases or OPAC searching browsing	43.17%	19.86 %	15%	6.94%	14.94%
2	Internet/world wide web access	36.70%	14.23%	20.35%	13.29%	15.39%
3	Computerized services (The library's computers and software support)	39.05%	16.70%	17.29%	12.23%	14.70%
4	The Library's media collections (CDs, DVDs, video, etc) are easy to locate in the cabinets.	23.64%	8.35%	25.05%	18.70%	24.23%
5	The library's printers and photocopiers are adequate for my needs.	25.29%	9.17%	19.17%	21.17%	25.70%
6	I am always able to successfully connect to the online databases, journals, etc.	24.35%	10.94%	18.70%	19.76%	26.23%
7	I get the Library materials from storage are quickly and quickly and accurately.	44.11%	16.47%	15.88%	10.11%	13.76%
8	Technical enquiry services.	30.35%	13.52%	17.05%	13.88%	25.17%

Table 6 shows that, satisfaction for use of electronic resources and gadgets for effective knowledge ability to Galaxy as well as easiest & speedy accessibility. Libraries under surveillance do not seem well equipped electronic gadgets. Library media collections are proving least helpful, may be because of the material might come up as outdated as compared to vast galaxy of material availed in ICT libraries. Similarly the facility of procuring hard copies of material available with the library are least used or are not offered for use, may be because such services or equipments are not in proper working order. Users do not opt to connect with online databases, either due to complex platforms or due to via accessibilities. Even after opening of sky drives for storage device, many a times online support systems fail due to insufficient bandwidth or connectivity problem or sometimes the server failures.

LIBRARY SERVICES

Table 7. How satisfied are you with the following services offered by the Library? (N = 850)

S N	Resources	Satisfied	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Dissatisfied
1	Circulation	53.41%	28.35%	11.88%	2.58%	3.76%
2	Display board services	49.76%	26.47%	13.41%	4.24%	6.11%
3	Library catalogue or OPAC search browsing	40.58%	22.82%	12.58%	7.76%	16.23%
4	Library instruction classes.	9.05%	16.47%	16.70%	31.41 %	26.17%
5	Handouts, research guides, bibliographies (available both in print and electronically)	10.11	15.76%	17.29%	32%	24.82%
6	The Library's physical environment (furnishings, cleanliness, is pleasant and inviting.	45.76%	29.29%	13.76%	6.82%	4.35%
7	The Library provides enough study space to meet my needs.	27.41%	48.94%	13.05%	5.05%	5.52%
8	The Library is a quiet place for study and research.	47.05%	30.47%	11.64%	6.35%	4.47%
9	The open hours of the Library are generally convenient for me.	28%	46.58%	9.88%	7.76%	7.76%
10	I usually find most of the books I need on the shelves.	23.64%	40.70%	17.41%	10.23%	8%
11	I usually find most of the journals, magazines, newspapers, and microfilm I need on the shelves	21.88%	40.11%	19.41%	10.11%	8.41%
12	Requests to retrieve library materials from storage are handled quickly and accurately	43.05%	25.41%	14%	8.82%	8.70%
13	The Interlibrary Loan (ILL) service provides timely access to the resources I need from other libraries	11.05%	24.70%	14.35%	16.47%	33.41%
14	The amount of time that I am able to keep books checked out is adequate for my needs.	46%	22.91%	13.05%	8.04%	10%
15	The Library obtains and makes available my library book purchase requests in a timely manner	44.11%	17.05%	15.64%	10.47%	12.70%
16	The Newspaper Clipping Services is convenient for me	20.23%	45.17%	9.64%	9.52%	15.41%
17	All manual services in the library	48%	20.82%	15.10 %	4.82%	11.17%
18	Drinking water and Toilet facility	37.64%	16.82%	8.35%	10.41%	26.70%

Table 7 depicts that, satisfaction through various ICT oriented library services some of which are yet unexplored due computer illiteracy amongst Researchers, Faculties, Students, etc. though awareness is growing with high speed WIFI, Bluetooth & Wired Internet Broadband Services. A library is a collection of sources of information and similar resources, made accessible to a defined community for reference or borrowing. It provides physical or digital access to material, and may be a physical building or room, or a virtual space, or both. While compare to all services as shown in the above table it's found that, Library instruction classes and Handouts, research guides, bibliographies (available both in print and electronically) are the services which must be improve.

Table No. 8. How satisfied are you with the service you receive from the Library staff?   (N = 850)

Sr. No.	Resources	Satisfied	Very Satisfied	Fairly satisfied	Fairly Dissatisfied	Dissatisfied
1	Approachability /friendliness of staff	50.70%	29.76%	11.64%	3.41%	4.47%
2	Availability of staff when assistance is needed	52.70%	28.82%	11.29%	4.11%	3.05%
3	Helpfulness in locating and evaluating information	50.47%	27.88%	12.70%	5.17%	3.76%
4	Staff has knowledge of resources useful for class assignments and research	25.29%	44.23%	16.47%	8.94%	5.05%
5	Librarian are actively engage in outreach to users	13.88%	36.47%	14.58%	19.88%	15.17%
6	Library employees offer courteous and helpful service by telephone, e-mail	29.88%	16.35%	15.76%	16.23%	21.76%

Table 8 shows that, librarian as well as library staff are prime factors, which are playing a crucial role of guidance to let users, students, researchers reach their pre determined source of information, best available browser offering high speed console to fetch required data, material in minimal time lapsation. Library staff need to keep updated with every aspect such as ICT, Electronic Gadgets to store soft data, authentic software's to transform the images or data into compatible format and that too at affordable costs, so that nobody is deprived of any information just due to lack of intellectual levels of library staff.

Table No.9. How satisfied are you with the physical setup / environment of the Reference Department? (N = 850)

S. N.	Resources	Satisfied	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Dissatisfied
1	Study desks / tables	57.41%	30.70%	6.94%	2.70%	2.13%
2	Xerox / microfilm machines	34%	18%	13.17%	14.11%	20.70%
3	Computers	41.05%	20.11%	13.41%	8.35%	17.05%
4	Lighting / Heat / AC	21.76%	44.82%	13.29%	7.17%	12.12%
5	Noise level	47.52%	30.23%	9.17%	5.64%	7.41%

Table 9 shows that, satisfaction level from library ICT oriented staff as regards ICT set up and basic infrastructure amenities related to working conditions in library premises. Library ICT Oriented Staff need to be aware that the atmosphere at library premises, need to be airy, full of good lighting conditions, comfortable study environment, sufficient clean and fresh drinking water along with neat and clean wash rooms for offering consistent prolonged studies by students, researchers and users. Must have state of art ICT Set up and Basic Infrastructure amenities related to working conditions in library premises. Off course high speed data transfer routers and service

providers, Xerox / microfilm machines would make the library complete in real sense of which presently they lack.

FINDINGS:

In view above findings and conclusions some suggestions were made for the further improvement in the libraries:

To develop effective user centered library and information services, each college library must understand the information needs of the users in order to address those needs library should conduct user studies at regular intervals, in order to know users Information needs and their information seeking behaviors.

Librarian should develop an information marketing strategy to create awareness about library resources and services among students and research scholars. This will help better utilization of library resources and services offered in the library.

There should be a regular check up of facilities, equipment and furniture of the library to ensure that they were functioning so as not to disrupt or to delay library services and activities. The library should provide appropriate equipment in adequate quantities and in good working order for the convenient, efficient consultation of local and remote information resources by staff and the public. This includes communications of hardware and software to receive and answer queries for information from users.

When a specific Library claims to be ICT deployed and developed library, that time it should be aware about its responsibility. Users say the libraries being automated but short of supportive equipments to provide hard copies as well as soft copies in presentable way. ICT must be accompanied with OPAC Terminals, Internal Service facility, printing (photocopying) devices on sufficiently large scale.

Every Library should have highly demanded publications in ample quantity to maintain its collection to deserved level. Libraries should concentrate in tune with its readers, students and other users and try to be in resonance with the social requirements. More books and journals are needed to better meet the course requirements of library users. Library staff should be properly trained so that they may have better understanding about how to search, download needed information from e- resources. This staff ultimately can help the users to explore available-resources exhaustively and can also motivate the user to use e- resources independently.

New trend of students was to adopt group study culture. Students come up together in groups, discuss, design their own ways of study. Under such circumstances, Libraries if equipped sufficiently should recognize such study groups and entertain the groups for studying by providing suitable environment and offering services of all available equipments and resources of information technology.

A reference librarian is needed to manage the reference section, to create reference service programs to develop and implement dynamic library marketing and promotion program.

The library should participate in consortia and networks to obtain access to information sources and services which it cannot provide on its own. The library should collect or provide access to information resources relevant to its mission and reflecting the interests of the full spectrum of the population it serves. These information resources should satisfy, through content, currently useful format, organization, and quantity a diversity of user needs.

As necessary, information services personnel should reach beyond reference collections to tap the resources of the library as a whole. To provide the information that users need, they should also reach beyond in-house collections and in-house expertise by drawing on the resources of the organizations that collect and provide information, by consulting individual experts, and tapping external information sources regardless of their medium. Internet is an important tool for libraries. However, to utilize the maximum resources from internet it is necessary to make the users well versed in the surfing and browsing on the net. Internet use cannot be increased unless and until short-term courses or workshops and training programs are conducted. This will help users to know various developments and searching techniques for accessing the desired information.

In order to fully exploit the available resources, and services, each library should conduct user awareness program at the beginning of each academic session. This will encourage more and more students and research scholars to use library resources and services.

In the world today information is constantly changing in terms of its volume, the technical aspects of its storage and retrieval, and in the way it is communicated. This situation has not only increased the amount of information available to users but it has also created an environment that is complex for them in terms of finding, accessing, selecting, evaluating and handling information. In recognition of this challenge, librarians and other academics in the education institutions of various countries have introduced Information Literacy programs that are intended to impart the knowledge and skills that would enable users to become effective and efficient information users. The librarian can play effective role as intermediary in bridging the gap between the users and the resources of the library and it should be introduced in all libraries.

CONCLUSION:

No matter how much the system meets perfection, the resultant success can hardly touch the 99% level bench mark, because users and staff have different problems, which need to be resolved at different levels. As the users face shortage of books, while as staff faces shortage of time to update the data base from time to time to upkeep the requirements, orders placed, old books going out of circulation and new editions of such books booked at respective publishers, categorically inform users about availability of new books, upgrade the techniques, deploy latest tools and equipments to make libraries more user friendly and face minimum mess. If new technologies enter then staff as well as users be equally made aware about and trained to make maximum use of the same, to integrate library facets for students, readers, researchers and other beneficiaries.

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